



Experience the **Howard Advantage.**

Howard Professional Services

For over 10 years Howard Professional Services (HPS) has been delivering IT networking, security, application, and server solutions to business, educational, and governmental customers. Whether our customers are building a small business network, connecting large corporate offices over dedicated WAN links, putting together a multi-tiered wireless, or combining their telephony architecture with their data architecture using VoIP technologies, we help them choose, design, implement, and use a wide variety of technology products & services.

Many organizations have technology administration needs that do not require a dedicated full-time person. Support needs can vary from week to week, month to month, or just depending on the state of the business. We at Howard custom fit our services to give you the help you need, when you need it, and without the expense and hassle of hiring (and retaining) in-house support personnel. Whether it's just a few hours every week or a few days every month, we can give you just the right amount of help for your business needs.

Virtually all of the services highlighted in the following pages are applicable to any industry – from education to healthcare and governmental organizations. However, for your convenience we've included those services most frequently used by our healthcare customers.

Systems Integration

At Howard Medical, we offer three very different integration and setup services: **In-factory Customer Supplied Integration**, **In-factory Howard Supplied Integration** and **On-site Integration**. We offer a variety so that the customer has the opportunity to choose the option that is best for their unique situation.

With **In-factory Customer Supplied Integration**, Howard Medical will integrate the carts with the equipment being supplied by the customer. We must receive all equipment two (2) weeks prior to the scheduled ship date. All of the wiring will be completed during integration in our factory. The customer is responsible for installing the LCD monitor and/or the laptop to each cart.

The **In-factory Howard Supplied Integration** service option is available for those who want the integration completed in-factory without the hassle of obtaining the equipment. Howard Medical will supply the necessary equipment to be installed on each cart. All of the wiring will be completed during integration in our factory. The customer will be responsible for installing the LCD monitor and/or laptop to each cart.

We also offer an **On-site Integration** service in which a Howard Medical Product Specialist travels to the desired location to provide on-site integration of the carts. However, before the specialist is dispatched, we must receive confirmation that all of the necessary equipment has arrived at the location of service. After receiving confirmation, Howard Medical will then schedule the earliest possible date for the specialist to complete the integration process. Howard Medical will install all equipment including LCD monitors and/or laptops during integration.

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Systems Integration (continued)

Other systems integration services include:

- Connectivity of Linux to Microsoft to Novell systems
- Interface disparate routing protocols and other protocols across networking equipments
- Establish client/server authentication systems (Active Directory, LDAP, 802.1x, etc.)
- Network topology bridging
- SQL/Access database interoperability
- Network appliance/device communications
- And other standard-based interfacing

As premier systems integrators, Howard serves various industries applying commercially available technology to our customers' very own, specialized computing needs. Our methods comply with various federal and industry regulatory requirements and quality standards. Proper selection of a systems integrator is an important part of an organization's technology strategy.

Training & Professional Development

Howard's reputation for excellence in training delivery is based on combining client needs with quality, professionalism and the proven ability of our trainers and training partners. To our customers, we can deliver training and seminars on location across the United States or from training centers located in the new, beautiful, 504-acre Howard Technology Park located in Ellisville, Mississippi. Our primary emphasis is on computer, network, and software training. We also provide various forms of customized training for corporate, government, and educational clients.

Howard Professional Services also offers in-service training sessions and technical training sessions for Howard Medical. During the 30 minute in-service training sessions by a Howard Medical Certified Trainer, your nursing staff will be properly trained on proper use and care of med carts and equipment. Technical training consists of training staff on carts and training staff on integration. The technical training on carts consists of training the staff on the subassemblies, battery, inverter, and other technical components of the cart. Technical training for integration consists of training staff on how to integrate carts with any necessary equipment and components.

