

## The Data Vista Difference

Enabling customers to work with Data Vista from product acquisition through equipment disposal to assist with value realization, risk management, performance management and monitoring and resource management.

We're often asked how our company and service offerings differ from similar vendors providing similar services to the same markets and, in some instances, same customers. The answer lies not only in the way we facilitate the technology life cycle, but also in our commitment to customers, our understanding of their business goals, and our core values

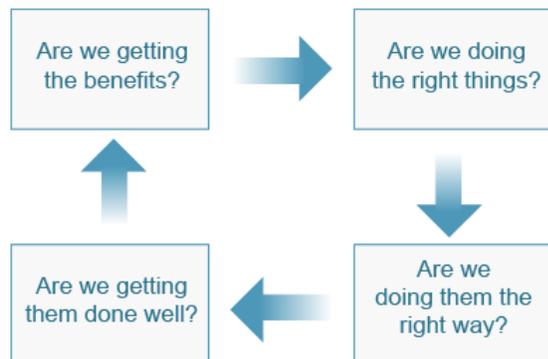
### Life Cycle Services Differentiation

We differentiate ourselves from the competition through our ongoing involvement in each technology life cycle stage. By enabling customers to remain with Data Vista from initial product acquisition through final equipment disposal, or any stage within the cycle, we enable our customers to obtain the most value from their technology investment.

### Understanding of Customer Business Goals

Regardless of company size, type of industry, or IT infrastructure, Data Vista offers products and services to meet the business goals of our customers. We develop and support programs that are in alignment with customers' business goals, regardless of company size, type of industry, or IT infrastructure. We

believe all of most customers view their IT infrastructure in the following terms.



#### • [Value Realization](#)

IT enabled business investments that achieve the benefits as promised.

Measurable business value, both individually and collectively.

Capabilities (solutions and services) delivered on time and within budget.

IT services and other IT assets consistently contribute to business value.

#### [Risk Management](#)

Standards used to identify potential risks

Means to assess and measure possible risks

Processes to mitigate and manage risks

Capabilities to communicate and resolve IT related risks



## [Resource Management](#)

Trained personnel available to develop and facilitate the maintenance and management of IT infrastructure.

Gap analyses to determine shortfalls against requirements and ensure your business and IT resources (people, application, information and infrastructure) are able to meet objectives.

IT assets managed and protected throughout their economic life cycle to support cost-effective achievement of business objectives.

- [Performance Management/Monitoring](#)
  - identifying, prioritizing, initiating and managing improvement initiatives
  - Implementing consistent monitoring to verify objectives as they are achieved
  - Eliminating future risks or surprises