



As companies continually seek new ways to improve efficiency and decrease operating expenses to stay competitive, the option of outsourcing I.T. services grows. Perhaps the "best deal" in I.T. outsourcing is being offered by Cosatech, Inc. ("CTI") in the form of a "fixed price" contract with no surprises.

Recently, CTI was contracted by a major insurance services & brokerage company headquartered in Illinois, to manage the entire I.T. operation for its two subsidiaries. "For many companies, outsourcing an entire I.T. department is a proven way to manage costs, information and knowledge resources, as well as human resources," said CTI's Midwest Regional Director of Advanced Technical Solutions.

A Controller at this client was a member of the committee that determined outsourcing made sense. "Over the next several months, we will be implementing new technologies to improve customer service. We recognize that supporting these changes will require a more diverse I.T. knowledge base. We chose CTI primarily because of the diverse range of services and expertise they could provide at a fixed price."

Client's Human Resources Director added "CTI is a true business partner. CTI consultants are excited about the challenge and eager to bring our I.T. infrastructure up to speed. They're great about explaining technical concepts in terms that are easy to understand. That's important to us, and gives us a high comfort level."

For an agreed upon, fixed, monthly fee, CTI is providing a full-time network administrator along with all customary network administration and desktop support services such as performance tuning, cabling, corporate-wide e-mail maintenance, standard hardware and packaged software installation, and upgrades. Additionally, CTI will provide immediate trouble-shooting and repair services as needed and additional manpower during special project work or man-shortage situations. There are many other details in the agreement that benefit Euclid. For instance, Euclid reserves the right to interview and approve CTI technical professionals assigned to them, and the CTI employees will provide weekly or as-requested status reports to Euclid.

In addition to providing day-to-day network administration and desktop support, many I.T. projects will be managed by CTI over the next few months. These projects include, but are not limited to, providing client with internet access, upgrading systems and providing documentation as needed, and providing corporate-wide e-mail capabilities.

CTI has been providing the agreed upon services at client for the past several months now, and already, client's have noticed service improvements. According to Operations Manager, "Our partnership with CTI is still relatively new, but we are already realizing benefits thanks to CTI's strong and diverse technical skills, responsiveness, and immediate follow-up." Added Operations Manager "we're pleased to already be experiencing less down time resulting in increased productivity and improved customer service. And our long term goal, to leverage CTI and utilize technology to help us optimize resources, better serve our customers, and grow is now well within reach!"