

Consulting and Professional Services Catalogue

*"Business through Value;
Results through Leadership;
Commitment to Our People,
Partners and Clients"*



See the World Differently

*Relationships
Technology and Services
People and Placements*

Move Forward with Us

General Inquiries Email:
inquiries@vencergroup.com
<http://www.vencergroup.com>

Recruitment and People Services



Permanent Hire - Vencer will recruit, screen, and provide qualified candidates that will meet technical, cultural and strategic requirements of your organization, for permanent placement. Using this option, the final hiring decision is always yours.

Consulting to Permanent Hire - An efficient way to ensure that each of our consultants fit the technical, cultural, and strategic requirements of your organization and teams, prior to permanent placement. Vencer will recruit, screen, and provide qualified candidates to your organization to interview and approve prior to contract commencement. Using this option, the final hiring decision continues to be yours until the terms of the permanent placement is completed. If a permanent placement is requested, the candidate will complete the transition to an Employee of your organization.

Consulting - Vencer Group provides qualified candidates to your organization that make a difference from day one. Interim and contract candidates for short and medium term assignments or projects.

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Managed Services

Unsurpassed technical expertise and practical knowledge for end to end user services

Outsourcing and Smartsourcing

Outsourcing a company's IT services to Vencer Group will provide the flexibility which is key to all growing and maturing businesses. While incorporating all components of a traditional outsourcing arrangement, Vencer Group also provides: knowledgeable staff and service transition management, structured change control, and measurable standards-based processes (best practice).

Smartsourcing from Vencer Group integrates our services and expertise with the existing in-house resources of our clients. Thus, offering a lower risk, lower cost of architecture, with controls in place to support continuously evolving requirements.

Service Desk Support Services

IT Service Desk and Desktop Support

A company needs reliable Service Desk and desktop support that accommodates the organization's unique business operations. Vencer Group works directly with our clients to determine the necessary support needs, and then develops a customized implementation plan to satisfy the clients KPI's (metrics) and all their specific business requirements.

Technical Service Desk Support

Vencer Group works with the client to develop and implement technical support solutions that are proactive, customer-centric and tailored to meet the clients's specific business objectives.

Desktop Deployment

Vencer Group specializes in the deployment of new desktops, software, applications and connectivity.

Desktop Migration

Vencer Group's comprehensive approach to desktop migration encompasses the clients's current system architecture and operation systems, business application systems and system interfaces. We pride ourselves on our thorough assessment phase and pilot programmes, which ensure migration accuracy and success. Throughout the project, Vencer Group's migration team keeps you informed through discovery, business and technical impact assessment reports, training and knowledge transfer.



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Desktop, Device and Server Management

Specifying, configuring and installing desktops, devices and servers is, in many ways, the easiest task for an IT department. Maintaining security and providing ongoing IT support for a wide range of different users, all of whom have dramatically different requirements, can be far more complicated.

Vencer Group simplifies the process with a collection of technologies that make software distribution, patch management, and updates a lot more simple. This allows the client to reduce ongoing support costs, and free up time for IT departments to be far more proactive.



Operational Security & Compliance

Concerns about safety of data, networks, regulations and legislation have put security and compliance near the top of the agenda for many organizations. Vencer Group offers comprehensive security and compliance strategies regarding data confidentiality and privacy, regulatory compliance (including process and control analysis), documentation, testing, and remediation.

By adhering to and supporting industry best practices, we ensure that our recommendations are implemented successfully and integrated within existing IT infrastructures. This gives our clients the certainty that data security and compliance is comprehensively addressed and managed.

Infrastructure Security

Vencer Group offers a selection of “best in class” network security solutions that address the end-to-end IT security requirements of our clients. We provide technology that protects local wired and wireless networks, desktops, network perimeters, remote end-points, email, and Internet access. Customized security solutions or managed services can incorporate one or more of the following:

- Firewalls/Intrusion detection and prevention
- VPN/SSL
- Email/Internet hygiene
- Encryption
- Identity Management/Authentication (Incl. Keyfob)
- Antivirus/Malware

Continuity

In today's real-time economy, any system or unexpected service outages can affect an organization's ability to operate. The longer it takes to restore operations, the greater the financial costs, impact on customer relationships, and could damage the client's reputation.

