

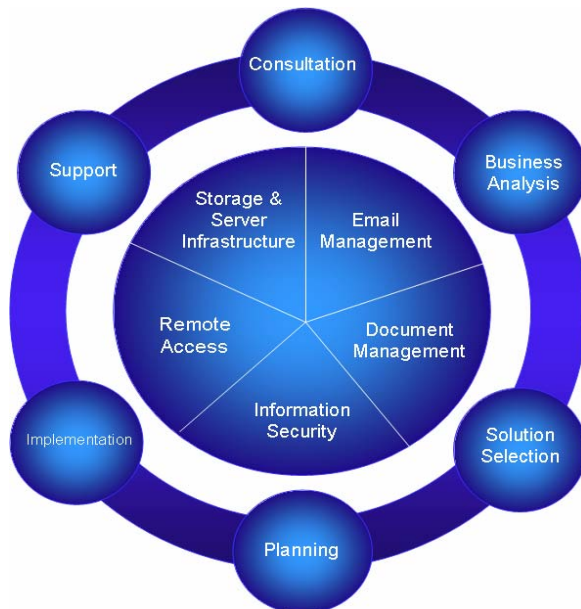
Transam's Products and Services Portfolio

Who We Are, What We Do

Founded in 1978, Transam is an award-winning London-based IT Value-added Reseller specialising in highly related, key technologies:

- ❖ Server and Storage Infrastructure, including Virtualisation
- ❖ Backup & Recovery Solutions
- ❖ Email Management & Archiving
- ❖ Document Management, Processing and Collaboration
- ❖ Remote Access to Applications, Information and Systems
- ❖ Security of IT Systems and Information.

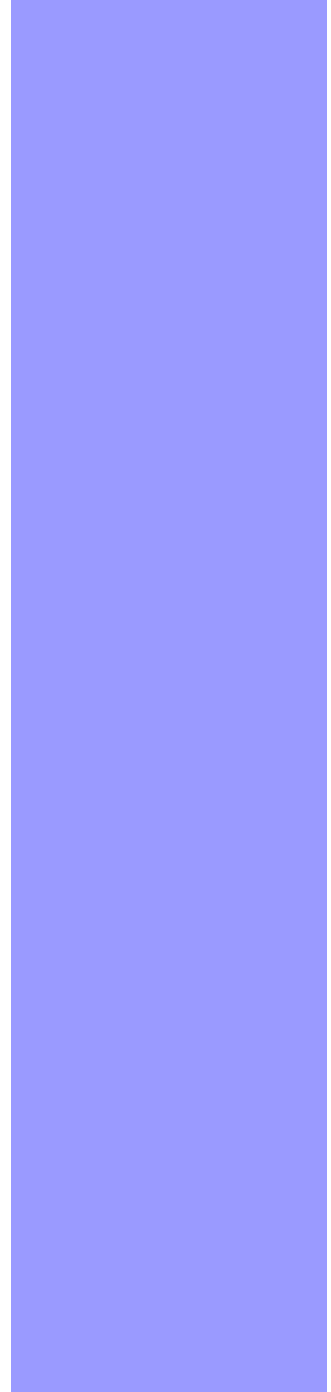
If we assist you in one of these areas, we understand the potential impact and relationship with neighbouring areas.



How We Can Help You

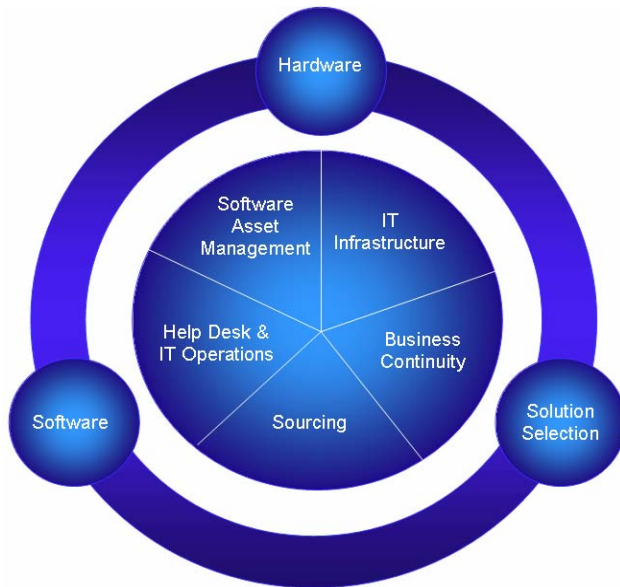
We market best-of-breed products and employ highly skilled technical consultants, allowing us to provide a Full Service Delivery model:

- ❖ Business Requirements Analysis
- ❖ Product Selection & Evaluation
- ❖ Fully Costed Project Proposals
- ❖ Proof-of-Concept & Pilot Systems
- ❖ Solution Delivery Plans
- ❖ Implementation, Testing and Acceptance
- ❖ System Configuration Documentation
- ❖ Skills Transfer
- ❖ On-going flexiPoints Support
- ❖ On-going Systems Health Checks.



