

# Untangling Technology

Phoenix Business Technologies Group is a “one stop” business technology solutions provider for small and mid-sized organizations. Our areas of expertise include computers / networks, relocation, phone systems, mobile computing / telecommuting, email, spam / virus and cyber-crime protection, software, Internet / Web solutions, and consulting.

We help simplify your life by offering a single point of accountability.

Phoenix Group has been serving the technology needs of organizations in the Pittsburgh area and nationwide for more than fifteen years.

If you would like to know more contact Dennis Galayda at 412-341-7000 or [dennis@pbtg.com](mailto:dennis@pbtg.com)



Phoenix Business Technologies Group, Inc.  
615 Washington Road, Suite 401, Pittsburgh PA 15228  
T: 412.341.7000 | F: 412.343.6169 | W: [www.pbtg.com](http://www.pbtg.com) | E: [dennis@pbtg.com](mailto:dennis@pbtg.com)

computers / networks | voice/data/phone systems | email systems | spyware/virus protection | software | internet & web solutions



# Managed Services



## Local Outsourcing of Technology Services for Small and Mid-Sized Organizations

### **A Single Point of Accountability**

Phoenix Group's Outsourcing Services portfolio offers IT (Information Technologies) services and solutions across the entire spectrum of networking / remote access, work stations, servers, Internet / Web / software services and voice / data systems. Our multi-disciplinary structure provides your organization a "one stop" IT business solution and support company simplifying your life with a single-point-of accountability with the flexibility to suit your needs.

### **Manage Your Business Not Technology**

Phoenix Group's Outsourcing Services provide small and medium sized organizations the means to outsource IT functions instead of paying an on-site staff. Through remote monitoring, maintenance and support of your network and computers we'll begin to contribute by anticipating, detecting and remedying problems before they happen within your information infrastructure. In Phoenix Group's outsourcing environment you can usually afford to have a larger IT team working for your company, with broader and deeper skills in a variety of IT disciplines. Since we support multiple customers, you'll share the cost of this expertise with others. And as technology becomes more complex, Phoenix Group professionals will allow you to keep pace by helping your organization stay on top of the latest trends, requirements and issues so you can concentrate on business.

### **Benefits of Phoenix Group's Outsourcing Services**

There are several reasons Phoenix Group's Outsourcing Services makes sense for small and mid-sized organizations. First and foremost it allows your organization to stay focused on its core operations and the things you do best instead of spending time and critical (and often scarce) resources on technical issues, likely to be unfamiliar territory.

Second, even in the instance of having internal IT personnel, it's difficult for them to keep up. Phoenix Group can close the gaps, helping with fixes, updates, security, back-up, data-recovery, consulting, support and aid in keeping an IT team technologically current.

Third, you'll have access to resources that ease technology transitions as you are faced with the inevitable issues of new regulations on technology usage, new operating systems and new technology products that could help your organization grow; Phoenix Group is able to advise and answer the IT questions important to you and your organization.

Fourth, With Phoenix Group handling the day-to-day IT operations, your organization is able to explore new uses for technology within its core business that previously couldn't be done in your old environment or there simply wasn't time to investigate.

Fifth, new technology tools are designed to remotely monitor, diagnose and fix fundamental computer issues, with that in mind we are able to resolve a number of problems with minimal visits to your business. Remote management and maintenance of your infrastructure will ultimately save valuable time and money.



# Computers & Networks



## Infrastructure Solutions & Support

Phoenix Group is a Microsoft Certified Partner and offers a seasoned blend of technological skills and in-depth operational experience to provide organizations a “one stop” solution for augmentation of your existing IT staff or as a managed infrastructure service provider - acting as an internal IT department in an out-sourcing capacity for organizations devoid of in-house IT personnel.

Our Offer,

### **Consultative Support:**

PBTG supports most small to mid sized organizations. Our client discussions generally begin with uncovering what business needs would you like your network to meet, currently and possibly for the future, and how we can help you meet those needs.

