

New Generation IT Outsourcing

Shtrak BG Ltd.



Contents

- Introduction.....3
- Executive summary3
- Mission statement3
- Statistics.....4
- Strategy5
- Human resources5
- Recruitment5
 - Abstract.....5
 - The recruitment process6
 - Recruitment options6
 - Recruitment Resources8
- Training and certificationII
 - The value of trainingII
- Service Model19
- Services Provided22
- Certification30
- Future plans32
- About Shtrak BG32

1. Introduction

IT and where it stands

According to Gartner Research¹ IT (Information Technology) has emerged a growth industry over the last two decades, with worldwide spending growing from \$9 billion in 1990 to over \$274 billion predicted in 2012.

Within the worldwide business community, there is growing evidence of an increased need for outsourcing services due to rapid technology change, increased risks and the search for flexibility, greater emphasis on core competencies, and globalization.

As for the outsourcing of IT services, it is a common belief that it is a simple search for lower wages and cost reduction. It is rarely regarded as a competitive business strategy, based on precise balance between cost effectiveness, quality of services and innovation.

This document sets out a vision for a customized, high quality outsourced IT services for corporate business clients.

2. Executive summary

The goal of this document is to introduce Shtrak BG as a competitive and experienced IT outsourcing service provider that assist the business at reducing cost of operations, simplifying IT management, and enhancing its efficiencies.

3. Mission statement

Our mission is defined by three keywords – Global, Outsourcing, Services. Global because all of us have similar needs. Outsourcing because it is efficient and Services because that's what we are extremely good at. We strive for perfection and collaborate inside and out to bring together new technological environment that is effective and efficient at any level. Our goal is to serve our clients with integrity regardless of any cultural or geographical differences. We learn as we grow and we listen to our clients and partners so that we can polish our products and services to perfection. Our

¹ Gartner Research – reference: Gartner on Outsourcing 2008-2009; ID number: G00164206

task is simple – meet the needs of those who we work with to achieve mutual benefits. Our strategy is transparent – work hard and be motivated as we were when we first started and be sure to stay positive as we were before that. If we manage all this, the sky is the limit.

4. Statistics

In the ever dynamic world of IT the need of competent and experienced staff is demanding, more so each year. According to the research² of Valerie Valentine³, senior editor for Information Management, business intelligence (BI) spending slated to increase in 2011. Its demand is up and the resources are down.

Based on LogiXML vendor research, forty-nine percent of nontechnical senior users said they were dissatisfied with IT's ability to deliver BI functionality. Thirty-three percent of respondents who identified themselves as technical managers, executives or developers said they were dissatisfied as well. A combined 42 percent claimed they didn't have the IT staff resources available or that it was technically challenging. Twenty seven percent stated it was cost prohibitive. Company IT departments seeing increased demand for BI within their organizations were adding more technologies (37 percent) or not meeting the demand (32 percent).

This tendency can be seen everywhere⁴ – in the media, on the Internet, recruitment site. Statistically it is a world problem. The clear statement is that the business world is in dire need for talent, knowledge and experience more than ever.

On the reasons for it is the lack of funding, needed for the creation and development of an IT campuses or centers. Their purpose is providing selection, education, training and certification of the so much needed by the business BI force.

Shtrak BG is a company that has the extensive experience, knowledge and skill to train and prepare IT staff, and not only, in wide area of different competencies, technologies and fields.

² Ref. article: <http://www.information-management.com/news/underperformance-blamed-on-lack-of-IT-resources-10020190-1.html>

³ Ref. link <http://www.information-management.com/authors/2000402.html>

⁴ Ref. link <http://www.jobs.bg/hc/analytics/2184>

5. Strategy

As an experienced IT service provider Shtrak BG strategy rests on the following corner stones:

- ✓ Maintain modern best-practice solutions and technologies.
- ✓ Provide service, information, enhancing transparency, accountability, interaction, collaboration and engagement.
- ✓ Employ integration and one-stop solutions that provide seamless cross-boundary access for partners, businesses and other entities.
- ✓ Increase effectiveness and efficiencies through innovative use of solutions and technologies.
- ✓ Enhance responsiveness and accountability to Shtrak BG's customers.

The company's purpose is take advantage of its extensive experience, technological know-how, flexibility, human resources management and vision thus making difference in the ever changing world of Information Technology.

6. Human resources

a. Recruitment

Abstract

Recruitment, as a human resource management function, is one of the activities that impact most critically on the performance of an organization. While it is understood and accepted that poor recruitment decisions continue to affect organizational performance and limit goal achievement, it is taking a long time for public service agencies in many jurisdictions to identify and implement new, effective hiring strategies. In some areas, existing laws inhibit change; in others, the inhibiting factor is managerial inertia.

