

next dimension

Inc.



About Us

Founded in 1997, Next Dimension is the provider of choice for clients looking to maximize/optimize the return on their IT investment. As the area's largest IT services company, Next Dimension has built its reputation on a heritage of delivery excellence, industry knowledge, and a strong technical infrastructure which is largely a reflection on the quality and expertise of its people.

Our Mission

Our mission is to build long term partnerships with our customers, and to provide solutions that

are designed not only to meet the client's current business needs, but also to support them as they respond to the dynamic pace of today's marketplace. Clients are provided with robust solutions that are built on best-of-breed technologies from companies such as IBM, HP, Citrix, Apple, Cisco Systems and Microsoft.

Next Dimension is the provider of choice for clients looking to maximize/optimize the return on their IT investment.

Corporate Office - 519.945.2032 Ext 206

London Office - 519.439.3051 Ext 306

US Office - 800.461.0585 Ext 206

Email

info@ndinc.ca

www.ndinc.ca



What's Next?

Next Dimension was built on the premise of providing customers with a single source solution for all their business needs. Founded in 1997, the organization has grown into the areas leader in technology solutions.

Where are you headed?

Next Dimension understands the road to successful IT solutions for your organization can be difficult to travel. We make the journey less confusing by gaining a clear understanding of our customer's business objectives and recommending the best possible solution to satisfy their diverse needs.

We take pride in our ability to help organizations enhance their business performance through

integration, delivery and support of the best hardware, software, networking and mobility solutions available.

- Computer Sales & Service
- Help Desk
- IBM / Lenovo Warranty Repair
- Managed Services
- Security Reviews
- Server Consolidation
- Software Development
- Storage / Backup Solutions
- Virtualization
- VoIP Communications
- WAN / LAN Networking
- Web / Application Hosting

 **IT Advantage** Managed IT Services

We partner with the best companies in the industry to provide flexible services that improve performance and ensure system availability round the clock. Managed IT Services are available in three customizable levels to fit your organization's needs – Basic / Professional / Premium. Our solution offerings vary depending on the package that best meets your organizations needs, but our services extend to include:

Monitoring and managing:

- Mission critical applications and database systems such as; Citrix, Oracle, IIS, SQL, Exchange
- Network Infrastructure devices such as routers, switches
- Hundreds of Network Components such as CPU utilization, memory utilization
- VPN and wireless solutions
- Network security and firewall devices

This is ideal for companies that:

- Do not have the dedicated employees or time to support the network infrastructure
- Do not have the tools to monitor network devices in-house
- Want to reduce network support costs
- Have multiple locations or remote locations with limited staff to support network devices
- Want to proactively detect and resolve problems instead of reacting to an issue
- Have proprietary technology without the required resources in-house to monitor and manage what is required.

Benefits:

- *Worry-free* – know when performance or system availability (e.g. uptime) is affected before it impacts operations.
- *Best Practices Methodology* – our processes and procedures are clearly outlined to ensure consistent results.
- *Fixed monthly rate* – no matter what problems we encounter you're billed the same amount each month so there is no ambiguity about budgeting for IT costs.
- *Completely custom and flexible* – we offer a service that's shaped to fit your exact needs and unique environment.
- *Instant experience* – benefit from our 10+ years experience in monitoring and managing IT systems. Upon signing you will have access to senior level expertise in many different IT areas (e.g. Citrix, UNIX, Exchange, etc)
- *24/7 Support*
- *Proactive IT services* – we detect and resolve problems before they impact your day-to-day business.
- *Reduce costs* – Your network support costs e.g. operational, downtime and problem resolution costs are significantly reduced or completely eliminated.

IT Advantage Backup and Disaster Recovery Solutions

Introducing ServerSync

ServerSync is a complete, fully integrated backup and disaster recovery solution for small to mid-size businesses. It is designed to quickly restore access to your important IT services and systems in the event of an unrecoverable hardware-related system failure.



How does it work?

ServerSync maintains a constant offline replica of your key system(s). In the event of an unrecoverable hardware failure, it can be configured to boot your server replicas in a Virtual Machine environment. By standing in as a temporary replacement system, it affords you the extra time you need to restore and rebuild your primary hardware.

We're already doing daily backups. How is this solution different?

Regular backups are only one part of a complete disaster recovery solution. Restoring from backup is another matter entirely.