- What technologies will provide the most benefit
- Enhancing your existing network
- Internet
  - email systems
  - firewalls / antivirus / antispam / spyware

Troubleshooting and helpdesk support

### **Server Technology and Services:**

As a certified Microsoft Partner we provide a broad range of services using Microsoft Small Business products. You'll enjoy the same features and benefits realized by larger companies at a price structure tailored to your specific budget and needs. Our services include:

- Microsoft Small Business Server
- Server installation and support
- VMware
- Server design
- Server scalability
- Data archiving and storage
- Data transfer / migration from old to new system with no interruption to your business
- Back-up systems
- Security

### **Computer Installation, Maintenance and Repair:**

- PBTG supports all brands of personal computers
- PBTG certified technicians can repair or upgrade your existing workstation hardware and software, including peripherals, Windows operating systems, and 3rd party applications
- Troubleshooting: Whether you've encountered an unknown error or something just isn't working the way it normally did, PBTG engineers can diagnose your problem and get you back up and working fast.



# Network Security



## Securing Your Information

Security can take many forms. Whether you're talking about a secure physical location for your computers, the network, communication method, or the data itself, PBTG can help with every aspect:

- Physical Security
- Anti-virus
- Passwords
- Cryptography (encryption)
- Anti-Spam
- Spyware / Adware / Malware
- Internet Site Blocking
- File Security
- VPN Tunnels
- Software patches
- Firewalls
- Intrusion Detection System
- Backup Procedures
- Wireless Security
- Server Hardening
- Social Engineering
- Security Policies
- Proactive Monitoring

We provide a full security overview of your network by analyzing your software, hardware, network and user routines. By factoring your level of risk and your level of concern, we can recommend and implement a security policy to fit the needs of your organization. Our monthly maintenance contracts include proactive monitoring and administration of your network to help maintain security.

### The Multi-Layered Approach

Any good security plan is multi-layered. You would never want to rely on only one method to entirely secure your network. To use a very old example, consider a castle from the middle-ages. It not only had very high stone walls, but also had a moat, towers, a parapet, and possibly even built on a hill side to provide better defense. All these precautions help to fortify the castle. Your network is not much different.

### The First Line of Defense

On the edge of most networks sits the firewall, the first line of defense. The firewall protects the inside network by examining network traffic and only allows data to flow to approved destinations from accepted sources. In this way, most attacks on your network are stopped at the front door. For example, the firewall would allow e-mail from the outside world to flow to your e-mail server, but wouldn't allow e-mail to flow to your database server. The firewall also performs other functions, such as detecting certain hacking signatures and automatically blocking hackers from scanning your network. Other tools combined with a firewall look for signs of malicious activity, helping to keep your information safe and sound.

### The Data Lifeline

For most organizations, keeping data intact and secure is mission critical. We start by examining the server's file structure, including file and folder permissions. Next, we make recommendations for storing your data more efficiently, thus reducing the amount of administration and upkeep. File and folder permissions are very important to restrict access only to people that need it. However, this is not enough. Effective security is multi-layered and there are many other things to consider.

Virus protection is paramount. Even a good network-wide anti-virus program won't do any good unless it's kept up to date. New vulnerabilities in software are discovered almost daily. Additionally, software patches must be applied periodically to keep hackers from exploiting known vulnerabilities. Servers can also be "hardened". This means that a server is configured to run a minimum amount of software and services, further reducing its vulnerability to attacks.

Today, an astounding 50% of all e-mail is considered unsolicited, commercial e-mail, commonly known as spam. And increasing every year. Spam may also lead to users browsing inappropriate Web sites or downloading malicious software. Spam and the problems it can cause are serious security concerns. Utilizing good filters on your network can block about 98% of all spam and inappropriate Web sites. Not only does this increase productivity it can also reduce liability when it comes to offending material.

### What If Something Goes Wrong?

Of course, if something goes wrong on the network, you should always be able to go back to a recent backup. PBTG can work with you to setup a backup strategy that will ensure that you can always go back and keep your data safe. In the unfortunate event of a true disaster, PBTG is ready to rebuild your server and network to get you back up and running in as short a time as possible.