The following chapter discusses some of the strategies that Shtrak BG applies with the goal to ensure the existence of the best possible pool of qualified applicants from which they can

fill vacancies as and when required. It will identify the advantages of each of the strategies, highlight the drawbacks of its use and offer suggestions for ensuring its utility.

The recruitment process

Our recruitment process involves the following:

- Development of a policy on recruitment and retention and the systems that give life to the policy
- Assessment to determine the current and future human resource requirements– in order to be highly effective, we assess and prioritize the resource requirements for each job category and functional division or unit in our organization
- Identification, within and outside the organization, of the potential human resource pool and the likely competition for the knowledge and skills resident within it
- Job analysis and job evaluation to identify the individual aspects of each job and calculate its relative worth
- Assessment of qualifications profiles, drawn from job descriptions that identify responsibilities and required skills, abilities, knowledge and experience
- Identification and documentation of the actual process of recruitment and selection to ensure equity and adherence to equal opportunity and other laws

Recruitment options

Shtrak BG applies the following recruitment processes for attracting applicants:

✓ Recruiting from internal sources

There are sound reasons to recruit within the organization:

- ▶ The ability of the candidate is already known so it is easy to assess his/hers potential for the next level. By contrast, assessments of external recruits are based on less reliable sources, such as references, and relatively brief encounters, such as interviews.

- ▶ “Insiders” know the organization, its strengths and weaknesses, its culture and, most of all, its people.
- ▶ Promotions from within, build motivation and a sense of commitment to the organization. Skilled and ambitious employees are more likely to become involved in developmental activities if they believe that these activities will lead to promotion.
- ▶ Internal recruitment is cheaper and quicker than advertising in various media and interviewing “outsiders”. Time spent in training and socialization is also reduced.

✓ **Recruiting from external sources**

External recruiting methods can be grouped into two classes: informal and formal.

Informal recruiting methods tap a smaller market than formal methods. The two methods may include rehiring former employees and choosing from among applicants that have been referred by trusted third parties, as suitable candidates for open job positions within Shtrak BG organization. Since referrals are relatively inexpensive and can be implemented quickly, informal recruiting methods are commonly used within the organization. Former students who participated in internship programs may also be easily accessed.

Formal recruiting methods of external recruiting entail searching the labor market more widely for candidates with no previous connection to the organization. These methods normally include newspaper, magazine and or journal advertising, the use of employment agencies and executive search firms, and college recruitment.

✓ **On-line applications or recruiting on the Internet**

As the Internet is rapidly becoming the method of choice for accessing and sharing information, IT job seekers are more likely to search for open job positions on websites instead of seeking them in newspapers, magazines and journals. As an addition, the Internet speeds up the hiring process in three stages:

- ▶ Fast posting of jobs
- ▶ Faster applicant response
- ▶ Faster processing of résumés

✓ **University recruitment**

University recruitment is a convenient and cost-effective process of sending representatives to university campuses to prescreen applicants and create an applicant pool from that university's graduating classes. This is an important source of management trainees, promotable [entry-level] candidates, and professional and technical employees. Our goal is to make Shtrak BG's career opportunities stand out and thus achieve the best outcome of the recruitment strategy. As that students and potential graduates know where their careers will take them over the next fifteen to twenty years their selection for a first job may be quite arbitrary. As an additional step of being successful in the company's recruitment strategy, Shtrak BG shows open job positions that can meet students' needs for skill enhancement, rewarding opportunities, personal satisfaction, flexibility and compensation.

Recruitment Resources

Shtrak BG is located in Bulgaria, Europe. Bulgaria is a country with traditionally strong education based on more than forty (40) universities⁵ with 25% of them educating in technical sciences, communications and information technology.

Some of such universities in close proximity to Shtak BG offices, and providing the number of five hundred and fifty (550), on average (See figure 1), graduates annually, are:

● **Technical University of Varna**

Official page: <http://www.tu-varna.bg/tu-varna/index.php?lang=en>

⁵ Wikipedia: List of Universities in Bulgaria; ref: http://en.wikipedia.org/wiki/List_of_universities_in_Bulgaria

Department: "Computer Science and Technology"

Competencies:

1. Hardware and software engineers
2. Programmers and developers, (C++, C#, Java)
3. System administrators (Microsoft Enterprise Solutions)
4. Network administrators (CISCO academy – CCNA, CCNP certification)
5. Database developers and programmers (MS SQL, Oracle)

Foreign languages: English and German

Number of graduates from the Department: 100 annually on average.

● **Technical University of Sofia**

Official page: <http://www.tu-sofia.bg/ENG/index.html>

Faculty: "Computer Systems and Control" – Graduates are computer engineers with the following competencies: software engineer, systems designer, network administrator, systems administrator, database administrator, management information consultant, project manager, IT security manager, IT risk assessor, enterprise architect, multimedia system developer.