Underpinning all this, we provide complementary services:

- ❖ General Hardware and Software Sourcing
- ❖ Software Asset Management
- ❖ Hardware Maintenance
- ❖ Help Desk & IT Operations Co-sourcing
- ❖ System Resilience
- ❖ Business Continuity & Disaster Recovery



By focussing on generic IT technologies, we can help organisations in all vertical markets.

System Implementation and Support Philosophy

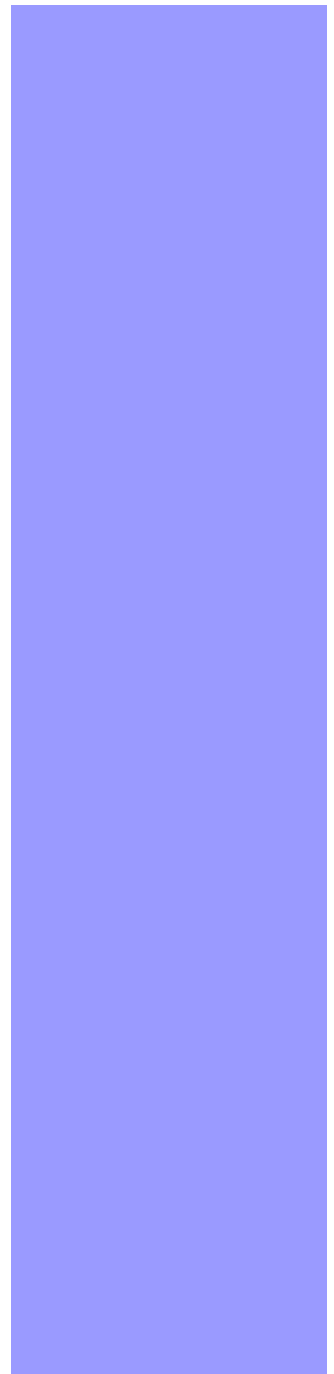
Our goal is to implement highly resilient systems, correctly, first time, thereby minimising on-going support.

Through our quality procedures, all our Project Proposals and Solution Delivery Plans are independently technically vetted and agreed with our customers. The objective is to minimise risk on behalf of both parties.

We will discuss your skills transfer requirements and, by producing comprehensive System Configuration Documentation, we can minimise on-going support costs.

Our flexiPoints Support Agreement is a 'fair deal' where you only pay for the support services used and it can be used for a wide range of services.

If you are not sure how well your systems are installed or how stable they are, then we have an ever-expanding range of packaged Health Checks.



Regular Seminars, Briefings and Webinars

We run regular, free-of-charge, half-day seminars and breakfast briefings in order to keep our customers up-to-date with the latest technology and when major new product releases occur.

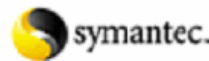
For customers who are unable to travel to our seminars, we run regular webinars.

If necessary, if you have multiple staff who require briefing, then to economise on your time we can arrange demonstrations / presentations at your offices, or personal webinars.

Planned events can be found on www.transam.co.uk/events and you can register on-line.

Transam's Accreditations

Transam holds a wide range of accreditations. Please ask for our latest list.



Seminars



Best of Breed

Associate Partners

Transam has a network of Associate Partners who market products and services complementary to our own.

Consequently, if you have a need or a problem, we can help provide a solution by utilising either our own resources or those of our Associate Partners, or a combination of both.

Partners' expertise spans Ethernet networking, Linux, NetApp for storage, major Document Management and imaging applications, managed services from email to DR hosting, IT facilities management, IT security and end user training services. Please let us know what specialist area you would like us to help you with.

Long-Term Partnerships and Customer Satisfaction

We have been the trusted IT Partner for many of our customers for 10 or more years. Our aim is to help each of our customers on a long-term basis. Every Transam customer has an Account Manager and our Client Services Manager runs regular Customer Satisfaction Surveys.

Further Information

Go to www.transam.co.uk or call **020 7837 4050** or email Sales@transam.co.uk

Transam Microsystems Ltd
2 Baker's Yard
Baker's Row
London
EC1R 3HT

