

TECHXNY

Technology Exchange Week New York

TECHXNY SHOW DAILY

Tuesday, October 5th 2004

User Communications Group

New York

CYMPHONIX' BANDWIDTH COMPOSER MAKES IT EASY TO PRIORITIZE NETWORK TRAFFIC

Kevin Santiago, Chief Executive Officer of Cymphonix, Inc., discusses the new approach his company has taken to bandwidth management.

TSD: What do you hope to accomplish at this show?

KS: You mean, in addition to giving away several personal

Continued on Page 6



KODAK SHOWCASES TWO LOW-VOLUME DIGITAL DOCUMENT SCANNERS

Stephen P. Fitzgerald, Regional General Business Manager and VP of Sales for Kodak Document Products and Services, addresses the document imaging market.

TSD: Why is a consumer company like Kodak exhibiting here?

SPF: Everyone knows Kodak from the consumer photography

Continued on Page 11



DELTA CORPORATE SERVICES LEVERAGES TECHNOLOGY TO SOLVE BUSINESS PROBLEMS

Mike Iovino, President and CEO of Delta Corporate Services, Inc., considers the reasons for his company's success and shares his thoughts on outsourcing.

TSD: Could you tell us a bit about your company?

MI: Delta is the company I envisioned when I started out in this business over thirteen years ago. We are a high-level consultancy, and we solve business problems by leveraging

Continued on Page 13

FUJITSU SCANSNAP SCANNER PROVIDES QUICK, EASY PDF RENDERINGS OF PAPER DOCUMENTS

Now on display at the Digital Home Pavilion and booth 3136, the award-winning Fujitsu ScanSnap scanning solution brings Fujitsu's high-end scanning technology to corporate offices and business professionals for less than \$500.

A compact, upright, "one-button" color scanner, ScanSnap allows users to quickly convert paper documents into searchable PDF files that are easily shared, organized and protected. Its small footprint allows it to fit comfortably into the business professional's office.

Continued on Page 6

WELCOME!

the Most Advanced Portable Hard Drive Duplication System In The World

With USB & SATA...

Transferring data to or from a drive at over **3.3 GB/min.** the Logicube *Sonix*™ is fast and reliable, ensuring exact bit-for-bit data integrity. This feature-rich system is *lightweight, easy-to-use and affordable.*

Access to:

IDE, EIDE, UDMA, SCSI, SATA, 1.8", laptop & Compact Flash drives.

Visit us at Booth #3230



SONIX[®]

Hi-Speed Back-Up Solution

www.logicube.com

www.logicubeforensics.com

Logicube

Tel: 888.494.8832 | Fax: 818.700.8466
19755 Nordhoff Pl., Chatsworth, CA 91311 U.S.

Controlling outcomes is just a matter of wired and wireless Network SuperVision™ with one integrated tool



OptiView Series II™
Integrated Network Analyzer

Our new OptiView Series II Integrated Network Analyzer shows you more of what's happening on your network than you may have ever seen before. And faster. The graphic user interface and information-rich front page shows what's happening everywhere on your network in seconds flat – even on wireless, WAN and VLAN segments. Analyze 802.11 a/b/g WLANs just like you analyze your wires. That's troubleshooting with super vision. But it's not all. OptiView also gives you powerful monitoring and analysis capabilities to optimize your network performance. In fact, it's the world's only integrated tool that combines all three – troubleshooting, monitoring and analytical capabilities – into a single portable unit.

Visit Fluke Networks at booth 3330.

FLUKE
networks

NETWORK SUPERVISION™

©2006 Fluke Corporation. All rights reserved. 020601

SDLT 600 vs. LTO-2



Stop by booth #3037 and register to win a \$200 gift card to the Discovery Channel Store!



