

**Service Proposal**  
**EXPERTECH S.A.**

*Let us be your technology experts...*

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## Introduction

Nowadays information technologies even on small companies represent an advantage for their business. There are people who say information technology are not a primary advantage however, it influences the way employees do their job, creating a set of intangible resources that differentiate a company from their competitors.

Investment in technology will not increase a company's productivity if that technology does not match with the company needs, for that reason is important the proper management of decisions on technological matters.

Decision making in technology should not be made without much attention. Those decisions should be based on two cornerstones:

- Company's natures, your expertise area
- Information technology, our expertise area

## About us

Expertech S.A. is an information technology company born in Costa Rica, Central America. We have a set of professionals with a broad experience and skills that can help your company to take advantage of its technological resources. Also we can design and implement new technological services in order to increase your business productivity.

## Mission

We provide our clients with solutions of excellence to their needs in information technology, allowing them to optimize their investments and resources.

## Vision

To be the leading company that provides the best consulting, implementation, technical support and licensing services in information technology, with a excellent working team, for the Central American and the Caribbean region.

## Our services

Expertech S.A. designs and develops IT infrastructure projects; our specializations are:

- **Consulting Services:** We analyze the maturity level of your company's information technologies and offer a set of diagnosis and recommendations. We give you an external point of view that will help your company to achieve its objectives.
- **Infrastructure improvements:** We analyze your network infrastructures, including telecommunications and servers. Using

performance analysis and industry's best practices, we determine the adjustment your technology infrastructure need in order to do a better use of your technological resources.

- **Design and implementation of new infrastructure services:** We design and develop network infrastructure solutions for WAN or LAN environment. We can also help you designing a server infrastructure for your business based on Microsoft's products.
- **Information security:** If your business needs to develop a security plan for all your IT environment we can guide you through this process considering for example automatic update strategy, antivirus software, secure Wi-Fi networks, firewall, proxy access.
- **Technical support for your desktop computers and servers:**
  - Installation of desktops and servers using corporate standards previously defined.
  - User account migrations between computers.
  - Updating of drivers, firmware, and BIOS.
  - Support against viruses, spyware, and malware.
  - Hardware problems diagnostics.
  - Proactive and reactive support of laptops and desktops.
- **Consulting about new technological projects:** Our experts have the knowledge necessary to advise your company in order to take the best decision in complex technological projects where investment amounts can be very high. Our help and advice can
- **Hardware and software:** We offer a large variety of hardware like servers, routers, tablets, etc. and software solutions from several vendors like Microsoft and Adobe.
- **Cloud Technologies - Office 365:** If your organization is interested in Office 365 services we can give you a free trial so you can experience for yourself of its outstanding performance. We can analyze your current situation and make a proposal for the adoption of cloud-based technologies in Office 365 in a smooth way since we have experience on the tasks that must be done. During our first Office 365 deployments we found that customers didn't use the full potential of the service, now beside the installation and configuration we can offer you a training plan oriented to end users and administrators. We have seen that with the right training the organization will benefit of staff's creativity and they can be IT independent so your technology department can focus on other tasks that add value to the company and reduce the time to market of solutions. If your company has process automation need we can perform analysis to streamline activities through workflows based on SharePoint Online.

- **Consulting, implementation and management of Microsoft Azure services:** Cloud services can be somewhat confusing to understand at first and that's why we can provide you consulting services to analyze your business's requirements so you can benefit of financial and operating advantages that Microsoft Azure can offer. We have experience with different types of virtual machines so we can recommend you the best suited to your workloads. If your organization has local servers on-premises or any other hosting service and you want to move them to Microsoft Azure based services we will develop a migration plan or if necessary we can design a hybrid cloud solution. Microsoft Azure allows you the use of advanced business intelligence technologies paying only for their use so that organizations can have access to the most powerful tools at a fraction of traditional cost.

## Contacts

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