

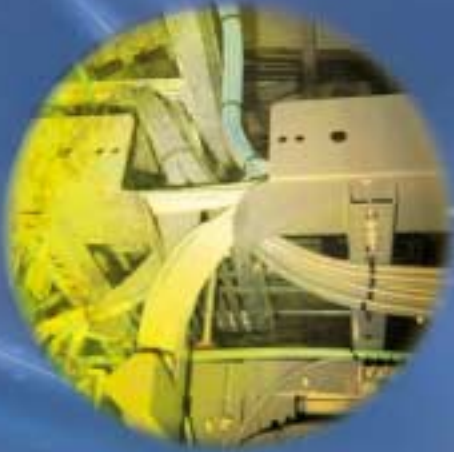
NETWORK DESIGN



HARDWARE AND SOFTWARE



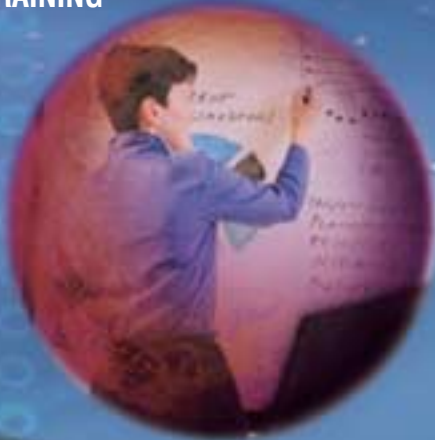
CABLING SERVICES



SYSTEMS SUPPORT



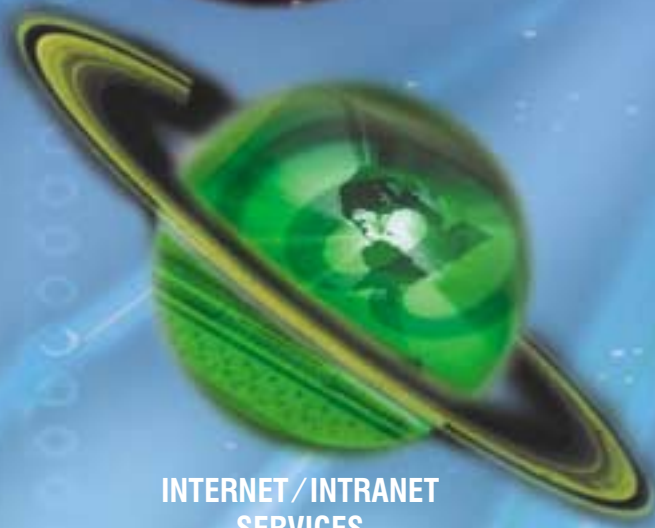
TECHNICAL TRAINING



SOFTWARE DEVELOPMENT AND CONSULTATION



INTERNET / INTRANET SERVICES



CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SERVICES



NTG Clarity Networks has been a leader in delivering network, IT and infrastructure solutions to telecommunications service providers and diverse enterprises since 1992. More than 200 network professionals provide design, documentation and implementation expertise to the industry's leading network service providers. NTG Clarity is recognized for its outstanding technical and project management skills, innovative use of advanced technologies, low cost operations and exceptional management capability.

NTG Clarity Networks' services are offered internationally, with offices and operations in Toronto, Calgary, Vancouver, Montreal, Chicago and Cairo.

**IT experience
you can trust.**



Your Network Services Partner

Your network is the core of your business. Customers, employees and suppliers depend on its reliability. Effective design, implementation and maintenance are critical in ensuring that your network remains a competitive advantage.

NTG Clarity Networks'

enterprise services professionals have the expertise that you can trust for a complete range of network services. Our clients have chosen us repeatedly as their partner for delivering network, IT and infrastructure solutions since 1992.

With NTG Clarity Networks as your partner, you benefit from a mobile team of professionals whose first-hand experience guarantees that you can deliver exemplary customer service. Our success centers on the ability to understand our customers' goals. We deliver the products, services and consistent levels of support that ensure the reliability of their networks.

Technical Training



NTG Clarity Networks provides a wide range of training solutions to meet all of your technical training requirements. Whether you require a single course for a small group or extensive training for an entire department, NTG Clarity offers a variety of courses at competitive rates to help your company gain the return on training investment that you demand.

Whether your team requires training in Microsoft, CISCO, Oracle or any other discipline, they will receive quality training by industry-certified instructors. Our education centers have been designed to provide your team with an optimal learning environment, using the latest hardware and software. Our training professionals will develop customized courses that meet your company's needs and timeframes, or direct you to one of our existing courses, including:

- CISCO CCNA/CCNP Certification and Boot Camps;
- Microsoft Certified Systems Engineer (MCSE 2000) Certification and Boot Camps;
- Oracle Training;
- MS Office 97 and MS Office 2000;
- A+/Network+ Certification;
- E-Commerce, Web Design and Development/ASP;
- Java Core and Java Advanced Training;
- Customer Relationship Management Applications (GoldMine);
- Service Optimization Solutions (Heat).



Network Design

NTG Clarity Networks manages the technical aspects of all network projects – from site assessments to designing stable network wiring schemes, installing or updating cabling. Our team can acquire and install network and workstation hardware, operating systems and software.

NETWORK DESIGN

- Local Area Networking (LAN) design, planning and implementation with Unix, Linux, Microsoft 2000, Windows NT and Novell 5.x platforms and TCP/IP and SPX/IPX protocols;
- Wide Area Networking (WAN) design, planning, and implementation with ISDN, Frame-Relay, ATM, wireless and PPP;
- Virtual Private Networking (VPN) design, planning and implementation of PPP networks using dial-up and wireless technologies;
- Secure Remote Access using PPP, NATs, Firewalls and Packet-Filters;
- Wireless Network design, planning and implementation that combine the mobility and flexibility users want from a wireless LAN with the throughput and security that organizations demand on a business LAN.