DLT TAPE

TEST #345

	SDLT 600	LTO-2	TIE
Superior cognitive memory skills :	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Highest capacity :	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



In repeated time trials between the SDLT 600 and LTO-2, neither tape ever reached the cheese, or even left the starting line for that matter. Perhaps the tapes don't like cheese. Or maybe, (and this is highly speculative, mind you) it's because they don't have any legs? We may never know the truth. However, when it comes to data backup capacity, the SDLT 600 was the clear winner thanks to a **whopping 50% more capacity than LTO-2. The SDLT 600 is also 20% faster** and includes DLTSage™ diagnostic management software and DLT/ce™ archival WORM functionality. How do we know? It's been tested. For more info and to download the whitepaper, visit DLTtape.com

N-ABLE TECHNOLOGIES' MSSP PROGRAM SIMPLIFIES OUTSOURCING OF SECURITY SERVICES

Managed security is one of the fastest-growing sectors in the IT services industry today. But for those that are new to the security industry, this can be a daunting task. Decision-makers are faced with a plethora of data, opinions and suggestions, but most don't have proven methods to get started. Coupled with this is a lack of expertise in the resource pool—and what security experts there are remain in high demand.

Providing a light at the end of this tunnel is N-able Technologies' MSSP program. The foundation of the program

consists of N-able's Security Event Manager (SEM) and the N-able network monitoring and management platform. Together, they provide a method for service providers or outsourcers to enter the space with an award-winning tool and technical, marketing, program development and sales training support.

The MSSP program provides not only "where to start," but also an entire launch kit detailing how to enter into offering the services, how to start the revenue generation engine, and how to grow. The technology core of the MSSP

Program is the N-able SEM, which collects, correlates, reports and alerts on security information from existing point security solutions, even in a multi-vendor, multi-client infrastructure. This solution is the first of its kind to offer true multi-vendor security event management services.

To help service providers launch the service, N-able provides PrimeGuard Managed Services, an entire resource of brandable, pre-designed sales and marketing programs. Of course, providing tools without training just won't do, so N-able also offers free access to N-able University. The full training program includes courses on how to sell and deliver managed security services, how to annuitize existing clients and how to attract new customers.

The N-able Technologies MSSP program and Security Event Manager are available now. For more information, visit www.n-able.com.

TECHXNY TO FEATURE KEYNOTE BY KEVIN GILROY, SENIOR VP & GM AT HP

Kevin Gilroy, Senior Vice President and General Manager of Small and Medium Business at HP, will deliver the keynote address at TECHXNY Wednesday, October 6 at 11:00 a.m. Gilroy's address is an integral part of the keynote program, which is being sponsored by *Forbes*.

With nearly two decades of channel management at HP, Mr. Gilroy brings strong credentials to the small and medium business segment, which significantly leverages partners to sell and deliver products and services to SMB customers. Gilroy was named Channel Executive of the Year in 2003

by *VARBusiness*.

"The addition of Kevin Gilroy as a keynote speaker in conjunction with our existing week of technology events, expos and co-located conferences brings together an unparalleled range of business technology information and solutions for every organization," says Christina Condos, TECHXNY Show Director.

Gilroy will discuss the role IT vendors and the channel community play in empowering SMBs to solve their business problems. More information about the presentation is available at www.techxny.com/keynotesessions.cfm

TECHXNY SHOW DAILY

Lee M. Oser, Jr.
Publisher and Editor-in-Chief

Keith Turauský
Senior Associate Editor

Lorrie Baumann
Associate Editor

Alexia Ferranti
Assistant Editor

Sean Terry
Art Director

Lyle Sapp
Director of National Sales

Deb McQueen
Andrew Oseman
Account Managers

Kim Forrester
Administrative Assistant

Enrico Cecchi
European Sales

TECHXNY Show Daily is published by Oser Communications Group ©2004. All rights reserved. Executive and editorial offices at: 1350 N. Kolb Road, Suite 130, Tucson, AZ 85715 520-721-1300/Fax: 520-721-6300/www.oser.com

European offices located at Lungarno Benvenuto Cellini, 11, 50125 Florence, Italy. (055) 657-5629, Fax (055) 657-5631





THE NEW SCANSNAP PAPER MANAGER

GET PAPERWORK OUT OF THE WAY FAST.