Comprise from two departments:

1. Computer Systems⁶
2. Programming and Computer Systems Applications

Foreign languages: English and German

⁶ Computer systems department page: <http://cs-tusofia.eu/cscience>

Number of graduates from the Department: 240 annually⁷ on average

- **Technical University of Gabrovo**

Official page: <http://www.tugab.bg/en>

Faculty: Electrical science and electronics

Department: Computer systems and technologies⁸

Number of graduates from the Department: 150 annually

- **University of Shoumen**

Official page: <http://www.shu-bg.net/>

Faculty of technical science, Department – Communications and IT systems

Number of graduates from the Department: 150 on average annually

⁷ Sofia university official site: http://www.tu-sofia.bg/nta/nta428/statia10_html.htm

⁸ Computer systems and technologies - <http://kst.tugab.bg/index.php?id=en>

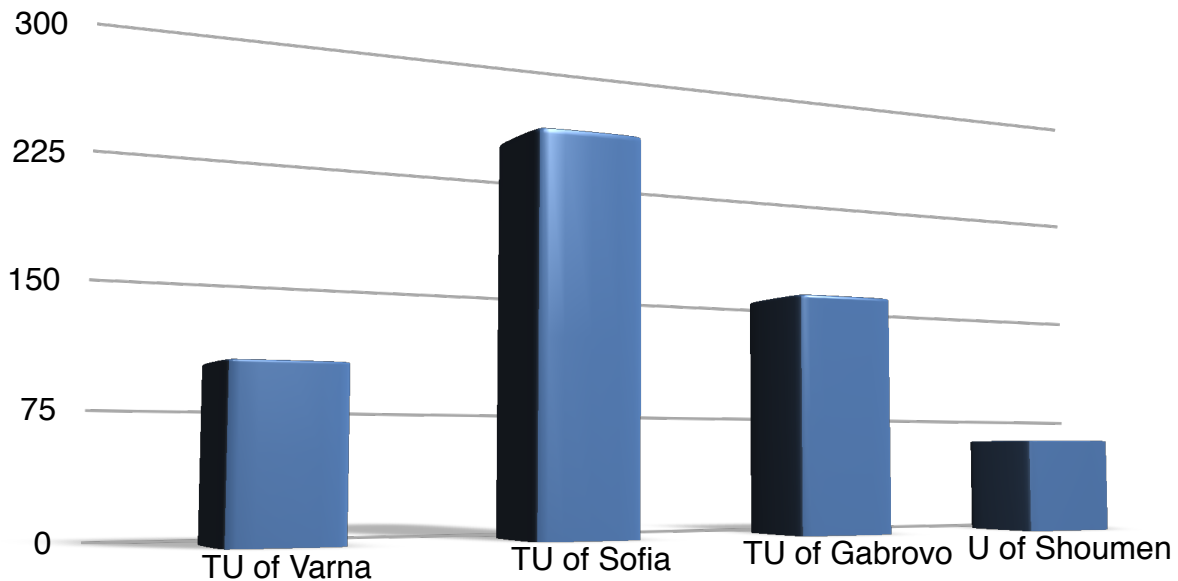


Figure 1 - Average annual number of IT graduates

b. Training and certification

The value of training

In today's competitive global business climate, companies looking to improve their gross margins and increase productivity are increasingly looking for ways to boost employee performance and effectiveness. Skills development and training programs, often a target of budget cuts, may help organizations achieve these corporate objectives and enhance their overall corporate culture.

While, intuitively, many CEOs and managers understand the value of a skilled workforce, many companies fail to realize the benefits that minimal improvements in employee skills can make in an organization. Further, they lack an understanding of the business areas which are directly impacted by employee skills and knowledge, including:

- ❖ Increased productivity and performance improvement.*
- ❖ Reduced server loads and bandwidth costs*
- ❖ Stricter adherence to corporate policies*
- ❖ Improved customer satisfaction.*
- ❖ Increased employee morale and retention.*

❖ *Increased revenue*

Worse, many corporate leaders underestimate the high cost of not training and the losses it brings.

This chapter will show Shtrak BG methods of formulating and implementing a skills development program using cost effective methods for each employee category in the organization.

Value of training and skill development

According to IDC⁹, the three categories where training can provide a measurable return on investment are revenue generation, productivity/performance improvement and cost-reduction.

✓ Revenue generation

More than 60% of IT managers believe that the skill of their teams is the most important success criterion for critical IT functions. (See Figure 2). Companies in the top quarter in training expenditure per employee per year (\$1,500 or more) average 24% higher profit margins than companies that spend less per year, according to HR¹⁰ Magazine.

