



Managed Technical Services

keeping your business systems
running smoothly



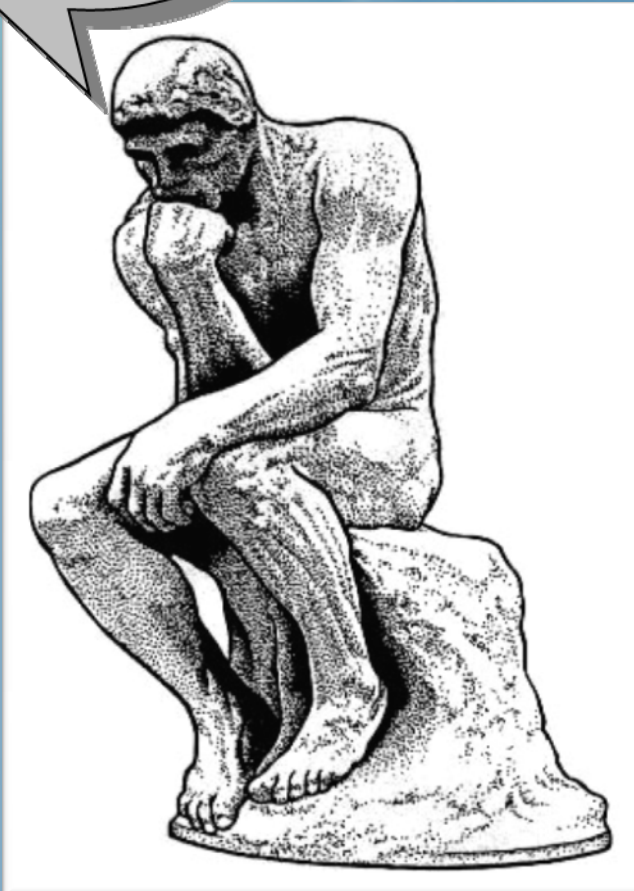
Lucidia Technologies Ltd.

Bruce Richards – General Manager
Ken Wall – Business Development

- Who we are
- Why we are here
- Your Challenges
- IT Management Process
- Technology as a Service
- Managed Services
- Conclusion



THINK





Lucidia Technologies Ltd

- Sault Ste. Marie based – Ontario focused
- 1999 Next Generation Consulting
- Began as Reactive service provider
- 2004 Rebranded to Lucidia Technologies
- Quality Services & Technology Solutions
- 2004 started Proactive services approach
- 2005 Began Enterprise Resource Planning (ERP)
 - Microsoft Dynamics GP Reseller
- 2007 started implementing Managed Services

Why we are here

- Improve IT practises
- Return on your IT Investment
- Revenue generating potential
- Business Efficiencies
- Lunch

Is this you?