Free up your space and time with the new ScanSnap™ Paper Manager. It's fast, simple, and automatic. In seconds, it'll turn a double-sided document into an easy-to-manage PDF. It'll "read" business cards into your contact manager. It'll scan documents into email for faster, surer delivery than faxing. All on a footprint smaller than a sheet of paper. Advance Exchange ownership protection means worry-free service from the world's scanning leader. So, what are you waiting for...more paper? Call 800-831-8094 ext.26 or see it in action now at www.fcpa.fujitsu.com/snap26


Adobe Acrobat 6.0 Standard - Included *495** Ask about \$50 rebate offer.

THE POSSIBILITIES ARE INFINITE




© 2004 Fujitsu Computer Products of America, Inc. All rights reserved. Advance Exchange upgrade of \$59 is sold separately and is not included in the \$495 cost. Fujitsu and the Fujitsu logo are registered trademarks of Fujitsu Ltd. ScanSnap and Advance Exchange are trademarks of Fujitsu Computer Products of America, Inc. Adobe, the Adobe logo and Acrobat are either registered trademarks or trademarks of Adobe Systems, Inc. in the United States and/or other countries.

Are Application Roll Outs *Stressing* You Out?

Relax! DataVelocity Will Take Care Of It!



Say goodbye to tension headaches, tight achy back muscles and that one throbbing neck vein that appears every time you have to explain to your developers the importance of clean, tested code.

With DataVelocity you can experience:

- The comfort of error free application roll outs
- The ease of bug free code
- The joy of a monitored, stable IT environment
- The serenity of quiet phones after an application upgrade
- And the peace of knowing projects will be completed on time *and* on budget.

Other MSPs will charge you upto 300% more than us and deliver less than half of what we do.

DataVelocity are database specialists and tension easers. We **protect database environments** from unforeseen disasters including **data corruption, application failures** and more. Our purpose is to **prevent** your environment from suffering any **outages**, protect the business from any down time and provide **you** with time to **relax and breathe**.

If you still feel you need another reason to give us a call, here's one. DataVelocity is offering new clients a 30-day **risk free trial**. There is **no software installation** and it just takes **a few days to implement**. With such little risk and so much gain, how can you go on without us?

So, Stop Stressing Out! Relax, DataVelocity will take care of it!

For now, stop by our booth at **3142** for a free chair massage. Then talk to us about how DataVelocity can help you get rid of the stress for good.



<http://data-velocity.com>

DataVelocity

phone: 973 - 812 - 0343

Cymphonix (Continued from Page 1)

DVD players? [laughs]

Actually, the reason we've come to TECHXNY is to introduce an innovative and visual new way to see and prioritize network traffic. We feel attendees here represent the ideal demographic for this technology.

TSD: Why is there a need to prioritize network traffic?

KS: Many people feel bandwidth is unlimited. But as bandwidth capacity rises, so does the size of files and the number of both critical and rogue applications coming across your network from the WAN.

As deployments in IP telephony, financial transactions and hosted and other essential applications continue to increase, it is critical to their proper

functioning that they be prioritized over gaming, peer-to-peer and applications that, by design, consume massive amounts of bandwidth.

TSD: Isn't Cymphonix is a fairly new company?

KS: Not so new. We're actually a spin-off from a wireless ISP. We successfully deployed software for proportioning bandwidth while at the ISP. Cymphonix further developed the solution and integrated a user interface that opens network management to the small and medium enterprise, but the code base has been stable for some time.

TSD: What makes this solution attractive to SME?

KS: Cost and ease of use. Bandwidth Composer has the same depth of functionality as enterprise applications, but is much more usable. People spend a few

seconds with the interface and are astonished at its simplicity.

TSD: How can a business expect your product to impact its operations?

KS: One company, a construction firm with 500 employees, has two data T1 lines dedicated to Internet access. For several years, they'd had difficulty sending architectural and other large files, as well as with basic access to FTP and to the Internet.

They added bandwidth, but access speeds didn't improve. The company's IT staff was shown the door, and a solution provider was asked in to resolve the issue. Following eight years of frustration, it took a few minutes to install the Bandwidth Composer and, the next morning, the problems were very clear and very visual.