It's a time-consuming process, and that's assuming that your server hardware is actually usable. It may not be, in which case you'll need to wait even longer for replacement parts to arrive. Could you manage without one of your key systems for one or more business days? If the answer to this question is NO, then ServerSync is for you.

Complete IT Advantage Integration

ServerSync is fully integrated with all of your other IT Advantage services. Your ServerSync backups are monitored daily and tested monthly, just like your regular backups.

ServerSync Basic is designed for small businesses who rely on a single server for all of their information technology needs.

ServerSync Professional is designed for businesses who are dependant on several different systems to continue their operations.

ServerSync Premium is designed for larger organizations with numerous important systems or those who need high-performance failover services.

	Basic*	Professional*	Premium*
Monitoring & Maintenance	Included	Included	Included
Block Level Backups	Included	Included	Included
256 Bit AES Encryption & Security	Included	Included	Included
Comprehensive Data Management	Included	Included	Included
Virtualization Failover / Recovery	Included	Included	Included
Bundled Off-site Storage			
Archive or Current	150/300 GB	300/600 GB	750/1.5 TB
Additional Offsite Storage Available	Yes	Yes	Yes
Storage Capacity	1 TB (Raid 1)	2 TB (Raid 1)	4.5 TB (Raid 5)
Exchange Mailbox Recovery	Included	Included	Included
Form Factor	Tower	2U Rack Mount	2U Rack Mount
Network	Dual Gigabit	Dual Gigabit	Dual Gigabit
Equipment Lease Duration	3 Years	3 Years	3 Years
Number of Servers Backed up	Up to 2 Servers	Up to 6 Servers	Up to 15 Servers
Exchange Mailbox Recovery Licenses	50	100	200
Monthly Fee	\$249	\$449	\$849
Outright purchase price (unmanaged)	\$2,999	\$4,999	\$9,999

*Set-up fee of \$500 applies. Each additional 6GB of offsite storage \$1.00 per month.

IT Advantage Packages

PC Management*

Basic \$15

Professional \$45**

Premium \$55**

CUSTOMER CARE

- Unlimited Phone Support
- Unlimited Remote Control Support
- Application Support
- After Hours Emergency Support
- Unlimited On-site Support*

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MAINTENANCE

- Online Asset Management
- Online Customer Portal
- Desktop Optimization
- Spyware / Adware Removal
- Executive Monthly Report

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SECURITY

- Antivirus Software Management & Updates
- Software Patch Management

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Server Management*

Basic \$75

Professional \$295**

Premium \$395**

CUSTOMER CARE

- Unlimited Phone Support
- Unlimited Remote Control Support
- Service Availability Monitoring
- After Hours Emergency Support
- Unlimited On-site Support*

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MAINTENANCE

- Microsoft Patch Management
- Event Log Monitoring
- Drive Space Monitoring
- Printer Setting Management
- Quarterly On-site Maintenance

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SECURITY

- User Account Administration
- File Sharing Permission Administration
- Security Administration
- Virus Definition & Prevention

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*\$100.00 per router. Pricing shown is the monthly cost to maintain one PC or Server.

*Hourly On-site Support rates are \$112.50 (Basic) and \$100.00 (Professional).

*Labour only. Hardware and software costs are additional.

** Professional and Premium Packages must have a minimum of 1 Server and 5 PC's



Network & Systems **Review**

Do you fully understand the structure and security of your Network?

Let Next Dimension show you why our clients put their faith in the knowledge and experience we provide.

At no cost or obligation, Next Dimension will come on site to perform a comprehensive 34-point Network & Systems Review (a \$995 value) to see if your network is properly maintained for maximum speed, security and performance.

Upon completion of the audit, we will meet to discuss the results and provide recommendations for improvement.

✓ Pinpoint any exposure or risk to potential lapses in security, data backup, power outages, and system down-time.

✓ Outline a powerful and comprehensive line of defense against even the most evasive and deadly computer viruses, hackers, and spam for your specific network.

✓ Recommend ways to speed up your entire computer network while cutting costs on your Internet service bill, e-mail, and possibly even your phone bill!

✓ Create Initial Network Documentation (a blue print or index of your entire network). This document allows any technician to know exactly how your network is configured at a glance saving you previous consulting time trying to figure out what's under the hood. Most firms charge \$700 to \$800 for this service alone, but we'll do it for FREE.

✓ Provide a detailed written report in plain English that will explain where you are at high-risk for viruses, down-time, or other problems and how we can eliminate those risks with our IT Advantage Program.