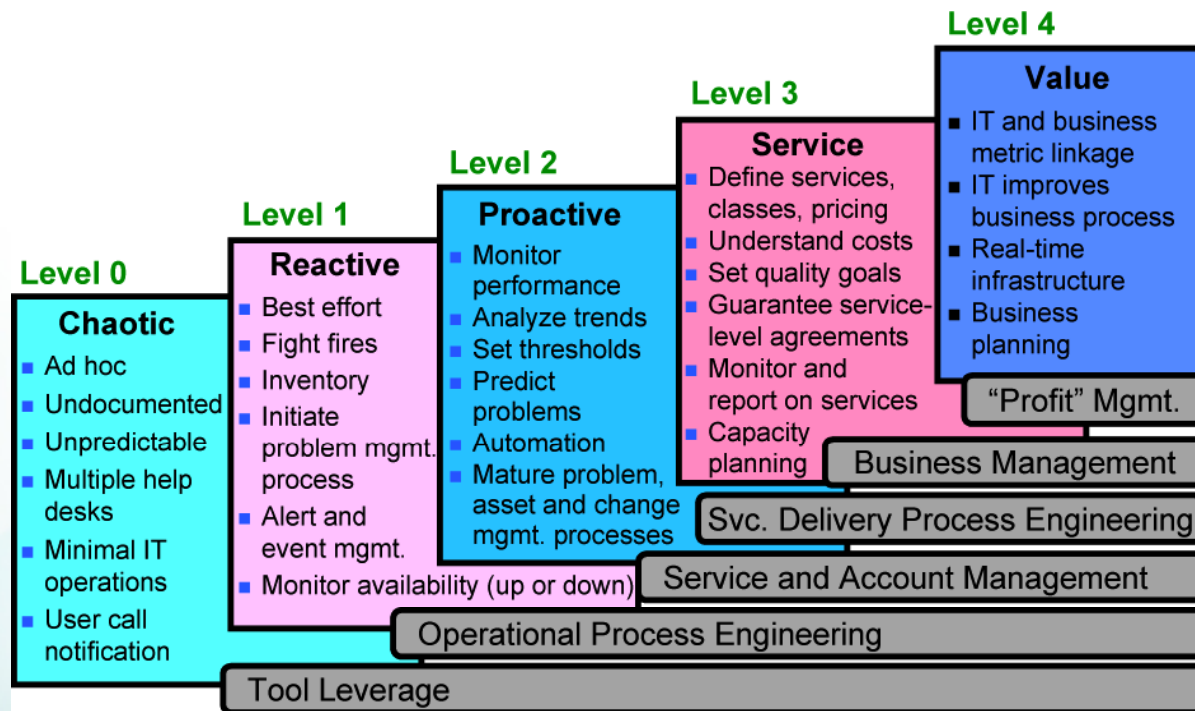


IT Service Challenges

- Unpredictable, costly downtime
 - Staff and corporate productivity are impacted
- Managing IT Costs
 - Amount and predictability of ongoing cost
- Management Time
 - Time and effort to fix problems
- Risk and Exposure
 - Security
 - Data loss or theft
 - Interruption of vital IT services
- Strategic Issues
 - Lack of accountability or ownership of problems
 - Lack of optimization

Management Process

IT Management Process Maturity Model



Gartner "Data Center Poll Results Confirm Improved Process Maturity", D. Curtis, D. Scott, April 2004.

Technology as a Service

- Software as a Service
- Hardware as a Service
- Service as a Service



Software as a Service

- Analogy: Utility companies
- Advantages
 - \$\$\$
 - Usage fee based
 - Budgeting
 - Ease of Management
 - Ease of Deployment

Hardware as a Service

- Analogy: Xerox
- Advantages
 - \$\$\$
 - NO initial outlay
 - Monthly budget
 - Ease of Service
 - All service, parts and labour covered by provider
 - Updated as required
 - Standard of hardware



Service as a Service

- Analogy: Auto Industry



- Advantages
 - Budget
 - Reduced down Time
 - Increase Productivity
 - Peace of Mind (It Just Works!)



Managed Services

- What is it?
 - CIO Services
 - Asset Management
 - Acquisition and Deployment
 - Active Monitoring and Alerting
 - Proactive Maintenance
 - Reporting

Process of Assessment

- Technology Assessment
 - Total Cost of Ownership
 - Full Physical
- Results in a Report Card against Industry Standards
- CIO Roadmap – Recommendations & Prioritization



- Relationship begins
 - Take Responsibility for Network
 - Active monitoring
 - Preventative Services & Wellness Visits
 - Strategic Services – CIO Consulting
 - Peace of Mind

- **Increased**
 - System uptime and performance
 - Staff productivity
 - Cost predictability
 - Alignment of IT to business needs
 - Transparency into IT performance
- **Reduced**
 - Security and compliance exposure
 - Risk of catastrophic data loss
 - Emergency IT issues
 - Downtime and lost productivity costs

- Managed Services are for you if:
 - Affected by system outages
 - Your technology is increasing in complexity
 - Technology affects growth of your business (catalyst)