Come by booth 3241 and I'll tell you the rest of the story... [laughs]

TSD: So what's the bottom line?

KS: The bottom line is that Bandwidth Composer, by giving employees visibility into how they spend their time, increases productivity. By prioritizing critical applications and throttling or eliminating those which are non-essential, there is a considerable boost to network performance.

Many companies feel that adding bandwidth is the answer for network performance, and that installing complex and expensive filters is the answer to rein in employees. A better answer is effectively managing what comes across your network and managing employees with dignity. Call it network management for adults.

Fujitsu (Continued from Page 1)

The Fujitsu ScanSnap scanner takes a fundamentally new approach to ease-of-use by focusing on the integration of higher-end document scanning capabilities with office applications that individuals interact with every day. The scanner's simple yet effective solution consolidates paper and digital information in one place and, in the process, reduces or eliminates costs and productivity losses associated with faxing, copying and shipping paper.

The Fujitsu ScanSnap scanner, the first and only high-speed, double-sided color scanner under \$500, transforms paper into useful digital information at speeds of up to 15 pages per minute for single-sided documents and 30 images per minute for double-sided documents.

Multi-page documents containing color, black and white, and text and graphic information on both sides can be processed into authentic, searchable PDF files with the bundled Adobe Acrobat 6.0 Standard software—a \$299 value. The resulting PDF documents are stored in the Windows file system on a local PC or network, allowing the user to organize, share,

protect and interact with this information as they would with any other electronic file.

Professionals using the Fujitsu ScanSnap scanner benefit from its ability to prevent non-auditable, unsecured communication and preserve paper documents by creating electronic archives.

Another great feature of the Fujitsu ScanSnap scanner is its ability to scan business cards and recognize the characters on either side of the card. Using the bundled CardMinder 2.0 software, the Fujitsu ScanSnap scanner can scan every detail on the business card and electronically store it as a CSV or text file.

The Fujitsu ScanSnap scanner also enables users to easily export the business card files through Microsoft Outlook, Outlook Express, Act! and GoldMine.

The Fujitsu ScanSnap scanner comes standard with a one-year depot limited warranty. This warranty can be upgraded to the Fujitsu Advance Exchange service for an additional \$59. The Advance Exchange service offers customers an overnight replacement program, providing them with a replacement scanner prior to the shipment of any malfunctioned scanner back to Fujitsu.

www.demarcotech.com
email: sales@demarcotech.com
908-996-7995
"wireless without worry"

Demarc Technology Group, LLC

Solutions for:

- WISP's - RV Parks
- Marinas - Hotels
- Indoor/Outdoor Wireless 802.11 a/b/g
- Fixed Wireless and Hotspot Solutions
- High power 2.4Ghz and 5Ghz
- Complete line of:
 - 2.4Ghz / 5Ghz Antennas
 - Power Over Ethernet
 - RF Cables and connectors
 - Switches and Routers
 - Lightning Protection
 - High Power Radio Cards
 - Outdoor Enclosures

www.deltacorp.com

delta corporate services, inc.
A Business and Technology Consulting Company

BOOTH 2961
OutsourceWorld

Looking For Successful Outsourcing Alternatives?

We Can Help.

1-800-delta-20

N-able
MONITOR · MANAGE · OPTIMIZE

Partner with N-able and offer your customers the managed service value they deserve...

visit us at
Booth 3762

www.n-able.com

Discover the power of innovation

Choose the Lally MBA

- Weekend Executive MBA for forward-thinking managers
- Full-time MBA for fast-track young professionals

Call, email, or visit us online today.
www.lallyschool.rpi.edu

EMBA 518.276.6200
emba@rpi.edu

MBA 518.276.6565
mba@rpi.edu

Find out more at booth #3530

Rensselaer LALLY SCHOOL OF MANAGEMENT & TECHNOLOGY
advancing business through innovation



you and i. so happy together.



The new KODAK i30 and i40 Scanners. The perfect match for all kinds of small-office applications. Get fast scanning with the high-quality images you expect from Kodak. Easy setup and operation. And a small footprint that fits any desktop. For details, including more about our full line of scanners, and the latest promotions, visit www.kodak.com/go/i40 today. You and Kodak—so happy together!

