



Risk Advisory Information Technology Services

Deloitte provides technology consulting services to support our clients in addressing today's technology driven requirements and initiatives. Our team focuses on working with business leaders to solve their toughest technology challenges through applied innovation—backed by worldwide resources, deep strategic alliances, and a full spectrum of delivery across strategy, implementation, management and operations.

Support Strategy Services

- Financial Planning
- IT Support Strategy—consulting against the Support Model (see Diagram 1.0)
- Vendor sourcing and Procurement Strategy

Managed Services

- Remote Network Monitoring and Management
- On Site Support
- Application Hosting and Support
- Vendor Assistance and Liaison
- Custom Service Level Agreements
- Resource Escalation and Scalability

Help Desk

- Call monitoring, Triage, Prioritisation and Routing
- 24x7 Support

Application Development and Maintenance

- Bespoke Application System Development
- Application System Extensions and Enhancements
- Break Fix, Patches, Upgrades, Configuration and Testing

Database Management

- Database Development
- Data Conversions
- Database Monitoring, Tuning and Extension Management

Operating System Management

- Update, Backup, Restore and Performance Management

Bundled Infrastructure and Hosting Services

- Onsite hosting
- Redundant UPS and Backup Generators
- Redundant AC
- Metro Ethernet Connectivity to Major Internet Service Providers

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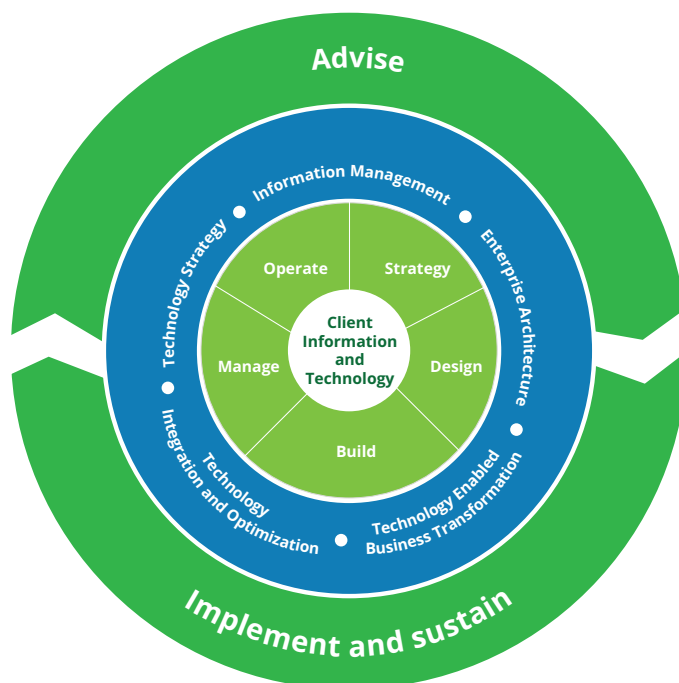


Diagram 1.0

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