Vencer Group works with clients to deliver affective business continuity and mitigate costs and risks through a range of tested solutions and services, including:

- Business continuity planning
- Business impact analysis
- Disaster recovery
- Compliance
- Invocation testing / auditing

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Enterprise Resource Planning(ERP) and Business Intelligence

In the current economic environment, organizations have a much greater need to control costs and monitor performance while continuing to run the business efficiently. With our wide knowledge of accounting processes, Vencer Group can help you automate, integrate, and better manage your processes, thereby improving your business.

Offering access to tools and processes that help you maximize the value of corporate information for informed, flexible decision-making and business solutions for ERP applications such as Qbyte, Oracle, PeopleSoft, JD Edwards and SAP

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Optimization and Transition

*Strategic Technology Planning, Migration,
Transition and Consolidation IT Service
Management*



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Services Transition and Consolidation

As companies change, adapt and transition, the need to continually realign technologies, processes and services to reflect the new 'value' within the company becomes strategically critical. Vencer Group brings the ability and experience and the ability to reach and exceed all the milestones and/or Key Performance Indicators (KPI's) set forth by the business.

This may include:

- Technology or Services acquisition and consolidation
- Service Desk transition and consolidations
- Infrastructure transition and consolidations
- Domain and Business services transition and consolidations
- Process and procedural transition

Technology Expansion and Consolidation

The server room, the UPS power and the interrelated IT infrastructure makes up the core foundation of a company's network and associated business services. As organizations everywhere change – so do the demands on the associated infrastructure.

Whether expanding, relocating, consolidating or enhancing an entire network, Vencer Group has the skills and experience that will assist a client throughout their projects.

Site surveys, communication room design, development, cabling and connectivity enhancements are all projects that Vencer Group can plan, manage and implement in order to make networks perform faster, better, and more effectively

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Consulting and Advanced Technology Solutions

Business Solutions Consulting

- Strategic planning
- Business-case development
- Financial analysis
- Strategic assessments
- Group facilitation
- Business-process analysis, reengineering and design
- Solution selection
- Change management
- Incident / Problem Management
- Configuration / Asset Management

Application and Technology Solutions Consulting

- Full Project life-cycle Management
- Strategic planning
- Delivery process
- Operation and maintenance
- Project appraisal

Leveraging the power of ICT

We help organizations in various market sectors harness the information, agility and business flexibility that ICT enables. Through complete technology-consulting and infrastructure services, we enable clients to achieve their long-term goals.

Listening

Taking the time to listen - Vencer recognize that it's critical to listen to clients before we can understand their needs—business priorities, market realities, operational challenges. Only by listening can we overcome these challenges and build a win-win relationship of shared success.

Infrastructure

Vencer Group believes in delivering IT services and solutions that offer real business success to clients. In order to deliver those advantages the core infrastructure behind them must be robust and resilient.

Many clients have used Vencer's advanced infrastructure services for a full range of options from the desktop through to the data centre, including:

- Complimentary Initial Site Survey
- Design and Architecture
- Network Services
- UNIX / Linux and Database Solutions
- Storage and Data Solutions
- Messaging Solutions
- Data Center Solutions
- Enterprise Services
- Disaster Recovery Planning
- Servers Architecture, Implementation and Operations

Project Management Consulting

- Initiation, Planning, Execution, Closing

Experience in all facets of project management

- Integration, Scope, Time, Cost, Quality
- Human resources
- Communications
- Risk management
- Procurement

Comprehensive documentation and reporting

- Project charters
- Scope statements
- Project plans
- Statements of work
- Work-breakdown structures
- Schedules
- Resource requirements
- Risk assessments
- Roles and Responsibilities
- Communications plans