⁹ Source: IDC, Worldwide IT Education and Training 2008 Vendor Analysis: IDC's MarketScape Model, Doc # 209799

¹⁰ Susan J. Wells, HR Magazine, 4/19/2001

● Team skill ● Other ● Team effort ● Vendor provided support

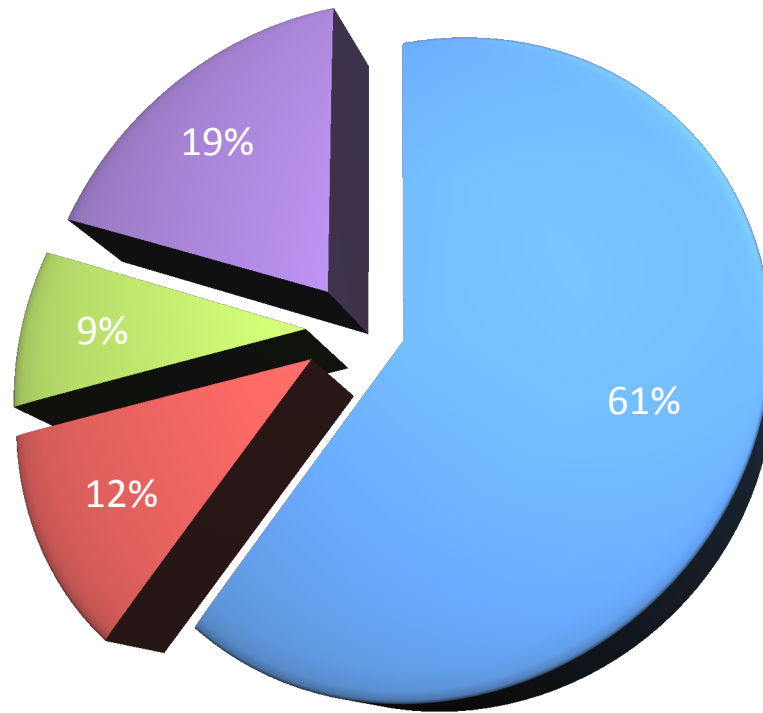


Figure 2: Key success factors for critical IT functions

✓ **Productivity/performance improvement**

Knowledge and skills development are vital to the health of an organization. According to a Merrill Lynch study¹¹, Motorola estimated that every dollar spent on training yielded US \$30 in productivity gains within three years.

✓ **Cost Reduction**

According to an IBM training assessment and implementation at an energy company with 1,000 employees found that companies can save significantly on labor costs with minimal investments in employee skills development. The study concluded that training which

¹¹ Merrill Lynch, "The Book of Knowledge (2000).

produced an average productivity improvement of only three minutes per day would save the company at least US \$240,000 per year.

Assumptions:

- ▶ Annual average employee salary was US \$40,000, or US \$20/hr
- ▶ 1,000 workers saved three (3) minutes per day, or one hour per month
- ▶ Calculation: US \$20/month x 1,000 employees = US \$240,000

✓ **Collateral Saving**

Companies that employ training programs which maximize the benefits of the product may see unintended savings (e.g. decrease file server disk storage use, lower WAN link saturation, etc).

Training methods

To maximize its results Shtrak BG has developed a training program which matches the company's and its clients' needs and types of candidates with available training modalities. In addition the company applies the method of blended learning, combining traditional instructor-led training with self-paced learning with the goal of reaching a cost-effective way to develop skills that match or exceed instructor-only training.

Shtrak BG training strategy included but it is not limited to the following methods:

● **Public classroom training**

According to IDC, classroom training will continue to dominate training delivery methods until 2012 (See Figure 3)¹². Public classroom training is ideal for complex applications, such as systems administrator and developer training. Classroom training provides a high level of parallel communication and feedback with the instructor. Hands-on labs can provide real-

¹² Worldwide and U.S. IT Education and Training 2008–2012 Forecast - Growth Though Situation Tenuous, Doc # 211332

world scenario exercises which mirror on-the-job tasks. Public classroom training is also suited for new users who have not developed a basic understanding of the product or the software metaphors used in the application.

- Classroom-based ILT
- Text-based training
- Video/satellite
- eLearning content
- CD-ROM

