

A Full-Time Pit Crew

Ever spend hours battling your way through the labyrinth of phone tech support trying to get a simple answer? This increasingly common experience is simply unacceptable for today's fast-paced companies. Every minute you and your staff spend waiting on hold or searching an online "knowledge base" costs your business money. And with the economic landscape being the way it is, most companies can't afford to retain full-time IT staff.

That's where we come in. Shmitt is your 24-hour pit crew, ready to get in there and fix your problem fast. Our IT experts can be called in on a minute's notice to get you back online. We offer both on-site and remote support of your hardware, software, and networking infrastructure around the clock. We'll monitor your backups, circuits, and workstations to anticipate problems before a major meltdown. We can also ensure your systems are updated with the latest security patches and software versions. Shmitt gives your company the personalized attention you won't find elsewhere.

There When It Counts

"Shmitt Technologies has delivered operational and strategic expertise and has dramatically improved our organization's operational efficiency over the past two years. The Shmitt team is highly focused on delivering exceptional customer service with unparalleled responsiveness and is a valued business partner."

Amanda Roberts
Chief Operating Officer and Vice President
of Marketing & Business Development
Management Leadership for Tomorrow



Getting a Fresh Start

To open your business or new office right, Shmitt delivers complete start-up services, including designing your systems infrastructure. We can advise you on the installation of phone systems as well as wiring and cabling for computers, servers, and Ethernet. We often offer deep discounts to our clients through our resellers and partner programs. Not only will we oversee the installation your critical infrastructure, we will also coordinate with partner providers to maintain them.

We have the experience and professionalism to get the job done. In fact, we've helped many new firms and funds with absolutely no infrastructure get off the ground by helping them spec the appropriate servers, routers, firewalls, phone systems, and other hardware for their business and budget. If you are relocating, we'll make sure your new office is installed and ready to go on schedule.

A Helping Hand

"I cannot tell you how much we appreciated our limited involvement in the whole tech migration. It was a major source of angst leading up to the office move. Shmitt Tech handled the pre-move analysis, the negotiations with vendors, all the installations, and the actual move itself. In the end, all we did was write a note detailing whose office was whose, and Shmitt Tech took care of the rest. We left the office Friday as usual, and by Monday morning at 6:30 AM all of our PCs and other technology had been moved to the new office, and we were up, running, and fully functional. Remarkable."

Chris S. Nagle
Chief Financial Officer
Mezzacappa Management



VIRTUAL HOSTING AND COLOCATION

Sharing the Expense

Businesses are always looking for ways to keep costs down. One of the best ways to trim your expenses is to lower your upfront costs with virtual hosting or colocation. This alleviates the headache of maintaining e-mail and file servers onsite and is one of the most popular hosting options for small and medium-size businesses.

Our off-site hosting options are secure and affordable. We provide the bandwidth you need and make sure your site keeps humming along smoothly. And you can control and monitor settings from your office thanks to our control panel. If your business grows, we will provide the additional storage and bandwidth you need so your site can grow, too. Also, we give you the peace of mind to know your data is safe in the event of a fire or other disaster.

Virtual Hosting and Colocation Defined

Virtual Hosting – Providing Web services that include server functions and Internet connection services. A virtual host is often used by companies or individuals that do not want to purchase and maintain their own Web servers and Internet connections. A virtual host typically provides its customers with domain name registration, file storage and directory services for the files that Web page is built from, e-mail services and even Web site design and creation services if the customers want someone else to build their Web sites.

Colocation – A server, usually a Web server, that is located at a dedicated facility designed with resources including a secured cage or cabinet, regulated power, dedicated Internet connection, security, and support. Colocation facilities offer the customer a secure place to physically house their hardware and equipment as opposed to locating it in their offices or warehouse where the potential for fire, theft or vandalism is much greater. Most colocation facilities offer high-security, including cameras, fire detection and extinguishing devices, multiple connection feeds, filtered power, backup power generators and other items to ensure high-availability.

Source: Webopedia.



SHMITTECH
IT Simplified.

Providing Shelter From the Storm

In the physical and the virtual world, bad things happen. If not properly prepared, a natural disaster such as a fire, flood, severe storm, or power outage can have dire consequences for your employees and your business. We recognize that your first priority is to ensure the safety of your workers. That's why we work with you to develop an ironclad safety plan that includes evacuation routes and rally points. We make sure that procedures to contact the local police and fire department in the event of an emergency are implemented and followed. We'll also appraise you of the nearest hospital or medical facility and poison control guidelines.