Other premier full-service IT consulting services include:

Disaster Recovery & Prevention

Howard's experienced engineering group can help our customers protect themselves against natural and man-made disasters such as floods, electrical outages, employee sabotage, hackers, and viruses just to name a few. Threats continue to mount for organizations responsible for protecting their business' data and providing sustained business continuity. The impact of lost data and inaccessible data can cripple an organization permanently. Howard's data protection services are an important part of a comprehensive disaster recovery plan. Our fast, cost-effective data protection and backup (and recovery) services help you get your mission-critical data back fast. Howard reduces the cost and complexity of establishing reliable business continuity through its people, products, principles, and processes.

Howard's disaster recovery planning and business continuity team can help our clients create a disaster recovery plan in case of an IT network disaster. We work to create comprehensive disaster recovery strategies and build disaster recovery preparations. Periodic disaster recovery assessments and disaster recovery testing are also conducted to insure said measures are operational and reliable.

Our trained, experienced experts can help our clients create affordable, fault-tolerant network solutions that address other critical issues covering a broad range of infrastructure technologies and processes.

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Email & Messaging Implementations

Whether you need email for only a few users or thousands of users, we install email systems suitable for organizations of various sizes. Every email can be set up to be scanned for junk mail, spam, or viruses if our customers so desire.

The Howard Computers Professional Services Group (HCPSG) is well-versed on a variety of messaging solutions such as Microsoft Exchange, Novell Groupwise, Lotus Notes, and Linux OpenMail systems. With Microsoft Exchange as one of our core competencies, our success in every aspect of an Exchange environment is well respected.

HCPSG is ready to either assume administrative supervision of and/or assist your existing staff with the following:

- Email and messaging systems design (single or multiple domains)
- New messaging system rollouts
- Upgrades, updates, & migrations
- Security planning
- Disaster recovery & prevention
- Spam, junk-mail, and virus prevention
- Mitigation of known problems & downtime
- Performance tweaking
- Document management
- Collaboration engineering
- Workflow streamlining
- User policy creation and enforcement

Helpdesk Outsourcing

Our computer helpdesk services provide institutions the ability to focus on their core business by providing their employees or customers with a professional PC, applications, and networking helpdesk resource. In addition to assisting users with the broad range of day-to-day technology issues, our processes and people give them the information they need to identify trends, anticipate training needs, increase responsiveness to their users, reduce IT costs, and ultimately help them secure the reputation of providing quality service to those they service every day. We identify our customer's helpdesk needs and implement custom-tailored helpdesk solutions for them.

IT Staffing

From our headquarters in Ellisville, Mississippi, we provide professional, certified network analysts, project managers, network engineers & technicians, PC repair technicians, web developers, and computer operators to fill short-term or long-term MIS staff positions. Highly trained, reliable computer/networking/development personnel are immediately available to meet temporary or permanent staffing needs.

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LAN/WAN Administration, Documentation, Analysis & Repair

Howard Computers Professional Services Group (HCPSG) provides LAN/WAN analysis services that assist our customers in determining requirements for new LANs, discover elusive network problems, and evaluate the effectiveness of existing network implementations.

All too often, drawings and documentation showing network layout, data flow, and procedures for an organization's information systems are outdated, inaccurate, or non-existent. Let us send in our experts to draw your network maps and document your network for you. Having accurate and updated network documentation is the first step in reduction of IT costs, effective security, expansion of the network, resolution of known issues, increased performance, and reduced downtime.

Using professional tools, experience, procedures, and industry know-how, we treat our clients to a wide array of network analysis and testing services.

Some of our network analysis services provide information about:

- Network bandwidth measurements
- WAN service billing inconsistencies
- Errors on the network equipment (SNMP)
- Application anomalies
- Security holes (routers, switches, servers, etc.)
- OS abends & blue screens (stop errors)
- Network design flaws
- Real-time network statistics
- Malfunctioning hardware (i.e. bad NICs, hubs, switches, ports, etc.)
- Capacity limitations
- Network forensics & tracking
- QoS & traffic prioritization verification
- Routing loops
- Long-term trending & base lining
- Spanning tree issues
- Licensing issues & violations
- Network device discovery
- Network abnormalities
- Rogue node isolation
- Directory service problems
- Wireless interference, overlap, rogue access, & signal strength
- Device port mapping (labeling)
- Software OSI layer walk monitoring
- Insufficient power provisioning
- Equipment inventory & audits
- Transport layer port provisioning
- Resource access & authorizations
- Overall network assessments

... and many other metrics, base lining, and tests.

