

# Network Design, Consulting, Computer Sales, Cabling, DSL, Integration, Repair and Support Services

*Microsoft Solution Provider  
Hewlett Packard Authorized  
Novell Platinum Dealer  
Citrix Gold Reseller  
Cisco Premier Dealer  
Great Plains Partner  
Compaq Authorized  
CA Authorized  
IBM Authorized  
Nortel Authorized  
NetIQ Authorized  
Seagate Authorized  
Okidata Authorized  
Vodavi Triad Authorized  
Toshiba Partners First Authorized*

*Computer Sales  
Computer Service  
Printers Sales  
Printer Service  
Carry-in service  
Service Contracts  
Internet Service Provider  
Firewall Implementation  
Windows 2000 Consulting  
Router Configuration  
Switch Configuration  
Remote Management  
Network Security  
Telephone Systems  
Network Design*



**microman**

4393 Tuller Road, Dublin, OH 43017

**Your Technology Partner**

**(614) 792-0645**

**[www.microman.com](http://www.microman.com)**

*“Meeting Corporate and Small Business Computing Needs Since 1987”*

# About Microman

*“Microman is committed to the complete satisfaction of our customers.”*

## Our History

- Microman is a full service technology integrator founded in 1987, with over 1500 networks installed during our 14 years in business. We have grown to 75 employees and over \$ 15 million in revenue. Our focus is the cost-effective application of technology to meet the needs of businesses.
- Our extensive expertise covers all aspects of pc, network and web technologies, including Microsoft Windows 2000 and NT 4.0, Novell NetWare and Citrix, integrated into numerous hardware platforms and environments. Our broad software expertise includes Microsoft BackOffice, and many other desktop and accounting applications.
- We offer end-to-end integration and service through our cabling, network, service, and telephony divisions. Microman is a leader in technology infrastructure design and the convergence of desktop and voice technologies. Microman also offers staffing and MIS outsourcing services.
- Microman has designed, managed and completed projects for all types of businesses, from small firms to Fortune 500's. We have performed successful technology and equipment rollouts, covering multiple sites across the nation. We provide same day service to every city in Ohio.



## Our Philosophy

- Microman performs system integration and service to all types and sizes of businesses, and our commitment is to provide all of our customers with personalized service, whatever their size.
- We design solutions around your specific business needs and we stand behind everything we recommend. In the rapidly changing market of high technology, it is easy to be misled by overly broad or unproven product claims. Microman constantly tests new technology and software versions so that we can make knowledgeable and informed recommendations.
- Microman is a proven network integrator. We have produced thousands of satisfied customers through our uncompromising commitment to quality, service and support. You can be confident that we are ready to respond when you call with an urgent technical problem or service need.
- Microman provides detailed work summaries for the hourly labor we perform. For larger projects, a project manager will provide ongoing updates for our work so that you can monitor the progress we are making on the project plan. We can provide complete system and process documentation.
- We listen to our clients, and respond to their input. We understand that the effective implementation and use of computing technology is complex and calls for careful management. Our integrity and client focus assures you of receiving the best value for your money.



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## Our Qualifications

- Microman is a Microsoft Solution Provider, with an exceptional commitment to their broad spectrum of operating system, desktop, database and email products, including all versions of Windows, Office, BackOffice, Exchange, Proxy Server, Terminal Server, SQL and the newest 2000 version of all these products



- We are a Novell Platinum dealer, the highest level of Novell dealer authorization. Microman has extensive installation experience for all versions of NetWare, including 5.1. We also install and support Novell's GroupWise and Border Manager.



- Microman is a Cisco Premier dealer with extensive design and installation expertise with their routers, switches and modem servers. We have created Wide Area Network (WAN) and Virtual Private Network (VPN) connections for business locations across the continent.



- Microman staffs over 30 network engineers, including more than 12 MCSE's (Microsoft Certified System Engineers) and Novell CNE's (Certified Netware Engineers).

- Our network staff has proven experience installing and supporting advanced software applications and network configurations, including: file and print servers, groupware, email, remote access, routers, firewalls, modem and fax servers, switches, drive arrays, backup servers, operating system conversion and upgrades, and more. For large projects, we offer in-depth consulting and project management.

- We are authorized as a dealer and a service center for: Compaq, Hewlett Packard, IBM, Toshiba, Okidata and others. We stock many spare components and we can expedite repairs for a broad range of servers, workstations, printers and peripherals. Our hardware engineers are trained and certified to perform your warranty repairs.