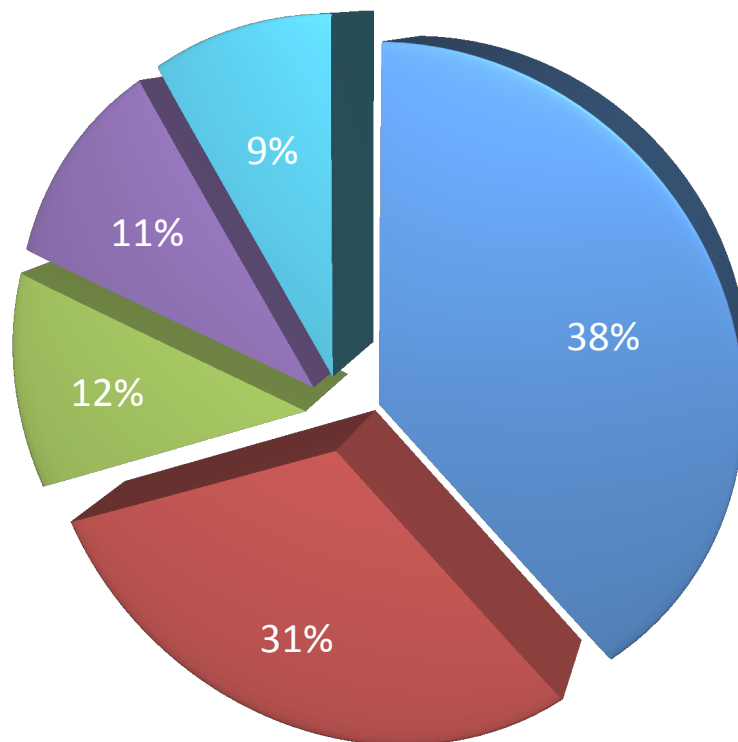


Figure 3: Worldwide IT Education Services Revenue Share by Delivery Modality, 2012

- **Onsite training**

For groups of six or more, customized onsite training is typically more cost effective than public classroom delivery. Instruction will focus on corporate specific priorities and topics, reducing the time devoted to generic product topics. Travel and living expenses, including employee downtime can be eliminated or reduced, particularly if employees are onsite.

- **Conferences**

Conferences provide a training method that allows candidates or employees to quickly develop skills on a number of topics. Unlike traditional training, conferences provide tracks for multiple job roles or skill set levels. Systems administrators and application developers are usually well-served in this format which can quickly give them a comprehensive understanding of a product.

- **Technical seminars**

Typically one or two days in length, technical seminars usually focus on a single technology or a group of related technologies. Like conferences, this format can enable systems administrators and application developers to develop product skills in a short period of time. Technical seminars provide attendees with benefits similar to conferences but with less flexibility because of focused content. Because of their short duration, technical seminars must aggregate customers with similar skill sets; seminar planners typically develop separate events for beginners, intermediate and advanced users.

- **Instructor-led online training**

Instructor-led online (ILO) training provides many of the same benefits of public classroom training. Using remote access technologies, students conduct parallel communication with an instructor. Training is interactive and may include virtual hands-on lab exercises, similar to traditional training. Depending on time zone limitations, ILO training allows students in a geographically disbursed organization to attend training at the same time.

- **Mentoring**

Mentors provide one-on-one training, typically onsite in an organization. This format is ideal when the skill gap to be bridged is substantial. The format also provides a transition for students moving from the classroom to real-world applications. After a product deployment and structured product training, mentors (sometimes called “floor monitors” or “floor walkers”) provide much-needed remedial training for end users and help desk teams. Mentoring helps reduce downtime, improves employee morale and reduces help desk costs.

- **E-learning modules**

E-learning allows candidates or employees to learn independently and repeat exercises to reinforce or refresh their understanding of the content. Available 24x7 at the learner’s convenience, self-paced e-learning provides an alternative to classroom teaching for students who are geographically scattered or too busy to participate in a classroom session. The content in e-learning may mirror classroom courses. E-learning is a good format to provide upgrade and general instruction for most basic applications. The format is suited for onsite and remote users with basic computer literacy who also have the discipline to complete the training without interruption.

- **Embedded training**

Embedded learning helps users learn through training modules built into the product or equipment. Embedded learning is typically used to enhance and/or maintain the skills of the product user, rarely for essential learning. Formats may include help files and Just-In-Time Training (JITT) modules, and can be tailored based on the role or skill set of the product user. Embedded learning can shorten the learning time, reduce help desk calls and provide users with remedial training.

- **Reference cards**

Reference cards provide instant access to essential learning. Off-the-shelf products typically focus on less complex applications for non-technical audiences. Frequently-asked questions

(FAQs) also serve as quick reference material. Reference cards can reduce help desk costs and provide students with solutions for common tasks. This format is an ideal supplement to structured training as it can provide remedial training and continuing education.

Training and certification resources

Shtrak BG strategy for human resources management is taking advantage of the large number of IT training and certification centers in Bulgaria. The following information represents part of the centers that the company works with.

▶ **New Horizons Bulgaria¹³ – Computer Learning Centers**

One of the largest independent IT training companies, it delivers a full range of technology and business skills training from basic application and desktop productivity tools to complex IT systems. The company is learning solutions provider for many of the industry's top vendors, such as Microsoft, IBM, EC-Council, New Horizons Bulgaria offers the latest authorized curriculum delivered by certified instructors to keep you on the cutting edge of technology.

▶ **ITCE¹⁴ - Certification and Training Centers**

One of the largest IT training companies in Bulgaria accredited Center for Professional Education (CPE) to the National Agency for Professional Education and Training. The company delivers a variety of courses, which made its clients more educated and more efficient. ITCE is Fox IT partner and started offer ITIL trainings.