✓ We'll also quote you a fixed monthly fee to support your entire office based on the number of PCs, complexity of your network, and age of your hardware and software so you never have to worry about network problems again.

Again, you are under no obligation to sign up for this program when you say "yes" to this free audit.





IT Helpdesk Services

Are you searching for a way to resolve your organization's computer support problems? Next Dimension can provide you with the support you need giving your employees and/or customers a quality computer support experience.

We utilize approved processes and procedures for all aspects of our help desk operation to ensure consistent quality and efficient issue resolution. Our computer support call center handles

everything from operating common desktop applications to troubleshooting complex computer software and hardware problems.

Next Dimensions help desk service can:

- Improve customer service
- Lower technical support costs
- Reduce management headaches



Office-in-a-box, the IBM BladeCenter

If you're looking for one solution for all of your IT infrastructure, look no further than the IBM BladeCenter. Built-in redundancy for network connections, power supplies and failover systems ensure that you stay up and running 24/7.

Simplification, cost control and increased productivity are all priorities for IT, causing many organizations to reconsider their server strategies.

IBM's Blade systems are the next-generation solution in server management, showing improvements across the board. The innovative, open design provides an alternative for today's sprawling racks and overheating server rooms.

Compared to first generation, Xeon-based blade servers, IBM BladeCenter servers can help improve your data center with:

- Up to 11X faster performance
- Up to 90% reduction in energy costs alone
- Up to 95% IT footprint reduction
- Up to 65% less in connectivity costs
- Up to 84% fewer cables

Next Dimension is one of only two Canadian IBM business partners to become a Certified IBM BladeCenter and Storage Solution Center. This allows us to showcase and demonstrate blade and storage solutions, and to assist clients in deploying these products in their own IT environments. So toss your cables and take the leap. Migrate to the blade server solution that uses less energy and gives you more choices and control. You have nothing to lose but complexity.

If you're looking to learn more about Next Dimension and IBM Solutions, call 519.945.2032 or toll free 1.800.461.0585 or email info@ndinc.ca.



Project & Business Solutions

OUR GOAL

Our goal is to provide excellent customer service that is flexible, adaptable and the best possible value for your organization..

OUR APPROACH

We spend time to understand your organizational and project needs in order to develop customized solutions to suit your specific situation. The addition of project management or business analysis resources will ensure your projects achieve the desired goals on time and within budget.

OUR SOLUTION

At a strategic level, our business solutions are increasingly viewed as an essential component of our overall service offering at Next Dimension.

Our consultants are trained in project management processes and methodologies to ensure every project is a success. We believe communication is a key component to well managed projects. Our consultants maintain regular communication with stakeholders resulting in a shared understanding of project goals, timelines, and status, with no surprises.



Complete Networking Solutions and Services

We offer assessments, design, deployment and ongoing support of our client's IT infrastructure. Our focus is to help clients maximize user productivity, simplify administration and fortify information security for corporate networks. Through extensive consulting expertise, we increase our clients' network accessibility, scalability, reliability and cost efficiency. Our extensive network of strategic partnerships offers unparalleled network capabilities to businesses located anywhere in North America.

Our service offerings include the following:

- Network Assessment & Documentation which analyzes existing network infrastructure, providing detailed recording of the logical/physical network to determine how well the network is meeting business needs.
- Network Design & Implementation
- Post implementation support
- Network troubleshooting
- Ongoing Network Management & Maintenance
- Site Surveys to ensure a successful Wireless LAN and WAN implementation.
- Converged Networks to easily deploy and manage one network for voice, video, data and wireless connectivity.
- IP Telephony readiness assessments

Security Review

Information security encompasses every facet of an organization's technical operations, and the days of simply putting up a good firewall are long gone. In fact, the greatest security threat to any company is more likely to be the folks inside the building, as opposed to the strangers outside. The motivation behind any kind of security threat can range all the way from simple ignorance, or a lack of training, to highly focused malice.

A security review is designed to provide you with a high-level overview of your organization's security posture.

This security audit will consist of a 40-point review, encompassing the following key areas:

- Application Security
- Data Security
- Desktop Security
- Domain Security
- Email Security
- File Security
- Infrastructure Security
- Network Security
- Notebook / Laptop Security
- User Security / HR Policy Review

A full report (in print and PDF format) is provided, outlining our review findings in each key area, along with detailed recommendations for improvement. Copies of the data/reports (in print and PDF format) produced by our automated tools are also included.





