

Management Applications, Inc.

Capabilities Statement



December 4, 2002

Management Applications, Inc. (MAI) is a data communications and information technology company specializing in LAN/WAN design, integration and management. Headquartered in Chantilly, Virginia, MAI has strategic locations across the country, allowing us to achieve our goal of providing unparalleled networking services nationwide.

MAI was founded in 1994 with a mission to provide cost-effective, advanced technological solutions. MAI's dramatic success lies in the strength of highly qualified personnel and demonstrated corporate expertise. MAI has made multiple appearances in Washington Technology's prestigious "Fast 50," an annual report of successful information technology companies in the Washington, DC metropolitan area.



MAI customers range from medium-sized businesses to Fortune 500 accounts including Marriott International, ALCOA, Circuit City, Orbital Sciences, INTELSAT, Arizona Learning Systems, Drug Emporium, Value City Department Stores, Office of Naval Research, and Navy Engineering Logistics Office.

Management Applications, Inc. (MAI) is a leader on the forefront of data communications and network management for commercial, retail and government enterprises. MAI's efficient and resolute knowledge of legacy systems modernization makes MAI the obvious solution provider for commercial as well as state, local and federal government agencies.

Founded in 1994, MAI focuses on implementation and management of emerging technologies to provide leading-edge systems and resources to its customers, including:



- Local and wide area network design and installation
- Complete turnkey solutions for Frame Relay, VSAT, ISDN and ATM environments
- Managed network services, designed to increase uptime and ROI
- Video conferencing and data stream capabilities associated with distance learning
- Retail systems modernization and integration solutions for the retail industry
- Systems integration and authorized resale
- Network engineering
- Systems migration and project management

STATE-OF-THE-ART SOLUTIONS

MAI has been designing leading-edge solutions for medium- and large-sized companies that are right-priced and effective, while avoiding the perils and mishaps that often come with new technologies. Our focus since the beginning has been on modernizing the systems that are core to any business: those involving the transfer of voice, video and/or data from remote sites to central locations. Over the years, we have implemented specific solutions that merit highlighting here:



NETWORK MANAGEMENT

MAI has always been a strong believer in integrating network management into all aspects of the network, making the performance of the network visible and quantifiable. Since our inception, MAI has helped hundreds of customers "open up" their networks, often providing a better view of the network than what the carrier itself has.



RETAIL SYSTEMS MODERNIZATION

MAI specializes in designing, implementing and managing networks for the retail industry. With extensive experience in migrating polled dial-up networks to modern Frame Relay WANs, MAI can help your retail organization modernize while saving money and aggravation, whether you have 15 or 150 locations.



DISTANCE LEARNING

Distance Learning is more than just video conferencing: it is a specific skill set with its own unique challenges and demands. Let MAI show you what it has done for other customers, including a statewide distance learning solution for Arizona that ties together diverse universities and colleges into a single meshed facility.



VSAT/SATELLITE SOLUTIONS

Where traditional landlines cannot go, or where cost is prohibitive, VSAT and satellite systems are logical, powerful solutions that can be integrated into any business class network, or be used as the primary means of connectivity. But don't confuse our systems with the consumer-targeted products out there: our solutions are robust, redundant and reliable on a level that doesn't compare with the home-based stuff.

NOC SERVICES

Proactive network monitoring is not a buzzword at MAI, rather, it is the basis of the Network Operations Center (NOC) services that we provide all of our customers. MAI's robust implementation of tools and services can actually head off or prevent many incidents from happening in the first place. Even when an event occurs, our staff of dedicated NOC technicians and engineers are already in action, in most cases notifying you, the customer, before you are even aware of a problem.

The MAI NOC is a 24x7x365 facility, staffed by a team of skilled network specialists that provide management support for customer networks. MAI NOC support includes



network baselining, proactive network monitoring, problem notification and resolution, and reporting. MAI provides real-time performance and fault monitoring of network hardware and circuits to allow for

early identification of potential problems.

MAI NOC personnel use state-of-the-art network management tools and diagnostic equipment to monitor customer networks.