¹³ New horizons official page: <http://www.newhorizons.com/content/index.aspx>

¹⁴ ITCE official page: <http://www.itce.com>

▶ **TechnoLogica¹⁵ – Certification and Training Center**

TechnoLogica Education Center is the one of the biggest certified IT Professionals Training Centers in Bulgaria. The company offers authorized training on Oracle, Microsoft, PMI, Linux, Business Processes Management, Business Analysis etc.

7. Service Model

Outsourcing options

There are number of different outsourcing options available to companies. In many ways, these are influenced by the desired outcomes and the organization's current level of sourcing maturity. Companies that are looking to maintain complete ownership and control over their IT or business processes, while leveraging low cost resources offshore, seek a very basic model of outsourcing. Cost savings though low cost resources can be realized though the ad hoc Staff Augmentation.

✓ **Staff augmentation**

This is a model wherein the service provider agrees to provide specific skilled resources (or identified profiles) to supplement personnel from the client side. In this model, service providers do not take any accountability or risk and work as instructed by the client on activities outlined in the agreement. This model is usually adopted by companies that have just began to outsource or offshore and it represents the beginner level of sourcing maturity.

✓ **Out-tasking**

One level up the outsourcing maturity scale is a model that incorporates accountability for the service providers. When service providers take responsibility for specific tasks in the project, the sourcing model is called out-tasking. In this configuration the client keeps overall control, management and oversight in-house while asking service providers to

¹⁵ Technologica official page: <http://www.technologica.com>

perform identified functions. Service providers are held responsible for the functions that have been assigned to them. Out-tasking does not assign project ownership to service providers, as it involves only task based responsibilities.

✓ **Project-based outsourcing**

A step-up from the out-tasking model is when service providers are given complete responsibility of the project, a Project-based outsourcing model. A company will give away day-to-day operational control of a specific project to a partner service provider. The company restricts itself to regularly monitoring end outcomes of the project. Specific Service Level Agreements (SLAs) and metrics are determined upfront, and progress is determined against these benchmarks. In project outsourcing, service providers are held accountable for project level deliverables, but not the business level outcomes. For an instance a service provider who is maintaining client's portal would be held responsible for the downtime of the server, but not responsible for loss of business that results.

✓ **Managed services**

More experienced outsourcers tend to give even greater accountability to the service provider, leveraging the provider's end-to-end capabilities. This is a Managed Services model. In a Managed Services environment, the service provider is completely responsible for delivery of services – including design, building, operating and improving process, applications and infrastructure. Usually, the service provider takes on business level SLAs for the outsourced work. Quite often service providers are involved extensively in drawing up the SLAs with the client, or Operational Level Agreements (OLAs) within other service providers in a multi-vendor environment.

1. Ad Hoc Staff Augmentation	<ul style="list-style-type: none"> • Arrangement wherein the vendor agrees to provide specific skilled resources to supplement personnel from the client's side • The vendors do not take any accountability or risk and work as instructed by the client on activities outlined in the agreement
2. "Strategic" Out-tasking	<ul style="list-style-type: none"> • Out-tasking is where the client keeps control, management, oversight and control in-house while asking vendors to perform certain functions • Vendors are held responsible for the functions that were provided to them and do not take on to end SLAs
3. Project Based Outsourcing	<ul style="list-style-type: none"> • Here companies give away close operational control of IT to vendor partners while keeping control over business outcomes dependent on IT • SLAs and / or metric are determined upfront – before project are outsourced. Vendors are held accountable to the service levels
4. Managed Services	<ul style="list-style-type: none"> • In a Managed Services Model, one vendor will either (a) take on all aspects of the outsourced work or (b) enter into SLAs with other vendors • Consequently the client gains the benefit of having one of the following: <ul style="list-style-type: none"> - An integrated outsourcing solution provided by one vendor or - OLAs which are signed on by all vendors on how they will collaborate with each other

Each setup has its own merit but Shtrak BG weighs the decision based on the client's needs, and by taking into account the aspects of strategic priority and risk tolerance.

Shtrak BG's choice

The purpose of Shtrak BG is to provide IT outsourcing services defined by effective management of operational costs, with increased integrity and efficiency. While aware of the differences between the various outsourcing options, the company has chosen to benefit from all of them. As Anindya Bhattacharya, an outsourcing expert from The City University of New York (CUNY) stated, outsourcing can “give the freedom [to a company] from an internal source to an external source. Outsourcing can provide dramatic cost-savings... and leverage resources to sustain a competitive advantage”. The only challenge remaining is simply to ascertain which outsourcing setup fits the business clients’ needs best.