Storage Solutions

We partner with some of the top Storage Companies in the industry to provide complete storage solutions from analysis and design to implementation and support management of your storage needs.

We will:

- Assess your growth and forecast future storage and data needs;
- Provide recommendations based on our analysis to ensure proper storage solutions;
- Develop disaster recovery plans and procedures including business continuity planning; and
- Implement and support your data and storage solutions.

Server Infrastructure

The Server Infrastructure team provides infrastructure design, installation, integration, management and assessments of server environments. The team has extensive knowledge and experience in many server infrastructure areas including:

- directory services
- operating Systems
- messaging services
- email archiving solutions
- deployment & management and disaster recovery & data protection

Our experience spans small to large enterprise corporations with complex server environments in many different industries including: Manufacturing, Health Care, and Financial.



Custom Software Development

Benefits

Custom software is designed for specific needs of your organization which results in applications that are much more efficient, saving time and money. Many business processes can be streamlined with custom software development.

Our services include:

- *Commercial Application Development* – including web based applications, client/server solutions, and enhancements to legacy applications
- *Software Project Management & Planning* – we can manage your entire projects end-to-end from UI design, high level diagrams, to project management, deployment, testing, and release.
- *Software Product Design* – including Software Architecture, Analysis, and Design, Demo and prototyping, Use cases / Process Modeling, Database Design and Development, and Debugging & Performance Tuning
- *Business solutions* – including sales force automation, CRM, eCommerce, knowledge management, collaborative work environments, content management, workflow oriented, transactional, membership based models

Our Goal

Our goal is to provide quality custom solutions that can adapt to a growing and changing organization. Using proven development methodologies and current development languages, we ensure your solutions are maintainable long term.

Our Approach

Our development process starts with a robust requirements gathering and design phase prior to commencing the application build; at this time, strategic decisions and recommendations will be made to ensure that any potential integration needs are met. During the build phase, we work closely with our client to ensure that the user interface – “look and feel” – is approachable, comfortable to work with, and provides users with intuitive screens that are easy to learn, use, and understand. In our rollout phase, we work closely with your technical team to ensure the final product functions properly in your environment.

Considering Virtualization?

A virtualized environment can help you save money, increase productivity and simplify system resources.

Is your business spending a lot of time supporting more and more critical business applications with your current legacy servers while your IT budget is remaining flat or shrinking from last year? During the past decade, companies acquired numerous servers from various vendors and created sprawling server farms. Organizations are now realizing the costs associated with maintaining and managing these servers, and as a result, virtualization has become a growing trend. This shift toward server consolidation, reducing cost and re-structuring the IT environment for efficiency creates a business opportunity.

Next Dimension's partnership with IBM uniquely positions us to help deploy virtualization solutions.



If you are supporting demanding applications that must be online and working all the time,

such as Web Serving, Network Infrastructure, E-mail/Collaboration, Multi-user Windows, Distributed Databases and Virtualization Applications, you can deploy them with highly redundant configurations and advanced manageability that maximize uptime and help you manage power and cooling challenges.

The ultimate goal of virtualization is to slow the trend of rising costs associated with operating the current IT infrastructure. In the current IT environment, physical attributes limit such things as the amount of ports available, fixed memory sizes, workloads that are bound to boxes and rigid software configurations. A virtual environment can separate customers from a fixed work environment and move them to an environment where all resources are virtual and flexible, alleviating the constraints of a physical environment. Virtual resources are insulated from physical change making virtual resources incredibly easy to grow, deploy or move.

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Server Based Computing

Citrix provides a powerful platform of technologies that allow you to seamlessly access applications over the Internet, WAN, LAN, dial-up or wireless devices.

Key Benefits:

- *Increased productivity and efficiency* – employees are able to easily access company data and applications from anywhere and any device.
- *Secure Remote Access* – Citrix technology is a blanket security solution where all aspects of the transmission are encrypted (e.g. password authentication and the data stream from the ICA client to the Citrix Server).
- *Reduced bandwidth requirements* – because of the centralized processing, only screen shots and mouse clicks need to travel over the network.
- *Rapid centralized deployment* – installation and deployment of applications and deployment across the entire company can be achieved in minutes rather than days or weeks. This saves time, money and reduces installation errors.
- *Ease of manageability for system administrators* – with system monitoring and analysis capabilities administrators can ensure systems availability.
- *Reduced total cost of ownership with centralized management of applications* – Citrix works on any client device over any network therefore companies can extend the life of their existing hardware, software and network investments.

