



Company Profile

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Every Day, We Find A Way...

To Use Our Speed,
Our Strength,
Our Integrity,
Our Ingenuity,
Our Obsession with Quality, And
Our Relentless Pursuit of Opportunities
To Enhance Our Customers' Success.



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About LumateK

LumateK Corporation was established in 1999 as a provider of information technology solutions. The company's products and services offering are designed to fulfill all the systems requirements of its corporate customers.

As authorized resellers and solutions provider for many of the leading manufacturers (such as IBM, AT&T, Compaq, Hewlett Packard, Toshiba, Cisco, 3Com, Sonic Wall, Novell and Microsoft among others) the company is able to provide corporations, institutions and government agencies with multi-supplier integration services and distributed computing solutions. Customers include Carnival Cruise Lines, VISA International, Catalina Lighting, Amadeus, Discovery Network, Florida Department of Transportation, and many more.

Our Mission

Our company mission is described throughout the following statements:

- q Distinguish our selves by unrivaled quality of service and client satisfaction.
- q Taking pride in establishing and maintaining long-term relationships with our clients, by conducting business honestly, ethically, and with the highest degree of professionalism.
- q Taking responsibility for our actions and never offer an excuse.

Services

LumateK is dedicated to building long-term client partnerships by delivering a consistent level of quality IT services to companies and institutions. Providing a high level of responsiveness and experience, the company integrates these services to develop customized client solutions.

Services provided by LumateK include:

- Network Integration
- Accounting Systems
- Systems Management
- Service Agreements
- Program and Project Management
- Cabling
- Software Support
- 24- Hour On-site service
- Internet Services & Security
- E-Commerce Store Fronts
- Web based applications
- Consulting Services
- Help Desk
- Business Systems Development
- Infrastructure Development
- Training

People

The Company has an outstanding management team that knows and understands the IT business, making the right and on-time decisions in order to accommodate our staff and our clients through the constant changes of our industry.

As part of our commitment as a Microsoft Certified Partner and Solution Provider, and many other strategic relationship with key vendors, our sales, technical, and engineer staff are in constant training to make sure that they know how to deliver technology as solutions to our clients.

All support teams are staffed by experienced customer service engineers, professionals, and certified consultants and partners. LumateK will ensure that all technical personnel have the knowledge they need to support our client's mission-critical applications.

LumateK Maintenance Services

Our Maintenance Services offer consistent and comprehensive support for multi-supplier PCs, workstation, laptops, terminals, hardware options and peripherals. Maintenance services are delivered through a Network of technical support professionals who are supplier certified on all major network operating systems and platforms including Compaq, IBM, HP, Apple, Dos, OS-2, Windows, Novell, UNIX, Banyan, and UNIX. Service Options including on-site or mail-in depot repair.

- q A+ Certified Systems Engineers deliver fast, effective professional support and service.
- q LumateK Network Engineers are certified on network operating systems and equipment from manufacturers such as Banyan, HP, IBM, Microsoft, Apple, SCO, and Novell.
- q Monthly service reports documents parts consumption, services request date/ time, resources used, repair time and client quality service measurements.
- q Standard on-site coverage is Monday-Friday 8a.m.to 6p.m. local time, with a guaranteed next-day response. Service coverage and response time can be tailored to meet customer-specific needs.

On-Site Maintenance

Comprehensive On-site Maintenance is designed for customers who want the convenience of unlimited service calls and annual preventative maintenance combined with the availability of loaner equipment, unplanned technician expenses or travel charges. On-site Hardware Maintenance Services offer a centralized number for hardware call screening, diagnostics and service dispatching of technicians. Hardware Maintenance Services can be contracted for systems in several ways:

- q Upgrade manufacturer's depot warranty to on-site service
- q Improve service response time on manufacturer's warranty
- q Out of warranty on-site maintenance service

Warranty Maintenance

Warranty Hardware Maintenance provides warranty service on virtually all-major computer brands and is particularly important when the manufacturer's general warranty coverage does not match the client's requirements. Warranty Hardware Maintenance is customized to meet client requirements, with uplift options to shorten the gap between manufacturer-established technician response times.

Time and Materials Hardware Maintenance

Time and materials Hardware Maintenance is available for customers who require hardware repair service on an-needed basis. This gives non-contracted clients the ability to access LumateK Maintenance Services for both warranty and non-warranty repairs. This service can be arranged as a depot service where the customer drops off the equipment at the LumateK serving branch or as an on site, time and materials service. Custom options include systems upgrades, network systems support, disaster recovery service, and quotes for systems not featured on LumateK's supported products list.

Depot Repair / Carry-In Services

Depot Repair / Carry-In Services offer a low-cost repair option through either drop-off or mail-in depot service programs. You receive quality repair at competitive price in as little as two days. Using supplier certified and A+ certified technicians, diagnostic systems, and access to a worldwide logistics network, the LumateK Depot repair center and network of authorized service centers provide complete warranty and non-warranty maintenance service.

