



Yorel Integrated Solutions, Inc.

There's integrity
inside the circle.

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NEWS FROM INSIDE THE CIRCLE

Winter 2005

CONSOLIDATION CURE

YOREL'S SERVER CONSOLIDATION
SAVES UTILITY COMPANY \$1.5 MILLION

Call it techno-sclerosis. This all-too common disease afflicting IT departments results from years of buying from multiple vendors. Companies end up with IT systems so convoluted that they're almost dysfunctional. And trying to get post-sales support can be maddening.

That was the predicament of a large, multi-state utility company in the Mid-Atlantic region. Its hodgepodge of servers, in addition to the growing obsolescence of its technology, was affecting the adaptability of its applications. Making matters worse, whenever the IT department needed support, it had to call many vendors. "Nothing ever got resolved because all the vendors pointed fingers at everyone else," said Todd Barnett, Services Principal at Yorel.



Finally the company called in Yorel. The Yorel team performed major surgery, consolidating 94 servers into merely six. It put together an architecture that created a single environment, drastically easing operability and maintenance.

With the new platform, the company could now manage more servers with far fewer people. The highly scalable VMware/IBM solution enabled

the IT department to add server capacity in minutes, whereas it previously required several weeks. And rather than dealing with a motley assortment of vendors, the company now had a single point of contact—Yorel.

All told, the new solution resulted in a projected return-on-investment savings of about \$1.5 million over three years. Yorel yet again proved its ability to identify a company's unique needs and administer the right cure. The utility company can now make better use of its IT resources with almost zero downtime. And it can be confident that Yorel's solution will help it be more profitable, better serve its customers, and run a healthier overall business.

MESSAGE FROM THE PRESIDENT—LEROY HILL, JR.

COMMITMENT VS. INVOLVEMENT

Our 2005 company theme is "Commitment to Providing Customer-Focused Solutions." Our success depends on your success. By thoroughly understanding your requirements, we at Yorel Integrated Solutions, Inc. are in a prime position to make recommendations and implement solutions that bolster your return on investment.

Maintaining the highest level of customer satisfaction is our number one goal. The entire staff at Yorel is committed to:

- ◆ Providing the best solutions available to fix your problems
- ◆ Providing the best Implementation Plan from conception to completion on an agreed-upon project
- ◆ Implementing the Plan exactly as promised

We are dedicated to reducing your IT costs, maximizing your investment in technology, and helping you gain and maintain your competitive advantage through strategic use of Information Technology.

Someone once joked that the difference between "involvement" and "commitment" is like a ham and eggs breakfast: the chicken is involved, the pig is committed. Here at Yorel we are not just involved. We are absolutely committed.

SAY YES TO PERFORMANCE

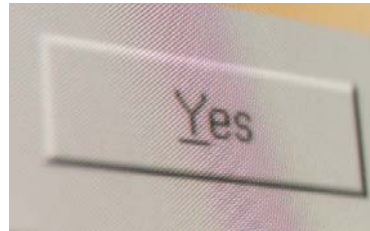
Yorel Enterprise Support—Helps Keep Systems Up to Date

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Changing the oil is essential for your car's performance, but you probably don't waste your valuable time doing it yourself. The same should hold true for your IT infrastructure. Yorel Enterprise Support (YES) takes care of multiple, time-consuming tasks for your IT systems so that you can concentrate on the bigger picture.

YES is ideal for under-staffed and overworked IT departments, providing cost-effective solutions for operational and administrative tasks. That includes everything from keeping operating systems updated with the latest releases and PTFs (patches), to periodically reviewing systems' performance. YES incorporates the annual responsibilities needed to maintain the health of your IT systems.



"Maybe you're too focused on your applications or database to deal with performance, and then you're hit with an ugly surprise. With YES, you don't get those surprises," said John Mounts, Professional Services Manager at Yorel. "Our engineers will sit down with you and talk about what we're seeing from your performance standpoint. You'll get a report regarding CPU, memory, disk and networking. We'll also do an annual operating system upgrade."

With YES, you can manage your IT environments more cost-effectively, reduce operating complexities, fully utilize the capabilities of your systems, and increase staff productivity. Performance monitoring, among other things, will help you support present and future business initiatives. And you'll have peace of mind, knowing that your IT systems are hitting on all cylinders.

For more information on YES, contact :

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DID YOU KNOW?

- ◆ With Yorel, you get commitment combined with top-notch talent. Every Yorel business development representative and technical consultant is required to have at least one industry-recognized certification. Many have multiple certifications. Each team member has an average of 10 years of relevant business and/or technical experience.
- ◆ Yorel services and supports customers nationwide. To even better serve customers in the booming Southeast region, we recently opened an office in Atlanta.



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