Find out how Citrix can help your organization become more efficient by giving your employees secure remote access to data and applications.



Voice Over IP Solutions for Small Business

The Cisco® Smart Business Communications System and Next Dimension can help you grow customer relationships and become more competitive and productive. It is relatively easy to use, and financing and support services are available. Integrating voice, data, video, security, wireless, and your desktop applications onto one platform can help you:

- Improve and personalize customer relationships
- Improve security and reliability
- Increase revenue and profitability

The Cisco® Smart Business Communications System offers a new way for small businesses to reach, serve, and retain customers. Having secure access—anytime, anywhere—to integrated voice, video, and wireless networking enables more effective and efficient communication with customers and employees. Cisco Unified Communications solutions give you the right mix of communications, productivity, and business operations applications, designed to work together so they are easier to deploy, operate, and manage.

The Cisco Smart Business Communications System can help you:

- *Mobilize your workforce* – Cisco mobility solutions help employees do their jobs no matter where they are using a wireless connection.
- *Extend full communications to home workers* – With secure access to the company network, employees can work anytime, anywhere and use their laptops or PCs as full-featured office phones.
- *Start your business the right way* – Whether you are starting up or branching out, the Cisco Smart Business Communications System gives you an affordable, all-in-one solution.

Contact us today for a live demonstration.



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Hosting Packages

We've assembled the industry's finest experts to design and deliver our superior next-generation network platform. Built from the latest in Cisco™ high-speed data communications technologies and reliable enterprise class IBM™ servers, you can rest assured that Next Dimension is the hosting solution provider for peace of mind.

Bronze Package

Perfect for the small business entrepreneur that requires a minimal number of email addresses but wants reliability and high performance.

Silver Package

For the growing business beginning to use applications on their website and have a need to transfer files using FTP

Gold Package

Perfect for the mid-size business doing a fair amount of work through the web.

Platinum Package

Customized packages are available from \$75-\$150 for companies that require enterprise solutions.

Hosting Options	Bronze \$30	Silver \$40	Gold \$50
Webmail	✓	✓	✓
Maximum Domain Aliases	3	5	10
Maximum Sub domains	0	5	10
Disk Space	1000MB	2500MB	5000MB
Database Quota	25MB	50MB	150MB
Max # of Databases	1	3	5
Data Transfer/Bandwidth	5000MB/Mth	10000MB/Mth	25000MB/Mth
Control Panel Users	1	1	5
FTP Accounts	10	20	50
Email Accounts	10	20	50
Mailbox Storage Quota	500MB	1000MB	2500MB
Mail Redirects	10	20	50
Mail Groups	0	0	25
Mail Auto Responders	1	5	10
ODBC Database Connections	1	3	5
SSL Support	✓	✓	✓
Dedicated IP Address	✓	✓	✓
Web Statistics	✓	✓	✓
Custom Error Documents	✗	✓	✓
SSI Support	✓	✓	✓
PHP Support - Linux Only	✓	✓	✓
MySQL Support - Linux Only	✓	✓	✓
CGI Support - Linux Only	✓	✓	✓
Python Support - Linux Only	✓	✓	✓
ASP Support - Windows Only	✓	✓	✓
ASP.NET Support - Windows Only	✓	✓	✓
Perl Support - Linux Only	✓	✓	✓

Service Blocks

A service block is a pre-paid technical services contract. They are available in 5 day (40 hrs), 10 day (80 hrs) and 20 day (160 hrs) denominations, and can also be customized to virtually any requirement. Service blocks are a perfect fit for companies who have occasional requirements for technical assistance, and offer several distinct advantages:

- Instant, on-demand access to a large team of IT professionals crossing a variety of disciplines: desktop, server, networking and telecommunications;
- Obtain service only when you need it – no recurring costs;
- Scheduling priority over unmanaged customers;
- No expiry date on outstanding balances;
- Service blocks are also a perfect fit for one-time, mid-to-large scale projects;

5 DAYS - \$5,000	Less 10% discount - \$4,500 (save \$500!)
10 DAYS - \$10,000	Less 15% discount - \$8,500 (save \$1,500!)
20 DAYS - \$20,000	Less 20% discount - \$16,000 (save \$4,000!)