Visit us at Booth 3309

INNOVATION YOU CAN COUNT ON™

Kodak is a trademark. © Eastman Kodak Company, 2004



i30 & i40 Scanners



i50 & i60 Scanners



i80 Scanner



Capture Software





Corporation, Inc.

A COMMUNICATIONS RESEARCH COMPANY

**The Leader in Real-Time
Collaborative Computing Technology**

INTRODUCING
TeleWRITER AGS Version 3.0

Your Tool for:

▶ Distant Education	▶ Mfg./Design
▶ Software Training	▶ Presentations
▶ Conferencing	▶ CME
▶ Collaboration	▶ Telemedicine
▶ Tech Support	▶ Tech Training

For a free 30 day Trial CD of *TeleWRITER-AGS*, Call or E-mail:

TeleWriter Corporation
67 Ramapo Valley Road, Suite 103
PO Box 852
Mahwah, NJ 07430-0852
TEL 201 684-0882
FAX 201 684-0884
URL www.telewriterags.com
E-Mail carl@telewriterags.com

What are *you* looking for in a partner?

Outgoing?

N-able has over 400 MSP partners across North America; 14,000 end-users across the globe.

Attractive?

We've got some really good-looking prices!

Smart?

N-able University provides MSPs free training in sales, technology and marketing.

Well-rounded?

Our Primetime Inc. marketing collateral, Partner Care and Customer Service will get you up and running quickly.

YOUR RIDE TO SUCCESS

BE A PART OF THE
\$300 BILLION
COMPUTER SERVICE BUSINESS.

Find out how you can invest in one of
*Entrepreneur Magazine's "HOT 100
Franchises"*, and in a *Franchise Times*
"Fast 55" company. Single, Multi-Units
and Area Development
Opportunities are now available.

For more information call

888-667-4577

(ext.307)

or visit us at:

geeksoncall.com

Computer Solutions At Your Home & Business

1-800-905-GEEK

FRANCHISES AVAILABLE

GEEKS
on call®

'WHY EBAY?' TARGETS CHANNEL PARTNERS SELLING TO SMALL, MEDIUM-SIZED BUSINESSES

For 2004, "Why eBay?" has been added as a special feature to TECHXNY lineup. The half-day presentation and networking program is targeted at channel partners selling solutions to small and medi-

um-sized businesses focused on how to grow online sales by leveraging the large global audience and attractive economics of the eBay channel.

The program will take place

Wednesday, October 6 and is open to all qualified attendees seeking to build upon eBay's proven reputation.

"eBay's special feature is a great addition to our event and addresses an important market," says Christina Condos, TECHXNY Show Director. "With seventy percent of product and service sales driven through the channel, we are pleased to offer channel partners selling to small and medium-sized businesses a program that is totally focused on them."

"Millions of sellers—doing business across a broad spectrum of industries and geographies—are leveraging eBay as a growth channel," says Patrick Jabal, Director of Computers and Networking for eBay, Inc.

"We were approached by the solution provider community asking to learn firsthand how eBay can be a strategic online channel. We are excited to attend New York's Technology Week and deliver new educational programs to this new, broad audience."

Kodak (Continued from Page 1)

perspective, but we also have a very robust business that helps companies use images and information for strategic purposes. For example, Kodak Document Products and Services, the unit I work in, helps companies capture, manage, archive and deliver critical business information.

TSD: So is this a new line of business for Kodak?

SPF: Actually, we have been in the document imaging business for 75 years, beginning with a request from a New York bank to help capture images of checks for storage on microfilm. But our business has evolved a great deal since then, and encompasses the latest digital technologies.

TSD: What are you exhibiting here?

SPF: We are showing two of our low-vol-

ume digital document scanners—desktop models that help companies, especially small and medium ones, convert paper documents to digital images for easier management, archiving and delivery within their businesses. Specifically, we are showing our Kodak i30 and i40 Scanners.