- We partner with many access providers to provide you with internet access or a Wide Area Network (WAN) infrastructure that works best for your firm, including frame relay, T-1 connections and DSL.

- Microman is a Great Plains Software dealer, supporting both their Dynamics line and eEnterprise, their web-enabled accounting application. We offer custom report writing and add-ons for manufacturing and other specific accounting needs.



- Our Remote Management group offers real-time monitoring of your mission critical servers, which allows your firm to save on staffing and support costs, while maintaining a high level of support.

- We offer on-site and carry-in service contracts for networks, workstations and printers, backed by a \$ 750,000 inventory of spare parts. We also offer 24 hour, 7 day service and loaner service options.



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# Service Rates

*“We provide fast service turnaround and quality service for all your repair needs.”*

## Network Service Rates

On-site service, no contract, network engineer	\$ 125 an hour
On-site service, no contract, WAN/VPN/firewall engineer	\$ 150 an hour
On-site service, no contract, project manager	\$ 160 an hour
(on-site service has a minimum billing of one hour)	
Phone and carry-in service, no contract, network engineer	\$ 125 an hour
(phone and carry-in service have a minimum billing of 1/2 hour)	
Travel time outside the Central Ohio area	1/2 applicable rate
Service requested after business hours	50% surcharge

## Hardware Service Rates

On site service, not under warranty	\$ 80 per hour
Carry-in service, not under warranty	\$ 65 per hour
On-site service, under warranty without an on-site provision	\$ 40 per hour
On-site service, under warranty with an on-site provision	no charge
Travel time outside the Central Ohio area	1/2 applicable rate
Service requested after business hours	50% surcharge

*Microman offers a wide range of service contract options covering network operating system support and hardware. We also offer prepaid labor blocks that provide priority access to our service and guaranteed response times. Our service contracts have loaner options, and rentals are provided to hourly service customers on an as-available basis.*

*We provide authorized service for many major brands including: Compaq, Hewlett Packard, IBM, Toshiba, Cisco, Okidata and others.*



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# Network Installation & Upgrades

*“Our professional staff’s attention to planning and detail assures you of a quality installation.”*

## Qualifications

Microman is a Microsoft Solution Provider, a Novell Platinum Dealer and a Citrix Gold Reseller with over 1500 networks installed. We staff over 30 trained network engineers and we stock a complete inventory of file servers, drives, peripherals and spare components.

## New Installations And Upgrades

Microman’s new installations and upgrades can include the following services:

- Pre-installation site inspection
- Active Directory, Domain or Netware Directory Services (NDS) planning and implementation
- Map of network layout, including IP addressing, host names and device locations
- Verification of all existing hardware configurations
- Configuration of workstation cards and updating of drivers
- Installation of all workstation clients, including network and mail clients, anti-virus agents and management agents
- Setup and configuration of the host hardware, including drive systems and peripherals
- Generation of file server operating server and loading of current patches and drivers
- Configuration of all network switches, and testing of all server communication functions and workstation connections
- Installation and testing of tape drive and backup software
- Installation of anti-virus software and signature updating mechanism
- Designing and implementing remote software distribution
- Installation and testing of uninterruptible power supply and shutdown software
- Installation of other file server applications and services, such as: SQL, Terminal Server, anti-virus, proxy server, mail and backup applications
- Transfer and testing of your existing data and applications, as required
- System supervisor training, including backup and maintenance procedures
- Documenting the installation and system maintenance procedures
- Post-installation quality and completeness review
- 30 days on-site post-installation network support and 90 days unlimited phone support



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# Service Contracts

*“Microman’s expert service staff can provide rapid service turnaround for your critical systems.”*

## Hardware Service Contracts

Microman offers custom hardware service contracts, with options to upgrade manufacturer warranties and to cover out of warranty equipment:

- Response time options: 2, 4, 8 hours and next day service, 7 day x 24 hour service
- Loaner options: spare components and loaner equipment inventory for faster uptime
- Maintenance options: scheduled maintenance can be added to any service contract
- Upgrades to carry-in warranties for on-site service, with specific response times

## Network Operating System Support Contracts

Microman offers operating system support contracts for servers running Microsoft, Novell and Citrix operating systems, with the following standard features:

