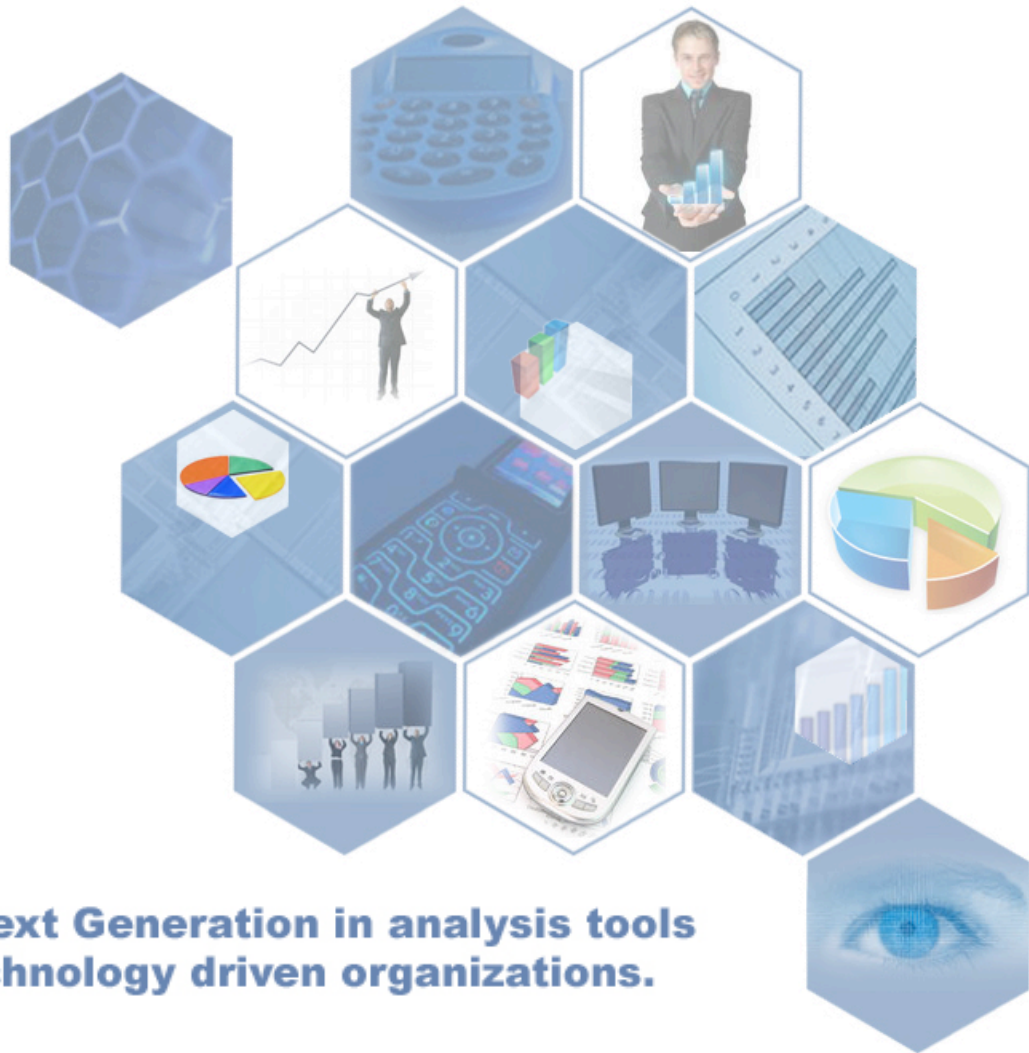




*Integrated Solutions... Enduring Results™*

*In partnership with iTHC™*



**The Next Generation in analysis tools  
for technology driven organizations.**

***IT Cost Performance Analysis & Benchmarking...***

***As it SHOULD be!***

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"Finally, a timely, relevant, and affordable IT benchmarking tool that frees me from the constraints of the large IT research organizations. I can benchmark my clients on my terms now."