8. Services Provided

Constantly evolving and developing, Shtrak BG extensive knowledge and experience grows daily. With its young, motivated and talented workforce, the company has achieved deep knowledge in a wide area of enterprise solutions and their respective technologies. Expert in remote support services, it has introduced to the global business a flexible, cost-effective and reliable range of services – from desktop management, server support, and antivirus services to enterprise identity management, security and protection.

The following list comprises a short summary of Shtrak BG provided services. Full details are listing in Shtrak BG's Provided Services document.



Windows Server® Active Directory

Microsoft Active Directory

OS versions: Windows 2003/2008/R2

- ✓ Design and architecture
- ✓ Forest and Domain Management
- ✓ Flexible Single Master Operation (FSMO) Roles Management
- ✓ Group Policy Object Management
- ✓ Organization Unit (OU) Management
- ✓ Delegation of administration – customized roles and their delegation
- ✓ Topology, Site and Replication Management
- ✓ Schema Management
- ✓ Domain Controller Monitoring and Management
- ✓ Authentication and Authorization Management
- ✓ Performance management
- ✓ Asset Management
- ✓ Incident and Problem Management, Escalation
- ✓ Change Management
- ✓ Document Management

- ✓ Capacity Management
- ✓ Monitoring and Alerts
- ✓ Backup and Restore

Microsoft Exchange

Support versions: 2003, 2007 and 2010

- ✓ Design and architecture
- ✓ Exchange migration
- ✓ Monitoring and Alerts
- ✓ Performance management
- ✓ Patch Management
- ✓ Mailbox management
- ✓ Policies and configuration management
- ✓ Antivirus and SPAM management
- ✓ Incident and problem management
- ✓ Change Management
- ✓ Asset and configuration management
- ✓ Capacity Management

Domain Naming System (DNS) Management

Based on: Windows 2003/2008/Linux/CISCO

- ✓ Name Resolution Services Management
- ✓ Enterprise design and architecture
- ✓ DNS migration
- ✓ Static records management – Modify/Add/Delete (MAD)
- ✓ Dynamic DNS management
- ✓ Active Directory Integration
- ✓ Monitoring and Alerts
- ✓ Incident and Problem Management, Escalation
- ✓ Change Management
- ✓ Configuration Management
- ✓ Document management
- ✓ Backup and Restore



Virtualization

Based on: VMware (v3.x, 4.x, 5), Microsoft Hyper-V, Open View (VDI)

- ✓ Design and topology
- ✓ Sizing and planning

- ✓ Licensing management and design
- ✓ Physical to virtual migration
- ✓ Virtualization consulting
- ✓ Monitoring and alerts
- ✓ Performance management
- ✓ Tuning and configuration
- ✓ Release management
- ✓ Asset management
- ✓ Incident and problem management
- ✓ Change management
- ✓ Capacity management
- ✓ Configuration management
- ✓ Document Management
- ✓ Backup and restore

Server Support

Operating systems: Windows 2003/2008/R2/Linux (Debian, Ubuntu, SUSE, Gentoo, CentOS, etc)

- ✓ Platform management (Physical or Virtual) – monitoring of platform availability, failures, performance and usage, capacity planning and management
- ✓ Backup and Restore Management – full management of data backup and restore, including maintaining and enforcing backup and retention policies, data restore testing

- ✓ Operating system Management – monitoring of availability, failures, performance, capacity planning and management
- ✓ Patch Management
- ✓ Permissions Management
- ✓ DHCP Services Management
- ✓ IP address management
- ✓ Print and File Services Management
- ✓ Terminal and Licensing Services Management
- ✓ IIS Management
- ✓ Application Management
- ✓ Antivirus Management
- ✓ Firewall configuration and management
- ✓ Incident and problem Management
- ✓ Change management
- ✓ Document Management
- ✓ Configuration Management
- ✓ Capacity Management
- ✓ Troubleshooting and Escalation

Desktop Support

Operating systems: Windows XP, Windows VISTA, Windows 7

- ✓ Platform management
- ✓ Operating system management
- ✓ Release Management – Operating System and Application
- ✓ Application Management and maintenance
- ✓ Incident and problem Management
- ✓ Change management
- ✓ Document Management
- ✓ Configuration Management
- ✓ Troubleshooting and Escalation
- ✓ Antivirus Management

Networking services

Based on: CISCO/Linux

- ✓ Monitoring and alerts
- ✓ Planning and design
- ✓ Staging and implementation
- ✓ Operation and maintenance
- ✓ Cisco Support and upgrades
- ✓ Incident and problem management

- ✓ Change management
- ✓ Configuration management

Enterprise Services on global level

- ✓ Microsoft Active Directory based Microsoft Windows Server 2003, 2003 R2, 2008, 2008 R2;
- ✓ Domain Naming Systems (DNS) based Microsoft or Unix/Linux
- ✓ Antivirus Protection Services based Symantec Endpoint Protection and MacAfee Total Protection for Secure Business
- ✓ Endpoint Backup Services based on Autonomy Connected Backup Solution
- ✓ Endpoint Encryption Services based on MacAfee ePolicy Orchestrator integrating Endpoint Encryption, Check Point Endpoint Security Encryption

Server Support and Desktop Services

- ✓ Server Support Services (based on Microsoft Windows and Linux) including but not limited to platform, operating system and services management, monitoring, incident and problem management, change management, release (e.g. patch) management, asset and configuration management, disaster recovery, etc.
- ✓ Desktop Support Services including but not limited to hardware platform management, operating system management, incident and problem management, change management, release (e.g. patch) management, asset and configuration management, etc.