SYSTEMS INTEGRATION

Integrating new equipment, systems and services with existing ones is critical to creating comprehensive and interoperable systems. MAI assists in the development of information architectures, facilities upgrade studies, capacity planning, and system integration plans to ensure the necessary interfaces are provided for the interoperability of new systems and services. Our systems engineers have provided seamless integration of LAN/WAN solutions in multi-vendor, multi-protocol environments providing a singular, cohesive network environment that can be more easily managed and utilized.



MAI has the necessary resources and experience to provide nationwide installation and maintenance services of CPE or contractor provided hardware, software, systems and applications. MAI engineers design and install systems within multi-vendor environments and comply with all hardware/software manufacturer installation and maintenance specifications.

HELP DESK SERVICES

MAI offers a 24x7x365 outsourced help desk alternative that will provide technical support to users and providers alike. Our services will assist you in regaining control over your user support and give you the freedom to focus your IT staff on their core competencies. Our people, processes and technology give you the information to identify trends and anticipate training needs, increase responsiveness to your internal customers, and ultimately help you secure the reputation of providing quality service to those you service every day.

MAI's Help Desk personnel is committed to providing the end user community with the following capabilities:



- First-line technical support
- Coordinate hardware repair with the warranty and hardware repair vendor
- Log and route serious calls to specialized technical staff
- Responsive and courteous support to all end users
- Receive end-user problems and requests for service via a single toll free number for all users to call into the Help Desk
- Management of the Help Desk, including the provision of management reports
- Log all calls coming into the Help Desk utilizing MARS (MAI's Action Request System)
- Serious call routing to specialized technical staff
- On-site problem resolution
- Dispatch service requests to the Technical Service Provider

MAI offers its clients a Help Desk service, which aims to deliver the very best in customer service. It is our belief that a Help Desk should resolve 95% of calls at the first point of contact. MAI has developed a Help Desk methodology and process, which consistently delivers this level of service to our clients. We achieve this through the development and on-going management of an Expert Help Desk. Each Help Desk Operator has general knowledge in all areas under support and is an expert in at least one field. By mixing the Help Desk team correctly, we can truly offer an Expert Help Desk to our clients.

PAST PERFORMANCE

Drawing on experience from similar projects, MAI works closely with our customers to define their networking requirements, develop a plan for implementation and integration, and provide ongoing management and technical support. As a leading provider of services and technology, MAI strives to keep abreast of ever-changing technologies and

user needs. Through a continuous cycle of client communication and feedback, MAI can assure the effectiveness of technology delivery.

Through each project, MAI has gained valuable technical knowledge and forged excellent client/contractor relationships through the support of our clients' mission goals. The following table is a sample of the customers that MAI has supported or is in the process of supporting.

MAI CUSTOMERS	NETWORK MANAGEMENT	PROJECT MANAGEMENT	ENGINEERING & INSTALLATION	MAINTENANCE & SUPPORT
State Agencies				
Texas State Technical College	✓			✓
Texas General Services Commission	✓	✓	✓	✓
Texas Workers' Compensation Commission	✓	✓	✓	✓
Teachers Retirement System of Texas	✓			✓
Texas Dept. of Mental Health and Mental Retardation	✓			✓
Texas Dept. of Transportation	✓		✓	✓
University of Houston	✓		✓	✓
Texas Department of Banking	✓	✓	✓	✓
Texas Department of Public Safety	✓	✓	✓	
Texas Commission on State Emergency Communications		✓	✓	✓
Arizona Learning Systems	✓	✓	✓	✓
North Carolina AT&T	✓	✓		✓
Federal Agencies				
INTELSAT	✓		✓	✓
Naval Engineering and Logistics Office	✓		✓	✓
Office of Naval Research	✓		✓	✓
Social Security Administration	✓		✓	✓
U.S. House of Representatives	✓	✓	✓	✓
U.S. Department of Treasury	✓	✓	✓	✓
Defense Information Systems Agency	✓			
U.S. Army Medical Command – Ft. Sam Houston	✓			✓
Commercial				
Value City Department Stores	✓	✓	✓	✓
Drug Emporium	✓	✓	✓	✓
Big A Drug Stores	✓	✓	✓	✓
Marriott International	✓	✓	✓	✓
Orbital Sciences	✓		✓	✓
ReliaStar	✓	✓	✓	✓
ALCOA	✓		✓	✓
Visual Networks, Inc.		✓	✓	✓
Wheat First Union	✓		✓	✓