A Complete Service Solution

More than a desk-side support solution, LumateK helps you achieve all your networking and information systems objectives. Through a worldwide network of locations, professional and manufacturer alliances, LumateK provides strategic and nationally recognized service that help businesses source, implement and maintain technology solutions locally, nationally and globally.

LumateK Network Management Service

Customers are faced with significant challenges in the area of systems and network management. These problems are common throughout the business world, and among many different industries:

- q Shortage of skilled network engineers and technical staff.
- q Increased technology complexity and growth of customer networks.
- q Lack of access to necessary tools and network management technology.
- q Problem "fire-fighting" at the expense of strategic planning.
- q High total cost of ownership (TCO).
- q Continuous reengineering and shorting planning horizons.

Service Objectives

Many businesses are turning to either a complete outsourcing, or a "selective out-tasking" of system and network management tasks. The goals of this strategy include:

- q Reduced capital exposure
- q Increase speed to market
- q Reduced requirements for specialization in technology
- q Access to technical specialists
- q Achieving more predictable cost structure.

LumateK's solutions in Systems and Network Management are designed to address these critical needs. They focus on providing the customer access to high value systems and networking support at a predictable cost structure.

LumateK provides systems management services on the customer's network and the attached devices by utilizing proven industry standard network management tools and operating procedures. LumateK is a customer's single point of contact for problem detection, correction, repair and reporting.

Services Provided

The primary services provided by LumateK are:

- q Central systems and network monitoring, problem detection and problem repair coordination.
- q Internet Services: Hosting, e-Commerce, Store Fronts, WEB based applications, and email.
- q Second-level technical support for systems and network problems.
- q SBT and MAS90 accounting systems support and development.
- q Centralized technical knowledge for a wide variety of technical product and platforms.
- q Problem management and performance reporting.
- q Remote software and data distribution and installation.

Technology Independent

LumateK is an independent technology contractor working with major network industry service providers. LumateK's facility in Miami is the Network Operations Center where customers' networks are monitored, probed and diagnosed via on-site or remote connections from their locations. Remote network connections are protected via firewalls, using packet filtering, encryption, and device security.

People, Process, and Methodology are Key

At the Network Operations Center, network management tools are combined to fit customers' requirements. Engineers and operators are cross-trained on all systems and platforms; rigorous operational procedures are implemented based on real-world experience. These services are not dependent on certain brands of equipment or network operating system -- all "open" systems are supported, using established industry standards; TCP/IP, IPX, NT, Unix, Linux, Netware, etc.

Service, Support, and Network Management

Scope of Services

LumateK provides network support and administration, as well as on-site repair services.

IT Network, Software, and Hardware Support

LumateK's Network Support Engineers provide the following services:

1. Remote Network Administration including:
 - § Server Management
 - § Update server patches and minor releases to the operating system
 - § Operating System Maintenance and Upgrade
 - § Monitoring of Devices
 - § Proactive Identification of Network Anomalies
 - § Fault Isolation
 - § Change control including Move/Add/Change History
 - § Process Monitoring
 - § Agency and Problem Resolution
 - § Configuration Recovery
 - § Quarterly Process Review
 - § Ongoing Performance Management
 - § Monthly Performance Review
 - § Create system and mail accounts
2. Support on all Windows based workstations platforms
3. Telephone application support on all Microsoft products
4. Mail and Proxy Servers administration
5. Mail daily user support
6. Software upgrades (if it is not a free upgrade, it will be properly quoted prior to do the upgrade)
7. Support on remote access to the Network
8. Establish a data backup methodology
9. Monitor backup data integrity
10. Document network infrastructure
11. On-site service repair (for equipment in-warranty or out-of-warranty) (4-hour response time)
12. Technician dispatch when problem cannot be solved remotely (4-hour response time).
13. Loaner equipment available
14. Monthly printer preventive maintenance
15. Monthly Work-Station preventive maintenance(Each workstation should be maintained once every 6 months)
16. As a manufacturer representative we will extend all warranties to be onsite.

Pricing

Installation, Configuration, Training and Support Rates

Regular hourly rate without PRE-PAID discounted blocks of time..... \$95/Hour

PRE-PAID discounted blocks of time available:

- 20 Hours @ \$90/Hour..... \$1,800
- 40 Hours @ \$85/Hour..... \$3,800
- 80 Hours @ \$75/Hour..... \$6,000

The blocks of time may be purchased to cover any part of or all LumateK services. There is no expiration date when you purchase any block of time.

Response Time

The response time is within the next 4 business hours after the service call is received. Resolution time depends on parts availability.

Hours of Support

Regular business hours 8:00 AM to 6:00 PM, Monday to Friday. Our support agreements cover work after hours or during holidays.