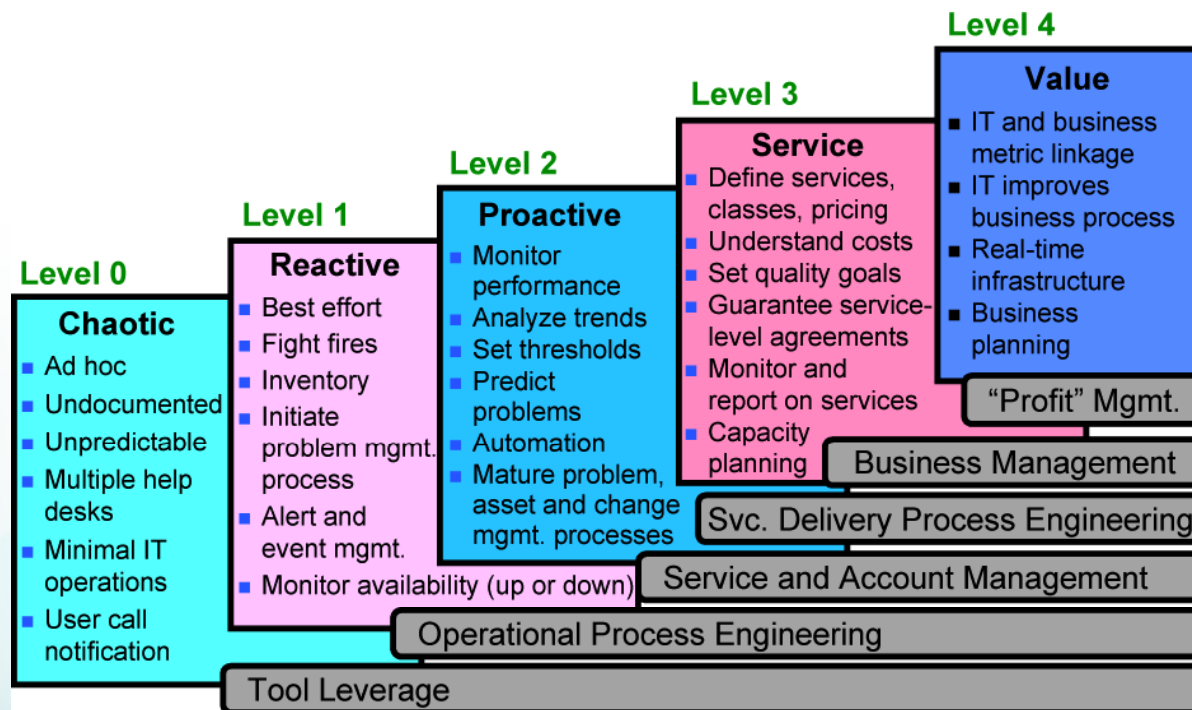
Which do you belong to?

IT Dependent, IT Aware, IT Tolerant

Chaotic, Reactive, Proactive, Services, Value

Where do you want to be?

IT Management Process Maturity Model



Gartner "Data Center Poll Results Confirm Improved Process Maturity", D. Curtis, D. Scott, April 2004.

Your Problems

Problem:

We are not leveraging technology as well as we should.

Problem:

Technology is just an expense, there is no value.

Problem:

Our requirements are unique. No one else is like us.



Our Answer

Lucidia Technologies Ltd.

Phone (705) 941-9305

<http://www.lucidiatechnologies.com>

Bruce Richards – bruce@lucidia.com

Ken Wall – ken@lucidia.com



- “Lucidia Technologies a growing concern in the IT industry” *Thessalon Weekly*
- “Managed Services the future of technology service in Sault Ste. Marie” *Sault Business*



- “Lucidia Technologies and Managed Services a collaboration of Oscar proportions”
Goulais River Weekender



- “Ken Wall and Bruce Richards’ presentation at the SSMIC Top Tech Tools workshop will be remembered for days to come” *Sootommorrow.com*



Thank You!

Phone (705) 941-9305

<http://www.lucidiatechnologies.com>

Bruce Richards – bruce@lucidia.com

Ken Wall – ken@lucidia.com