TSD: What would you say makes Kodak unique in this market?

SPF: The breadth of our products and services across the document imaging landscape. We innovated our first digital document scanner 15 years ago at the high end of the spectrum—very sophisticated scanners that can handle thousands and thousands of documents a day.

Since then, we have pushed our innovative technology from the high end into the mid- and low-volume segments.

We also offer products that write digital images to archival media—microfilm—

for long-term storage, as well as film-to-digital scanners.

TSD: What is the nature of your company's distribution?

SPF: We work with several distributors and have a network of more than 700 resellers who sell our portfolio of products and services.

TSD: Who are your target end users?

SPF: Companies with paper documents that need to be converted to digital images and then managed, archived and delivered across the enterprise. This includes but is not limited to real estate, insurance, banking, forms processing, educational applications, etc.

TSD: What have been the most significant recent events affecting your company?

SPF: Businesses are much more sophisti-

cated in the use of imaging devices in small office environments. We have responded by creating less expensive models that produce great images at much more attractive prices. But one thing remains consistent across all of our scanners: the image quality for which Kodak is known.

TSD: What future trends do you see in the market?

SPF: We are seeing a growing demand for document scanning for a number of reasons. First, companies continue to strive for the paperless office, but a significant portion of business information is still in paper format.

Second, government mandates such as Sarbanes-Oxley, HIPAA and others are driving the need to create reference archives—informational repositories that can be accessed often and easily but are secure and long-lasting.

www.lallyschool.rpi.edu

Discover
the power of innovation



Choose
the Lally MBA from Rensselaer

- Weekend Executive MBA for forward-thinking managers
- Full-time MBA for fast-track young professionals

Call, email, or visit us online today.

EMBA MBA
518.276.6200 518.276.6565
emba@rpi.edu mba@rpi.edu

Find out more at booth #3530

HERGO® MANUFACTURED TECHNICAL WORKSPACE SOLUTIONS

- OPEN COMPUTER RACKING SYSTEMS
- COMPUTER ENCLOSURES AND CABINETS
- RELAY RACKS FOR COMPUTER AND COMMUNICATIONS EQUIPMENT
- PERSONAL WORKSTATIONS AND COMPUTER DESKS
- TRAINING AND TRADING DESKS
- FLAT PANEL MONITOR (LCD) ARMS
- KVM - DATA CONTROL AND SWITCHING SOLUTIONS
- CUSTOM METAL WORK, ENGINEERING AND INTEGRATION SERVICES



HERGO Ergonomic Support Systems, Inc., designs, manufacturers and markets an extensive line of functionally engineered modular technical workspace furniture.

SEE US AT BOOTH #

3030

TECHXNY New York City - October 5-7, 2004

PROUDLY MANUFACTURED IN NEW YORK



hergo®

888-222-7270

www.hergo.com

ERUDITION RISK REDUCTION SOLUTION ENDS DATA CORRUPTION, BOTCHED ROLLOUTS

DataVelocity recently developed an industry-first risk reduction solution called Erudition. The innovative four-application suite—which offers such benefits as error-free application rollouts, automated application documentation and fine point monitoring—eliminates the causes of many common system-

debilitating errors.

Among other features, Erudition offers an approval protocol for application rollouts that is not found in any other system. With this protocol, the human errors commonly responsible for data corruption and application failure issues are eliminated.

Erudition also contains an automat-

ed application documentation system that makes all code information available to any programmer who might need to make adjustments. To IT, this means there is never a resource bottleneck; to the business, it means there is no great liability in losing any one programmer.

With the issues that Erudition relieves, IT departments have been able to not only keep internal data consistently accurate, but also keep budgets and expenses lower than before. The fact that Erudition's many benefits allow for quicker and more accurate project completion allows businesses to increase their competitive edge within their

respective markets.

Erudition currently supports MS SQL Server and Oracle databases, along with many application-programming languages. DataVelocity expects to offer Erudition for Sybase by second quarter of 2005.