- Disaster avoidance assessment: includes verifying backup method, testing UPS and reviewing system configuration, stability, redundancy and server optimization
- Unlimited phone support for your network operating system:
  - Includes access to Microman’s experienced technical team and access to their support resources, including escalated vendor direct support and technical databases
  - 24 hour, 7 day pager access to a network engineer (available as a standard service option with a specific response time, or per event for an extra charge)
- Complete regeneration of your operating system and restoration of all your data and security (from your backup) in the event of a system failure
- Priority access to our support, including priority scheduling for on-site service
- Updated drivers installed at no charge as available when applicable to your network
- Operating system patches, applied at no charge, as available
- Unlimited free on-site diagnostics, covering any type of problem with the network operating system that causes a loss of functionality or network degradation
- Use of advanced diagnostic tools, including a network sniffer and cabling analyzers
- Specified response times (2, 4 or 8 hours) and optional 7 day, 24 hour coverage
- Optional coverage available for server based applications, including: SQL, Terminal Server, Mail, Backup and other software applications



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# Remote Management and Outsourcing

*“We can help you lower the cost of supporting your network and increase its reliability.”*

With a shortage of qualified technical staff affecting businesses of all sizes, Microman has helped its clients to creatively meet the staffing and management needs of their Information Systems departments, while lowering their costs and improving their service levels with the following two programs:

## Remote Management

Through a secure link, Microman can remotely monitor your file servers using the most advanced software management software available and determine when a service fails and then quickly respond with an appropriate service action. This allows you to maintain lower staffing levels, while providing the best possible service for your business. Our remote management services include:

- Event log monitoring and automatic paging of an engineer when a problem occurs
- Disk space monitoring, backup success monitoring, virus update monitoring, overall server health monitoring
- Monthly reports on your network's health and suggestions for improving network performance
- Service pack and virus signature updates
- Optional remote help desk support, including: user account management, desktop support, and printer support

## Outsourcing

Outsourcing can involve the complete or partial staffing of your Management Information Systems department, including:

- Staffing for special projects such as equipment and software rollouts, which can include project managers, network engineers and hardware technicians
- Permanent outsourcing of your MIS department, meeting your complete MIS technical staffing and management needs
- Temporary staffing, to cover the unexpected absence or departure of a key manager or employee, or when seasonal work requires additional support
- Outsourcing of specific functions, such as hardware repair or help desk support



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# Project Management

*“Our experienced project managers can design, manage and complete your project on time and on budget..”*

Project management begins with a strong understanding of the client’s objectives and succeeds through clear and effective communication. Microman has successfully completed complex projects, involving multiple hosts, sites and hundreds of distinct project elements. Project management is helpful to projects of all sizes and can include all of the following services:

- Determining the project scope
- Designing the solution
- Defining the deliverables, including documentation and training
- Identifying the staffing and equipment resources that will be needed
- Providing a detailed cost summary
- Determining timelines and reporting responsibilities
- Testing the design, providing “proof of concept” where appropriate
- Scheduling staff and staging equipment
- Implementing the solution
- Providing project updates to the client during all phases of the project
- Conducting a post project analysis and review with the client

Examples of projects that Microman has managed for its clients include:

- A Fortune 500 firm wanted to upgrade its physical layer and several hosts in one of its manufacturing facilities. Microman analyzed the network traffic flow and determined its deficiencies and proposed a new design incorporating Cisco switches and HP hosts. Microman staffed and completed the project, and then performed post-installation traffic measurements that verified that all of the project’s objectives were met.
- One of the nation’s largest law firms wanted to rollout 35 file servers and 800 new desktops to users in 5 locations across the U.S. This project also included a staged cutover from Novell NetWare based hosts to new Microsoft Windows NT servers running on a Cisco switched Gigabit Ethernet backbone. Microman configured and installed the switches, hosts, and workstations in a planned rollout that was completed on time and achieved all of the project goals.
- A large new home construction firm wanted to replace a Token Ring network with a Gigabit backbone to its servers and switched 100 BASE T to its desktops at the corporate headquarters. Microman completed the project without any disruption to the end-users, both on time and on budget.



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# Areas of Expertise

*“Microman has a broad range of expertise in pc, network and communications technologies.”*

Microman has extensive experience with the following technologies:

## Routing, Switching and Internet Access

- Setting up wide area networks by partnering with bandwidth providers to provide our clients with the most cost-effective links for their needs
- Configuring and installing routers, firewalls, cache and proxy servers
- Installing secure links to the Internet, including T-1, fractional T-1, DSL and other access technologies and web access control applications, such as SurfControl
- Configuring Virtual Private Networks (VPN's) to create cost-effective and secure access across the Internet
- Designing and implementing fully and partially switched network environments, including 10 BASE T, 100 BASE T, Gigabit and ATM solutions