Once the safety and security of your employees is taken care of, the next concern is ensuring your business continues to operate after a disaster. This means making sure your data is safe and accessible. We can guide you through the data redundancy process and backing up to an offsite storage facility. Such steps will pay dividends even if the disaster occurs only in the digital world—such as a hardware failure or data loss due to malicious software. If your office or workspace is damaged or destroyed, you and your employees will still be able to get work done via a secure VPN. (For more on this, see the “Remote Access” section.)

The Realities of Disaster Recovery

- Currently, only 35 percent of SMBs have a comprehensive disaster recovery plan.
- The average company loses \$84,000 for every hour of downtime.
- Natural disasters have impacted more than 30 percent of all small businesses.
- The survival rate for companies without a disaster recovery plan is less than 10 percent.

Sources: Gartner, International Data Corp., National Federation of Independent Business, Touche Ross.

Disaster Recovery and Business Continuity Testimonial

“We needed an IT and disaster recovery strategy that kept our highly mobile workforce connected, protected, and productive. Shmitt came in and implemented a customized, comprehensive plan that includes both the human aspects (evacuation routes, call trees, and rally points) and the technical aspects, ensuring business continuity through a completely redundant offsite infrastructure. Shmitt made sure that in the event of a disaster, our employees could continue to do business as usual. Trusting Shmitt with our IT logistics was a very sound business decision.”

Avi Vogel
Chief Financial Officer
JAI Capital Management

E-MAIL AND IM COMPLIANCE

Keeping on the Right Side of the Law

It goes without saying that the economic crisis will have a dramatic effect on regulations in the finance industry. The United States and European Union countries are constantly evaluating and updating current regulatory standards and creating new ones. Combine this with more rigorous enforcement measures, and you have a challenging environment for financial companies, to say the least. That's why you need to keep abreast of the latest guidelines for e-mail and instant messaging.

We will work with your compliance officer to implement solutions for e-mail and IM transmission, storage, and archiving. We can help bring your business into compliance with the Sarbanes-Oxley Act, HIPAA, and Gramm-Leach-Bliley Act, as well as requirements from the SEC, NASD, and the Financial Industry Regulatory Authority (FINRA). We can recommend internal or hosted solutions that scan inbound and outbound messages for sensitive information, scan text attachments, and employ the latest, most secure encryption methods.

Forms of Communication Covered Under FINRA's Conduct Rules

- Publicly available Web sites (including banner advertisements, blogs and bulletin boards)
- An e-mail or instant message sent to 25 or more prospective retail customers
- Password-protected Web sites (considered sales literature)
- Chat room discussions (considered public appearances)



Your Office, Anywhere

The key to consistent productivity lies in the ability of you and your employees to access e-mail and company data from anywhere—whether at home or on the road. We can help you achieve that goal with secure remote connectivity to your network. We help integrate SSL and IPsec-based VPN solutions, as well as Citrix-based access to your data and e-mail servers. Such options give employees the flexibility to telecommute, work on the road, and attend off-site meetings while still remaining in touch.

We are experienced in all of the top platforms, applications, and Web services in the world of remote access. And because financial data is especially sensitive, we make sure such access is secure via the highest levels of encryption and password protection available.

VPN Technology Explained

There are two primary methods for deploying remote-access VPNs: IP Security (IPsec) and Secure Sockets Layer (SSL). SSL-based VPNs provide remote-access connectivity from almost any Internet-enabled location using a Web browser and its native SSL encryption. It does not require any special-purpose client software to be pre-installed on the system; this makes SSL VPNs capable of “anywhere” connectivity from company-managed desktops and non-company-managed desktops, such as employee-owned PCs, contractor or business partner desktops, and Internet kiosks. Any software required for application access across the SSL VPN connection is dynamically downloaded on an as-needed basis, thereby minimizing desktop software maintenance.

IPsec-based VPNs are the remote-access technology used by most organizations today. IPsec VPN connections are established using pre-installed VPN client software on the user desktop, thus focusing it primarily on company-managed desktops. IPsec-based remote access also offers tremendous versatility and customizability through modification of the VPN client software. Using APIs in IPsec client software, organizations can control the appearance and function of the VPN client for use in applications such as unattended kiosks, integration with other desktop applications, and other special use cases.

Source: Cisco Systems, Inc.



WIRELESS AND HANDHELD DEVICES

Productivity in Your Pocket

Smartphones have revolutionized the way we do business and stay connected. Shmitt can make sure your employees can check e-mail and access work apps and data from anywhere and on multiple platforms, including BlackBerry Enterprise, iPhone, and Palm. We'll help you choose the right devices for your needs and budget.

With the right smartphone, you can easily sync mail, calendars, contacts, and task lists. We can show you how to take advantage of 3G and Wi-Fi to connect on the go.



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