



How are you doing it NOW?

If the picture above reminds you of your network, it's time to take action. A simple view of a network would just be several computers connected by networking cables. As you may imagine, as a network grows, things get substantially more complicated. Interdependencies, security, functionality and stability all become more important.

No matter how your IT is currently managed – internal staff, freelancers or other IT service providers, we believe we can do it better. Make it work harder for you. Make it more dependable. Give you more flexibility. Our years of collective experience has given us the opportunity to define a complete picture of what a good IT organization should include, and we want to give you this expertise – all as part of our regular service.

For more information on how we differ, turn this page and read on...

"mitra IT is thorough and tenacious in the pursuit of complete customer satisfaction."

healthcare : Dipa Gupta, Assistant Administrator
Solheim Lutheran Home



Your Bang for the Buck

If you have fewer than 100 computers in your organization and...

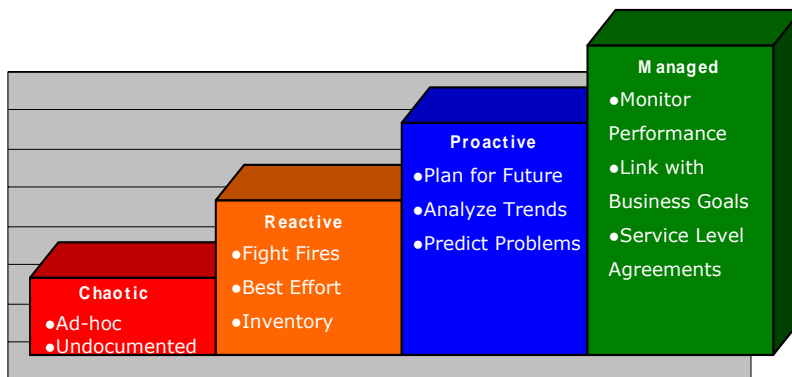
- Are using a freelance technician, you are being under-served. A single person cannot meet *all* the needs of a business at *all* times.
- You have a full time staffer, you are being under-served AND you are over-paying.
- You have more than a one person IT department, you are definitely spending significantly more than what you should be.

When assessing your IT organization these are things you should consider:

	Current Provider	mitra IT
Depth of Expertise: Is there a full range of IT expertise from CTO to technician?	?	✓
Business Continuity: What happens if there is staff turnover?	?	✓
Availability: What happens if your support goes on vacation?	?	✓
Hidden Costs: How much is it costing you in employee benefits?	?	✓
Productive Time: How much time is actually spent on computer issues?	?	✓
Breadth of Expertise: Is there a wide range of experience in all kinds of situations?	?	✓
Flexibility in Resources: Can multiple issues be addressed simultaneously if needed?	?	✓
Communication Skills: Are needs articulated in non-technical terms?	?	✓
Help Desk: Is there an effective case management system?	?	✓
Asset Management: Is there a system for managing your IT assets?	?	✓
End-User Satisfaction: Is there a strong focus on customer needs?	?	✓
Vendor Relations: Are there vendor relationships to count on when needed?	?	✓
Training: Is there a separate budget to invest in training?	?	✓
Monitoring: Is there a way to proactively view network conditions?	?	✓

The mitra IT way

We have seen time and time again that managed services just cost less in the long run (see sidebar "IT Management Process Maturity"). Our systems allow for more predictable and reliable networks. The simple rule is the more you tend to the chaotic side, the higher your long-term Total Cost of Ownership (TCO). The more your support matures to the managed service side, the lower your TCO.



IT Management Process

Maturity

IT support is less than 30 years old as a business function. The evolution of planning and support models for IT management has gone through these stages.

Chaotic support

Ad-hoc with no plan in mind.

Reactive support

Response after a problem occurs.

Proactive support

Planning ahead to minimize issues.

Managed support

Constant monitoring of IT performance with software tools that allow this.

Every IT organization would have elements of each of these.

About Us

mitra IT is a full service information technology consulting firm. We work with small and medium sized businesses in Southern California. We act as a complete IT department for our clients and have all skill levels on staff – from CTOs to break-fix technicians. Our goal for our clients is ZERO unscheduled downtime. We believe that secure, trouble-free networks are not only possible but achievable with good planning and adherence to best practices.



3460 Wilshire Boulevard
Suite 410
Los Angeles CA 90010-2231

877 MITRA IT
877.648.7248

www.mitrait.com
info@mitrait.com

a California corporation since 2001