The company's confidence in Erudition shows in its 30-day risk-free offer. Using the "puppy dog" approach, DataVelocity is offering new clients a 30-day free trial of its suite, certain that once its benefits are experienced firsthand and the potential ROI is observed, there will be no going back to old methods of botch-and-fix. And since there is no software to install, the offer is truly risk-free.

Delta (Continued from Page 1)

technology.

Companies need help for two reasons: to increase revenue or decrease costs. That is what we deliver. The tools may have changed, but the concept is old. Delta is great at developing the right methodology.

TSD: What makes Delta unique?

MI: It's the people and the culture. Our creed is not just some words we put together—we live by it. People have been here a long time, and our employees take pride in the company—it's not just a job to them. I think this is because there is easy access to management, and people aren't intimidated to voice their opinions and ideas.

TSD: What was the most significant event or series of events affecting your business in the past year?

MI: Well I don't know about the past year, but certainly since 9/11, and with the surge in outsourcing, there has been a significant change in how our clients do business. A lot of companies got rid of their middle management—people who had been there for years. Many of the new people don't care about the company the same way. There is a difference between cost and value, and many people consider the cost, not the price.

TSD: What do you see as your greatest challenge ahead?

MI: Keeping the company profitable. The situation changes, but the goal is the same.

We need to stay current and anticipate our clients' needs. A lot of the buying power is moving away from IT departments and moving toward the user community. They are more difficult to reach.

TSD: What would you say distinguishes Delta from the competition?

MI: It may sound trite, but it really goes back to Delta's people. We have a great group of people, and they have been with the company for years. We also have a delivery methodology and proprietary consulting services model that differentiates us.

TSD: What about the future of outsourcing?

MI: I think global outsourcing will run through a cycle and then slow down over the next five years. Onshore outsourcing

will continue to play a vital role.

Customers need business consulting. There are numerous issues that can threaten the success of offshore outsourcing—things like communication, terrorist threats and corrupted data. The cost may be lower, but the price is high.

TSD: What do you need to make outsourcing work?

MI: I think the projects need to be kept small and the client needs to maintain the control while the vendor assumes responsibility. We have had success in application outsourcing because the vendor has the responsibility and the results are small and measurable. When the projects are too large, there is no control, and often the end product takes years to develop.

Interested in reducing costs by as much as 61%?

Stop by Booth 2963 at OutsourceWorld
New York, October 5-7, 2004 and
find out how we saved
\$30 million.

.....

Setting Service Standards
Global Infrastructure
Improving Your Bottom Line

888.255.1791 | www.ocwen.com



**Business Process
Outsourcing**



O C W E N

SERVERS WITHIN YOUR REACH FROM ANYWHERE

Local or Remote Server Management Solutions



A KVM switch allows single or multiple workstations to have local or remote access to multiple computers located in server rooms or on the desktop regardless of their platforms and operating systems. KVM switches have traditionally provided cost savings in reducing energy and equipment costs while freeing up valuable real estate.

Recognized as the pioneer of KVM switch technology, Rose Electronics offers the industry's most comprehensive range of server management products such as KVM switches, extenders and remote access solutions. Rose Electronics products are known for their quality, scalability, ease of use and innovative technology.

Rose Electronics is privately held with world-headquarters in Houston, Texas and sells its products worldwide through a large network of Resellers and Distributors. Rose has operations in the United Kingdom, Spain, Germany, Benelux, Singapore and Australia.



CrystalView™ Pro Fiber
DVI/VGA DIGITAL KVM EXTENDERS OVER FIBER

Rose Electronics
10707 Starcliff Road
Houston, Texas 77099

ROSE US 281 933 7673
ROSE EUROPE +44 (0) 1264 850574
ROSE ASIA +65 6324 2322
ROSE AUSTRALIA +617 3388 1540

UltraLink™ REMOTE KVM ACCESS OVER ETHERNET OR DIAL-UP



- Connect to remote computers over Ethernet or dial-up
- Single, dual, quad models
- Up to 1280x1024 resolution, supports all platforms
- Scaling, scrolling, and auto-size features
- Easy to install, give it an IP address and run the remote client, no licensing required
- Quad screen mode allows you to see four servers from one screen
- Secure encrypted operation with login and computer access control