**-Juliet Silver - CEO Virtual IT, Inc.**



*The iTHC founders have more than five decades of combined experience in IT consulting, IT performance analysis & IT benchmarking and small business management. They envisioned building an innovative company that focused on resolving many of the issues currently plaguing the IT research and analysis industry. iTHC is poised to move into the future with innovative solutions.*

*Our new models and methodologies for benchmarking and measurement will lower the costs of such engagements, and it will also reduce the time and effort to fulfill an engagement.*

*This produces higher quality products when compared to the current benchmarking and measurement industry.*

*The engagement staff at iTHC has worked in all phases and types of IT benchmarking and analysis services. This includes simple single organization engagements, to highly complex IT evaluations of government and commercial enterprises. In fact, the iTHC engagement staff has the background of hundreds of client engagements providing real and tangible results for CIO's and millions of end users as well.*

**Traditional Performance Analysis & Benchmarking...**  
**CUMBERSOME, SLOW AND EXPENSIVE.**

**We had the technology and industry insight...**

**So, we **REBUILT** it,**

**BETTER,  
FASTER,  
CHEAPER**

**Introducing  
The Online Automated Performance  
Analysis and Benchmarking System.**



*Our objective is to become the preferred benchmark provider for organizations large and small worldwide by providing a product and service that is available when the client wants it, completely objective, standardized, content rich and at a price point that is untouchable by the traditional benchmarking competition.*

**-iTHC Management**

Powered by



**The Internet is our venue.**

Clients can find us online, sign up online and perform the entire business transaction online to include receiving their detailed analysis report.

**-iTHC Management**

**iTHC has done to IT Performance Analysis what banking did with ATMs.**

The banking industry revolutionized cash and electronic fund transactions with automated teller machines. This gave people 24x7 access to their funds and the ability to handle a myriad of banking functions whenever, almost anywhere.

We are revolutionizing IT performance analysis services by creating our equivalent of the ATM with our Web-based Automated Analysis solution. Clients can now acquire and perform IT benchmarking 24x7 from anywhere they have access to the Internet. The client can setup the project and control the entire process from start to finish without waiting for analyst availability with a traditional service provider.



**A**utomated  
**T**echnology  
**M**easurement

**24x7**  
Benchmarking  
Online

# COMPARE



## Traditional

- Lengthy sales and discovery process resulting in proposals that have to be negotiated.
- Scheduling mutually agreeable meetings between client and consultants to begin the project.
- Timesharing consulting resources making real time support sporadic at best.
- Lengthy analysis and reporting process dependent upon the consultant's schedule.
- Analysis and results are influenced by the subjective view of the consultant.
- Scheduling mutually agreeable meetings to get and review the results.



## iTHC Solution

- The terms are easy, straight-forward and anyone can begin benchmarking the same day without lengthy negotiations.
- The client opens an account online, sets up access and begins immediately, with no need for vendor meetings or scheduling.
- Consultants are not required so the client can proceed as fast or slow as they wish.
- When the data is collected, the client can get the results within minutes, not weeks or months, all with the click of a button.
- Our system does all the work, is completely objective and based upon the data only.
- No meetings needed, the report is online.

**Through our experience we have found clients dislike the fact that the traditional process is far too lengthy and complex just to get started. It was our goal to provide a process and solution that enables a client to start as soon as they are ready.**

- With iTHC's Web-based user interface, secure 24x7 access is available worldwide and is just a click away!
- Traditional provider's service availability is limited to the reach of their offices and staff and is further limited by the available consulting resources with their scheduling requirements and conflicts.
- There will always be some market for personalized, consult-driven analysis, but for the rest of the world this is to become the preferred solution.

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## Scope of Service

*No two organizations are exactly alike, nor do they have the same needs. Therefore, the ability to select service areas that pertain to the client's needs and responsibilities is extremely important and useful in a benchmark service.*

*The diagram below shows the IT service areas covered by our online solution and supported by our team. These service areas are the most common across all IT/IS groups and most are standard for IT benchmarking services.*

Desktop, Lan  
& Support



- Distributed
- Help Desk

*How much does it cost to support end users from their pc's to email and printers? This service area is focused on the direct support of the end user and the desktop area.*

*What does it cost to answer user questions and diagnose a technical problem? This service area is focused on the internal IT help desk operations.*

Mid & Large  
Computing



- Midrange
- Mainframe

*How much is it costing the enterprise to operate their servers? This service area is focused on the organization's application servers and server data centers.*

*How much is the mainframe data center costing to operate? This service area is focused on the "traditional" mainframe operations and the support infrastructure.*

Data  
Networking



- Wide Area
- Metro Area

*What does it cost to connect an enterprise's dispersed locations into a cohesive network? This service area is focused on the leased lines, fiber/cable, network equipment, traffic and staffing resources dedicated to managing and maintaining a wide area network (regional, campus, global, etc).*

Voice  
Networking



- Wireline
- Wireless
- PBX

*What does it cost for local carrier phone service and all the long distance calls made by employees? This service area is focused on local and long distance charges.*

*How much is your wireless service costing the enterprise and who has this info? This service area is focused on the equipment (cell phones, pagers, pda's), rates and plans.*

*What does it cost the enterprise to maintain a PBX system? This service area is focused on the internal phone system.*

Custom  
Applications



- App Dev.
- App Supp.