# Office Relocation



## Office Relocation Support Services

### Overview

Relocating or expanding the information and communication system of an organization is a daunting task. Small / medium organizations generally do not employ the IT staff to make the transition. Trying yourself to coordinate with multiple vendors to accomplish the job can cost valuable time, money and resources and adds unnecessary complexity. Your organization needs to operate throughout the transition and company data needs to remain secure and intact.

### Our Solution

PBTG has over 11 years of experience with infrastructure relocation including computer equipment, network equipment, phone systems, Internet services and peripherals. We manage all aspects of the relocation from the initial project planning stages, right through to the final re-integration. By doing so, we provide a single point of contact for the client, saving time, money and headache.

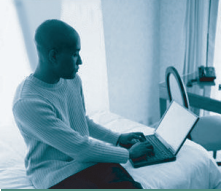
### Rely on PBTG

PBTG delivers a comprehensive solution to your Infrastructure relocation and expansion needs:

- Install new data and telephone cabling, run all other necessary wiring.
- Move phone system(s), computers, server and peripherals to your new location.
- Reintegrate all systems with minimal downtime.
- Connect remote / mobile users to the new location.
- Seek opportunities to increase infrastructure effectiveness.
- Provide on-going support.

PBTG employs experienced professionals in the areas of network engineering, computer / desktop support, Internet / software applications and telecommunications. We bring the expertise from all the necessary disciplines together under one roof and eliminate the need for the confusing and budget breaking multiple vendor approach.

PBTG is committed to ensuring your infrastructure works better than it did before, giving your business an immediate return-on-investment in addition to making the transition to your new location easy, and trouble free. We are proud to provide professional services and management, as well as on-going maintenance and support for all your organization's information technology needs. Contact us for more information and a free consultation.



# Working Remotely



## Telecommuting

### **Business Mobility**

As remote / mobile access technologies mature, become more cost efficient and secure small businesses are realizing the remote access business value and increasing their reliance on mobile devices. Real-time and on-demand company information accessibility, unencumbered by location through a secure wireless connection via laptop, PDA, Blackberry or whatever wireless device of your choosing provides a number of very obvious and powerful “must have” business benefits.

### **Remote Access to Fit Your Business Needs**

PBTG has the seasoned and proven expertise to implement, and support a number of levels of secure remote access beginning with the assessment of what can be done with your organization’s existing computer equipment using Windows 2000 Pro, XP Pro and Vista. Window’s built-in software provides the security basics through a unique username and password. And depending on your business demands, a hardware solution can be implemented to provide a greater degree of security and “same time” multiple remote user access. (Added security to protect your data while transmitted wirelessly is always a worth while investment).

Although there are number of remote access solutions, we do not lock you into any particular remote / wireless access method. Flexibility is paramount. Phoenix Group strives to go above-and-beyond; considering your current equipment status, your future considerations, disaster recovery and business continuity plan and of course budget to arrive at a remote access solution best suited to your own unique requirements.

### **Remote Application Access**

In tandem with remote data access depending on your organizational needs, Phoenix Group delivers the expertise to implement and support remote / mobile application access. Remote application access allows you to run applications you have at work from almost anywhere in the world - as if you were at your office desktop.

### **Do More**

- Real-time and on-demand instant access to information from almost anywhere
- Real-time and on-demand application access from almost anywhere
- Telecommuting
- Improved productivity and less downtime waiting for responses
- Greater flexibility away from the office
- Enablement of workflow during a business disruption or disaster
- Faster response to new business opportunities /significantly improved business agility
- Reduced costs
- Support a better quality of life by facilitating flexible work arrangements



# Security / Mobile



## Secure Mobile Communication

To ensure your sensitive data is protected during land-line Internet transmissions as well as through the air, Phoenix Group offers secure data communication services and support using the latest and most cost-effective cryptographic technologies. We support Secure Socket Layer (SSL) certificates, Virtual Private Network tunnels (VPN) as well as other forms of encrypted communications.