Network Design, Installation, Upgrades

Howard has over 10 years of experience designing, installing, maintaining, and configuring data networks and the services required to make them perform while keeping security in mind from the start. We can build data- and voice-grade networks from the ground up or simply add on to current network infrastructures.

Howard uses products with high reliability and performance from manufacturers such as:

- 3Com
- APC
- Allied Telesyn
- Barracuda
- Belkin
- Chatworth
- Cisco
- D-Link
- Enterasys
- Force 10
- Packeteer
- Veritas
- Hubbell
- Lexmark
- Lightspeed
- Linksys
- McAfee
- Microsoft
- Netgear
- Nomadix
- Novell
- Orinoco
- Watchguard
- Polycom
- Procuero
- Proxim
- Red Hat
- Sonicwall
- Sphere
- Spectralink
- SMC
- Symantec
- Tripp Lite
- Proxim

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Network Design, Installation, Upgrades (continued)

Howard engineers possess a broad range of skills:

- from fiber-optic cabling to wireless broadband
- from small peer networks to enterprise-class directory service-enabled domains
- from Windows to Novell to Linux
- from traditional telephone systems to state-of-the-art voice-over-IP technologies
- from out-of-the-box switching to VLAN'ing, routing, firewalling, and filtering
- from computer lab installations to corporate-wide server upgrades
- from public networking to highly secure, private networking

And the list goes on.

Network Security Audits & Configuration

For our customers, the Howard team performs professional-grade audits on complete data/voice networks, or what is often more cost effective, simply a portion of the computer network.

Our network security experts take into account how systems are exposed, the likelihood of attack, and its success rate against given equipment, systems, and applications.

Project Management & Coordination

Howard possesses a long-established practice and professional project managers and engineers with specialist skills in the management of medium to large information services projects.

Our resources may be of help to you if you are contemplating:

- Capital project management
- Branch office relocation or expansion
- Installation of new facility and IT equipment
- Data processing improvement
- Acquiring fourth-party oversight of major MIS projects
- Validation of work performed by contractors

Video-Conferencing & Distance Learning

Howard's engineering group works from concepts provided by the client or developed internally to create a functional system configuration. We use highly-regarded and industry-proven products, integrate each device into the overall scheme, install, test, and perform operational training for the end-users.

Some examples of our integrated systems are:

- Distance learning classrooms and networks for higher education and K-12
- Command and control centers for military and first responder organizations
- Video-conferencing systems for legal institutions
- Telemedicine networks and surgery monitoring systems for medical centers
- Large screen video and large-scale audio systems for religious institutions
- Visually intensive electronic boardrooms for business & industrial groups
- Training labs for manufacturing companies and utility companies

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VoIP Telephony & Convergence

VoIP technology allows a voice phone call to be transmitted over the corporate LAN and WAN instead of through traditional telephone wiring. With VoIP, a business could save thousands of dollars in maintenance costs and upgrades for their legacy PBX systems.

Howard provides communication products and solutions utilizing Voice-over-IP technologies. Whether you are looking to enhance your existing communications or replace old legacy equipment, Howard can manage a turn-key solution for you.

Wireless (In-building networking)

If you are using or considering expansion of your office LAN using wireless technologies (WiFi), Howard can help you implement a viable WiFi topology, recommend appropriate components, integrate access points, and install wireless LAN client adapters, bridges, antennas and accessories. Howard can also help you create a wireless security strategy that fits within the security plan for your entire network.

Wireless Bridging (building-to-building or campus-to-campus)

Howard offers expert wireless consulting to help you plan, implement, and maintain short-haul point-to-point and point-to-multipoint or long-haul point-to-point wireless bridges that give you an inexpensive way to connect multiple buildings or campuses into a seamless data or voice network.

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