INSTALLATION/CONFIGURATION

Qualified engineers and technicians will install, configure and test hardware and software platforms that will ensure your choice of technology is scalable and will meet your business needs in both the short-term and the long-term.



Software Development and Consultation

NTG Clarity Networks' enterprise services group has the technical expertise and professional resources to deliver concept-to-customer software solutions for a wide variety of business requirements. Our professionals take the time to thoroughly understand and analyze your business processes before undertaking any development, thereby ensuring the end solution fulfills all of your requirements.

OUR AREAS OF SPECIALIZATION INCLUDE:

- Web enabled database applications;
- Business process applications;
- Online/e-business applications;
- Client/server applications;
- Database design and maintenance;
- Online/e-business services consultation;
- Application development, integration and support.

SELECTING NTG CLARITY NETWORKS FOR YOUR SOFTWARE DEVELOPMENT AND CONSULTATION WILL RESULT IN:

- Software solutions that are designed to support your business processes;
- Improved web presence for your company;
- Enhanced efficiency of business processes through effective automation;
- Direct cost savings as a result of our innovative development strategy;
- Business analysis, software development, implementation and maintenance provided by a single point of contact.



Customer Relationship Management (CRM) Services

NTG Clarity Networks' customer relationship management (CRM) specialists have first-hand experience designing and implementing leading-edge CRM solutions. Our consultants use their process expertise, call center experience and industry insight to help you to identify, select, acquire, develop and retain your greatest asset – your customers.


OUR COMPREHENSIVE PORTFOLIO OF SERVICES INCLUDES:

- Consultation on CRM success strategies;
- Definition of security requirements for the wide area network and mobile/remote users;
- Help desk and call center design and implementation;
- Design, implementation and integration of your marketing, sales and service/support solutions;
- Definition of standardized and customized reports;
- Scheduling and delivering end-user training.

NTG Clarity Networks' CRM products integrate account management, sales, and marketing with call center software that enables external service and support desks to deliver a single, complete view of an organization's customers. Integration means that teams are truly working together to ensure complete customer satisfaction.

We are committed to partnering with companies that offer emerging, best-of-class services and technologies.

Systems Support



NTG Clarity Networks' enterprise services group has been installing and supporting Microsoft NT, Microsoft 2000 and Novell NetWare since they were initially released. We have an established track record of providing new installations, version upgrades, support patches and network performance optimization.

Whether you have a small network with five users or a large corporate LAN with hundreds of users, our professionals will provide the systems support and maintenance needed to bring your network to life – problem-free.

- **Support/Maintenance:** NTG Clarity's Problem and Service Management Process ensures formal follow-up, escalation, and documentation of all customer network failures and other events/occurrences. Our team offers proactive maintenance, redundancy and disaster recovery facilities, and procedure documentation.
- **Disaster Recovery:** NTG Clarity's primary objective of disaster recovery planning is to enable an organization to survive a disaster and continue normal business operations. Throughout the recovery process, our customized disaster recovery plans establish clear lines of authority and prioritize tasks to minimize the loss of business revenue.
- **Technical Documentation:** NTG Clarity's documentation specialists will prepare professional technical documentation for your company's applications and processes.
- **Service Contracts/Service Level Agreements:** If your organization requires clearly defined service level agreements or service contracts, NTG Clarity's professionals have the expertise required to understand contract intricacies and develop comprehensive agreements.

Hardware and Software

NTG Clarity Networks' enterprise services group can supply and support your organization with software, computer systems, networking and Internet working devices, peripheral devices, and storage products. We can assist you in selecting the right product to meet your needs in a timely and cost-effective manner, with access to over 45,000 products from more than 200 leading manufacturers including CISCO®, Nortel Networks®, Lucent, 3Com™, Compaq™, Hewlett-Packard®, IBM®, Intel® and Microsoft®.

Our high standards in service quality, trained and certified staff and state-of-the-art facilities enable us to maintain partnerships with, and authorizations from, leading industry vendors, including:

- Microsoft® Authorized Certified Provider
- Novell® Authorized Gold Partner
- Compaq™ Canada Authorized Value Added Reseller and Authorized Service Center
- IBM® Canada Authorized Business Partner and Value Added Reseller
- CISCO® Authorized Premier Partner
- 3Com™ Authorized Networking Partner
- HP™ Canada Authorized Reseller
- CompTIA™ (A+) Authorized Service Center
- Goldmine® Authorized Partner and Certified Training Center
- Heat® Authorized Partner and Certified Training Center

Microsoft®
CERTIFIED
Partner

CISCO SYSTEMS
PARTNER
PREMIER CERTIFIED

3COM

A+ Authorized
Service Center™
A CompTIA Program

COMPAQ

GoldMine. Novell. HEAT.

Cabling Services



NTG Clarity Networks provides standards-based solutions for structured voice and data, local and wide area networks within commercial, industrial and campus environments. Our cabling experts have wired more than 1000 sites nationwide and can offer 48-hour turnaround time on standard projects. Our competitive pricing, exacting standards and experienced professionals ensure that our work will exceed your expectations.

OUR CABLING SERVICES INCLUDE:

- UTP (Unshielded Twisted Pair);
- STP (Shielded Twisted Pair);
- Fibre Optic, Multi and Single Mode, Fusion and Mechanical Splicing;
- Horizontal (to the desktop);
- Backbone (computer room to closets and between floors);
- Campus environments (between buildings);
- Ongoing network adds, moves and changes;
- Wireless LANs, point-to-point (between buildings);
- Physical network planning and design;
- Network certification and documentation.



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