### Wireless Freedom

The freedom to work remotely whether on the road, at home or around the office is something just about everyone enjoys. However, wireless technology has its own security concern; how to transmit sensitive data through the air without having someone steal your transmissions?

Enter a security software for wireless devices called WPA or WiFi Protected Access and WPA2 - developed to provide a truly secure wireless environment. There are also other ways to protect a wireless network, and whatever the need PBTG offers a number of solutions to meet the wireless demands of your organization.

### Engineering for the Socialite

Surprisingly, network users can cause a risk to security without even knowing it. Most people think that the biggest risk comes from hackers using special tools to break through the network perimeter to gain access to sensitive data. This is in fact false.

The easiest way to compromise a network is to simply steal a user's credentials. This usually involves something called Social Engineering. Quite simply, it means to trick a user into giving up his or her username, password, credit card information or other confidential data. The world's most famous hackers use this approach very frequently.

Users also may inadvertently install spyware or adware on their computer systems simply by visiting the wrong web site or by following a link that was e-mailed to them. This type of software can record internet browsing habits, collect personal data, or run malicious software on that user's computer.

The best defense in this situation is to educate your users. Users should know how to avoid these hazards, and how to create and maintain secure passwords. PBTG can setup training sessions in small groups or individually to go over computer and networking best practices.



# Web Services / Software



## Web Enabled Communication, Collaboration & Business Tools

### **Get the information you need from almost anywhere, manage it more efficiently, cost-effectively and easily.**

Organizations from large to small are finding new ways of communicating, collaborating, promoting and doing business through the Internet every day. As the cost of Web services, (called Software as a Service or SaaS), Web hosting and maintenance declines and becomes easier to acquire, the business value of Web services increases to your organization. The return on investment can be immediate. To begin, you'll mitigate the need to make ongoing investments in on-premise equipment, as well as the fact that someone else is taking care of the technology so you don't have to. Add to this the increase in productivity, collaboration and ability to capitalize on new opportunities. All contributing to a significantly improved product or service, translating to a better bottom line at the end of the day.

With your organization's information consolidated, easily accessible to all relevant parties and of course secure, information now becomes even more valuable to the organization. Time is no longer wasted looking for information siloed away in separate parts of the organization. Location now is no longer a problem. Time can now be used analyzing the information and applied to benefit your organization's specific needs.

### **Web Development**

PBTG offers an extensive portfolio of Web-enabled software development services to help solve a number of complex business problems. Our Web assignments have ranged from "online presence" Websites to online stores, CRM applications and Content Management Systems to collaborative portals, and Intranets and Extranets. With a seasoned and proven expertise, our software team is able to augment your organization's processes - helping you become more efficient, and more productive, allowing you the freedom to increase focus on your core business strategies.

### **Made-To-Order**

PBTG's software developers have the experience, focus and perspective to devise, implement and support custom software solutions tailored to your own unique business needs. Our primary areas of concentration involve discovering information bottlenecks, trouble-shooting, identifying unnecessary redundancies and keeping technically current.

### **Web / Software Services**

- Coding / Programming
- Web Application Development
- Web Application & Website Design
- Support, Maintenance
- Trouble-Shooting
- Search Engine Optimization (SEO)



# Web Hosting & Support



## High Availability Web Hosting & Support

Phoenix Group provides affordable business class Web hosting and support options to help you meet your most ambitious business needs. We portfolio a diverse blend of hosting options and support which can be tailored to meet your organization's specific requirements incorporating back-up schemes, data recovery and business continuity planning.

Our Web servers reside at Expedient's Pittsburgh data center where they are stored and maintained in a locked-down environment with high-speed remote access and 24/7 physical access. Phoenix Group's partnership with Expedient enables delivery of a wide range of Web hosting and connectivity solutions keeping your organization's data available, agile, redundant, flexible and secure.