*How much does it cost to build custom applications in-house? This service area is focused on the efforts of an enterprise to develop new apps, interfaces, and database or web apps.*

*How much does it cost for the ongoing support of custom applications in the production environment? This service area is focused on the resources required to run, maintain and fix custom applications.*

Quality &  
Satisfaction



- End User
- Bus. Unit

*Are end users satisfied with the level and quality of support provided to them? This survey focuses on end user operations and satisfaction.*

*Are business units satisfied with the level and quality of support provided to them? This survey focuses on business unit satisfaction, goals and alignment with the IS group.*

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# iTHC IT Service Advantages

- Automatically analyze client data, build statistical results, select peer organizations and produce final reports, charts and recommendations.



Performed at the client's pace and requirements and is not influenced by client and service provider perceptions or schedule conflicts.

- The client has complete control over the entire process and timeline.
- Customizable system projects using industry standards and methods.

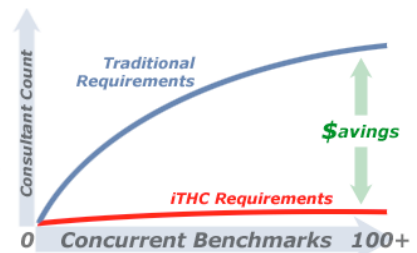
## Timeline

Most clients complain that it takes too long to get to the results. Many clients feel the results are 'dated' by the time they actually get results and get them presented. We provide clients the flexibility to control the data entry and analysis timelines. There is no analyst to submit the data to, no waiting for feedback and no long wait for reports.



## Scalability

Under traditional delivery models you need an analyst for every project. But what if you wanted to do 10, 20, 50 or more projects concurrently for multiple departments or locations? It doesn't matter if a client needs to do a single project or 100. Our solution does the work and can do them all concurrently without the requirement for additional human resources.



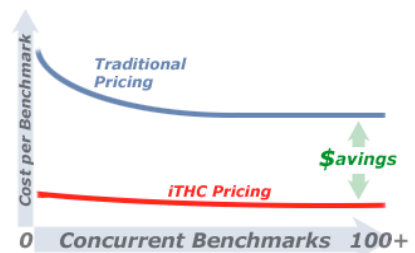
## Consistency

Give the same client's data to 10 different analysts and you will get 10 different reports with varying results, comparatives and formats. The client can be assured that every time the benchmark is done it will be analyzed with the exact same methodology, criteria, processes and depth of content. The results are truly based upon the data without any consultant interpretation or client influence.



## Cost

Current pricing is driving away customers and preventing other potential customers because they cannot afford these services even though they need, and can benefit from, the information. Our services provide unsurpassed quality of analysis at a fraction of traditional IT service pricing. We are also the only volume IT analysis option available today.



## Repeatable

The traditional cost performance analysis is complex and laborious for both clients and the service providers. The process is also subject to the whims of the analysts performing each of the projects. Ours is a carefully structured process where client information is collected, analyzed and presented in the exact same manner for every client that uses the service. This eliminates many of the issues and challenges with analysts.



We are changing the face of information technology analysis and benchmarking by removing the high cost and subjectivity of consultants from the process.

We are bringing benchmarking services to organizations that up until now, could not afford traditional benchmarking.

**-iTHC Management**

*An innovative service company with a unique standards-based online IT benchmarking system.*

- You control the process
- Customize your project
- Get results in minutes not weeks

*Any organization can benefit from assessing the cost, effectiveness and efficiency of their IT group as well as gain insight into their user satisfaction. Traditional methods can take months to complete and can be very expensive to purchase. Our system cuts out all the labor and subjectivity while providing a detailed analysis within minutes of completing data collection.*

*You owe it to your organization to check out our service before you hire a traditional service provider.*



**24x7**  
*Benchmarking  
Online*

*"The technology age around us is one driven by cost effective, innovative solutions that provide quality results in a timely basis.*

*InfoTech Health Check (ITHC) has finally broken the traditional, manually intensive, cost prohibitive shackles that keep many CIOs from gaining the required information to make strong business decisions. By taking advantage of immediate, robust, online technologies, ITHC has brought a benchmarking solution to the market that companies of all sizes will benefit from.*

*Their standardized deliverables provide CIOs the quality information required to ensure their IT investments are maximized for highest output of their organization.*

*Finally, a commodity based product for real business decision making efforts."*

**-Advanced Technology Group**

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