UltraMatrix Remote™ REMOTE MULTIPLE USER KVM MATRIX SWITCH ACCESS OVER IP OR LOCALLY



- Connects 1000 computers to multiple user stations over IP or locally
- High quality video up to 1280 x 1024
- Scaling, scrolling, and auto-size features
- Secure encrypted operation with login and computer access control
- Advanced visual interface (AVI)
- No need to power down servers to install
- Free lifetime upgrade of firmware
- Available in several models
- Easy to expand

UltraMatrix™ E-series PROFESSIONAL MULTI-USER KVM SWITCH 2 - 4 KVM STATIONS TO 1,000s OF COMPUTERS



- PC or multi-platform (PCUnix, Sun, Apple, others)
- Advanced visual interface (AVI)
- Powerful, expandable, low cost
- Easy to expand
- No need to power down most servers to install
- Security features prevent unauthorized access
- Free lifetime upgrade of firmware
- Video resolution up to 1600 x 1280
- Available in several models

UltraConsole™ PROFESSIONAL SINGLE-USER KVM SWITCH SUPPORTS UP TO 1000 COMPUTERS



- Connects up to 1000 computers to a KVM station
- Models for 4, 8, 16 computers
- Advanced visual interface (AVI)
- Compatible with Windows, Linux, Solaris, and other OS
- Connects to PS/2, Sun, USB, or serial devices
- Converts RS232 serial to VGA and PS/2 keyboard
- Free lifetime upgrade of firmware
- Security features prevent unauthorized access
- Full emulation of keyboard and mouse functions for automatic, simultaneous booting
- Easy to expand

Vista™ & Vista-Mini™ LOW COST SINGLE-USER KVM SWITCH SUPPORTS UP TO 64 COMPUTERS



- Low cost and easy to use
- Saves physical space, equipment and power costs, reduces clutter
- Available in two different styles
 - DB25 connectors, use Rose UltraCables, supports USB
 - PC connectors, use a separate cable for keyboard, mouse, and monitor
- Front panel LEDs show power & connection status
- Heavy-duty steel, fully shielded chassis
- Rackmountable

CrystalView™ Cat 5 & 6 CrystalView Plus™ KVM EXTENDERS OVER CAT 5 & 6



- Extend your KVM station up to 1,000 feet from your computer using standard CAT 5/6 cables
- VGA, PC, Sun, Serial, Audio, and Mir's versions
- Available in 2 models:
 - Single Access - Extends keyboard, monitor, and mouse 50 to 1,000 feet away
 - Dual Access - Allows you to add a second keyboard, monitor, and mouse to the local unit
- Fully buffered signals to ensure consistent remote operation of your PC
- CrystalView Plus
- Available in single, dual, and quad video models
- Video resolution up to 1600 x 1200

800 333 9343
WWW.ROSE.COM



Be an MSP !

Remotely manage
Servers, Applications, Networks, and Desktops
Via the internet



If you are a VAR, SI, network integrator or IT consultant looking to provide managed services to your clients then
MSP@SAAZ is the right platform for you.

By combining a complete suite of management tools with a dynamic VPN technology, it allows you to remotely manage your clients' networks, desktops, servers and applications via the Internet through a single web portal. Available as a product or as a hosted service, its unique pay as you go model allows you to pay for it as you add customers. To know more about this please visit us at

Booth #3743



Infotech Ltd

www.zenithinfotech.com

Control traffic from your desktop



Packet level prioritization with a remarkable user interface

Visit booth 3241 for a test drive

With Cymphonix Bandwidth Composer, quickly put the brakes on greedy applications or rogue users and give the green light to critical traffic. This award winning product shows you at a glance what employees and applications—such as P2P, Gaming, IP Telephony, and Hosted Applications—are doing on the



network. It's the only product bringing network traffic oversight to the executives that can use it most. And all through an interface virtually anyone can use. Test drive it today at booth 3241.

 **CYMPHONIX**

www.cymphonix.com | 866-511-1155

Come register to win a personal DVD player