With today's hosting demands constantly increasing Phoenix Group offers the expertise, engineering know-how and trouble-shooting ability to meet the majority of hosting challenges.

### Web Hosting Options

- Clustered Web servers delivering redundancy, availability and speed
- Security / firewalling
- Domain name registration and maintenance
- Dedicated server hosting or shared hosting options
- Website tracking and usage statistics
- FTP access for Website administration
- Support for secure digital certificates
- Email hosting and mobile email access
- Spam blocking, virus and malware protection
- Microsoft Exchange server hosting and support
- Hosted application fulfillment and support

### Web Support Services

- Software as a Service development (SaaS)
- Web-based business application development
- E-commerce solutions
- Database architecture
- Website / information design and development
- Support for the hearing and visually impaired
- File Transfer Service (FTS) for easy delivery and retrieval of large files
- Content Management Systems (CMS) for easy Website management



# Telecommunication



## Voice / Data

Organizations lose business from poor communication and data systems constantly. By taking advantage of the benefits from modern technologies, your business doesn't have to be one of them. PBTG analyzes your current system and recommends solutions to improve the way you communicate and share data in ways you might never have imagined.

Faxing and voice mail at the click of a mouse alone will save your company money and benefit from the increase in productivity and reduction of overhead costs. PBTG professionals have in-depth experience in all areas of voice and data integration including design, implementation, and support. We can install new cabling to any office location, or troubleshoot problems in your wiring closet. We also offer maintenance and support for all of your equipment.

### **Telecommunication System Services**

- Voice over IP (VoIP, or phone calls via the Internet)
- Voice mail systems
- Phone systems from 3 Com
- Video conferencing systems
- Unified messaging
- Communication accessories
- Long distance and local toll service
- Desktop faxing and fax servers

### **Data System Services**

- Phone and data cable installation
- Cable / DSL / satellite broadband Internet access
- Frame Relay and ISDN
- T1 data and voice circuits
- Wireless, fiber optic and satellite
- Dedicated circuits



In partnership with Postini offers



## Stop Spam and Viruses for only Pennies a Day

**The Postini Difference** - Postini is the industry's leading provider of secure email boundary services that protect email communications by providing complete email intrusion prevention, effectively eliminating threats before they impact your network. Unlike any other vendor, Postini's patented managed services model utilizes exclusive preEMPT™ technology to eliminate spam and viruses, stop denial-of-service and directory harvest attacks, safeguard content, and improve email performance - offering the most comprehensive protection available.

### Postini Key Customer Benefits

- Accurate / Effective - blocks more than 98% of all spam
- Eliminates the majority of all viruses sent through e-mail
- Nothing to install - tremendous cost savings on software, hardware and IT resources
- First line of defense - keeps threats off corporate network
- Saves bandwidth and server space
- Individual user definable spam settings
- Automatically stores your email in the event your server goes offline
- Fast ROI - Pays for itself the first month of use
- Robust reporting service

**Accurate, Effective Email Threat Prevention** - Keeping up with rapidly evolving email threats such as spam and viruses requires expertise and experience most organizations don't possess in-house. By choosing Postini's managed service organizations gain a proven, preventive email security solution that eliminates spam, viruses, and blocks phishing attempts and email attacks before they can reach your email system.

**Specially Designed for Small/Medium Business** - Postini Perimeter Manager® Small Business Edition means that you don't have to pay for more than you need as a small business, yet you can enjoy the same email protection technology and effectiveness as larger enterprises.

**Eliminates Administrative Burden on IT Resources** - With Postini Perimeter Manager® Small Business Edition managed service there is no hardware or software to install, no special training required of your staff, and never any maintenance or updates to worry about.

**Easy to Activate/Configure in Minutes. Pays for Itself in Days** - Postini Perimeter Manager® Small Business Edition can be activated in only a matter of minutes with a simple modification to your DNS MX record. With spam and viruses eliminated, users gain hours of restored productivity every week, providing an immediate payback on your investment.