9. Certification

Shtrak BG team has achieved a number of certification levels with the following software and solution providers:

Information Technology Infrastructure Library (ITIL)



- ▶ ITIL Foundation

Microsoft Corporation



- ▶ MCITP: Enterprise Administrator on Windows Server 2008
- ▶ MCITP Virtualization Administrator on Windows Server 2008 R2
- ▶ MCITP: Server Administrator on Windows Server 2008



- ▶ MCITP: Enterprise Desktop Administrator on Windows 7
- ▶ MCITP: Enterprise Desktop Support Technician on Windows 7



- ▶ MCTS: Database Administrator on SQL Server 2005
- ▶ MCTS: Windows 2008 Server R2, Server Virtualization
- ▶ MCTS: Windows 2008 Server R2, Desktop Virtualization



- ▶ MCTS: Windows 2008 Active Directory, Configuration
- ▶ MCTS: Windows 2008 Windows 7, Configuration



- ▶ MCSE: Windows 2003 Security, Messaging
- ▶ MCSA: Windows 2003 Security, Messaging

Symantec Corporation



- ▶ Symantec Certified Technology Specialist - Endpoint Protection v11
- ▶ Symantec Certified Specialist in administration for Backup Exec 2010

Cisco Systems, Inc



▶ Cisco Certified Network Associate Routing & Switching (CCNA)



▶ Cisco Certified Network Professional (CCNP)

CompTIA



▶ CompTIA Security+

10. Future plans

Based on formulated methodology for recruitment, training and certification, together with the large available resource of IT university graduates, training and certification centers, Shtrak BG is planning to create a coherent work force that is able to manage to biggest innovative IT service center in the region.

The goal is to be achieved by implementing the following strategic steps:

1. Create a motivating and productive environment allowing internships
2. Expand company work force based on the availability of IT graduates
3. Provide a full scale training, based on the outlined in this document, recruitment strategy
4. Implement dynamic certification based on client requirement and following Shtrak BG human resources management plan

11. About Shtrak BG

Shtrak BG is an IT outsourcing service delivery business that provides an unrivaled level of knowledge and expertise to ensure highly effective business solution for corporate clients.

Shtrak BG is able to do this by having more experience and knowledge in wide range of IT solutions than any other company in the market, meaning it is able to provide tremendous insight, know-how and direction to the business and customer experience through a highly integrated range of services.

At our core:

- A proven customer engagement model
- A proven employee engagement model
- High level of training and certification
- Continuous research and innovation
- Extensive support center expertise
- Purpose oriented model

Shtrak BG Lead

Ivan Georgiev - Co-founder and Managing Director

Ivan has a Master of Science at the Technical University of Varna and over 10 years IT service delivery management experience including worldwide enterprise solutions for identity management, networking, antivirus, security and encryption. He has worked in the context of Information Technology across many industry sectors including Banking and Finance, Healthcare, and Telecommunication.

Iskren Georgiev - Co-founder and Director of Marketing and Development

Iskren has bachelor degrees in Marketing and Graphic Design at Valdosta State University in the state of Georgia. At age 24 he had already established two startup companies in the United States and took the position of Web Operation Manager for over 12 newspapers in South Georgia and North Florida regions.

He is behind the marketing strategy of all of Shtrak BG's services and products. For less than a year on the Bulgarian market, he was featured in numerous magazines and newspapers promoting the company. User interaction interface and customer support are among the other specialties of Iskren.

Svetoslav Vasilev - Service Delivery Unit Manager

Svetoslav is a Rheinische Friedrich-Wilhelms Universität Bonn graduate. He has bachelor degrees in Computer Science and Economics. He has extensive experience across all aspect of service delivery models and strategy. With analytical mind and attuned for innovation, he is the driving force behind company's service provisioning.

Shtrak BG - the right partner

Shtrak BG is an innovative and purpose oriented service provider that stands for progress. We collaborate with our clients, bringing together new technology, effectiveness and insight to give them the edge to excel in today rapidly evolving and changing environment.

For further information

For more information about Shtrak BG and this portfolio, please, visit <http://it.shtrak.bg> or contact Shtrak BG lead at it@shtrak.bg