## Server and Workstation Setup

- Microman has configured and setup most brands of computers and we can configure and load your servers, create a desktop image for workstations, roll out software applications, upgrade your systems, and service your equipment

## Software Applications

- Configuring and installing email hosts, including Microsoft Exchange and Novell GroupWise, as well as mail hosting services
- Microsoft SQL and Access database configuration and management
- Configuring and installing backup servers, including multi-drive tape changers and CA ARCserveIT and Veritas Backup Exec software
- Configuring and installing fax, print and document management servers
- Implementing desktop applications and desktop software distribution tools
- Great Plains Software setup, training and report writing, for both the Dynamics and the eEnterprise accounting lines
- Integrating numerous other desktop and server applications



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# Cabling Services

*“We offer comprehensive cabling services, including design, installation, certification and repair, for both voice and data applications.”*

## Cabling Rates

Scheduled job labor rate

Please call for estimate.

Service calls, out of warranty work

RCDD (Registered Communications Distribution Designer)

## Qualifications and Services

Microman’s Cabling Division has designed and installed voice and data cabling plants for everything from multi-phase and multi-site projects involving thousands of cable and fiber drops, to single sites for small businesses. Whatever your need, you can have confidence in our work. A BICSI certified RCDD is on staff to design your structured wiring and to maintain our high standards for quality. Our services include:

- Consulting and design, including product selection and project planning and management
- Repairs: using advanced diagnostic tools, we can isolate and fix cabling problems rapidly
- Certification: we test and certify every line we install and provide you with the results
- Adds, moves and changes: we respond quickly to your incremental cabling needs
- Minimized downtime: flexible scheduling options to prevent business disruption
- Emergency service: we can offer 24 hour, 7 day, on-site support
- Up to 25 year warranties: ask about certified systems by several major lines
- Clean-up services: we can turn a tangled mess into an easy-to-use, structured system

Services and standards Microman’s Cabling Division offers:

- Unshielded twisted pair, categories 5, 5e, 6
- Aerial and underground fiber installation
- A variety of rack and patch panel systems
- Gigabit, 100 BASE T, 10 BASE T cabling
- Fiber cabling: single and multimode
- Coax: CATV, Video, CCTV & others
- Detailed cabling as-built plans
- Campus design and implementation

**Call for a free site assessment, needs evaluation and quotation.**



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## Call Or Email Direct To These Microman Divisions And Departments:

	Customer Functions	Email Address	Direct Dial
<b>Microman's Main Number</b>	To reach sales, to get a quote, general questions	sales@microman.com	(614) 792-0645
<b>Microman FAX</b>	Main Microman FAX number		(614) 792-6868
<b>Customer Service</b>	To place an order, to check the status of an order, to request an RMA	custserv@microman.com	(614) 792-2227
<b>Network Service</b>	To request service for: networks, routers, switches and host operating systems	netserv@microman.com	(614) 792-0017
<b>Hardware Service</b>	To request hardware service or warranty components	hardserv@microman.com	(614) 792-5409
<b>Cabling Division</b>	To request a cabling quote, or to request cabling service	cabling@microman.com	(614) 792-1042
<b>Great Plains Accounting Solutions</b>	To request information on Great Plains Accounting and support services	gps@microman.com	(614) 573-6136
<b>DSL Internet Access</b>	To request pricing, ordering a line and to request service	dsl@microman.com	(614) 573-6123
<b>Telephony &amp; Data Solutions</b>	To request a telephone quote or telephone service	sales@tel-dat.com	(614) 923-8000
<b>Telephony &amp; Data Solutions FAX</b>	Main Telephony & Data Solutions FAX number		(614) 923-8050
<b>24 x 7 Service Pagers</b>	Provided to our customers with service agreements		
<b>Accounts Receivable Department</b>	For questions about billings or to receive a credit app.	ar@microman.com	(614) 573-6166
<b>Toll-free</b>	Reaches main number		(800) 533-7837
<b>Main address</b>	4393 Tuller Road, Dublin, OH 43017		

### Web sites:

<b>Microman's web address</b>	<a href="http://www.microman.com">www.microman.com</a>
<b>Telephony &amp; Data Solutions web address</b>	<a href="http://www.tel-dat.com">www.tel-dat.com</a>
Current job openings are posted to our web sites.	

**Call Microman for a free consultation today.**



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# Lines We Carry

*"Microman offers competitive pricing and prompt delivery on a large selection of products."*

Microman is authorized to sell and support the following brands:



... and many others



[www.microman.com](http://www.microman.com)

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