



# Managed Technical Services

keeping your business systems  
running smoothly



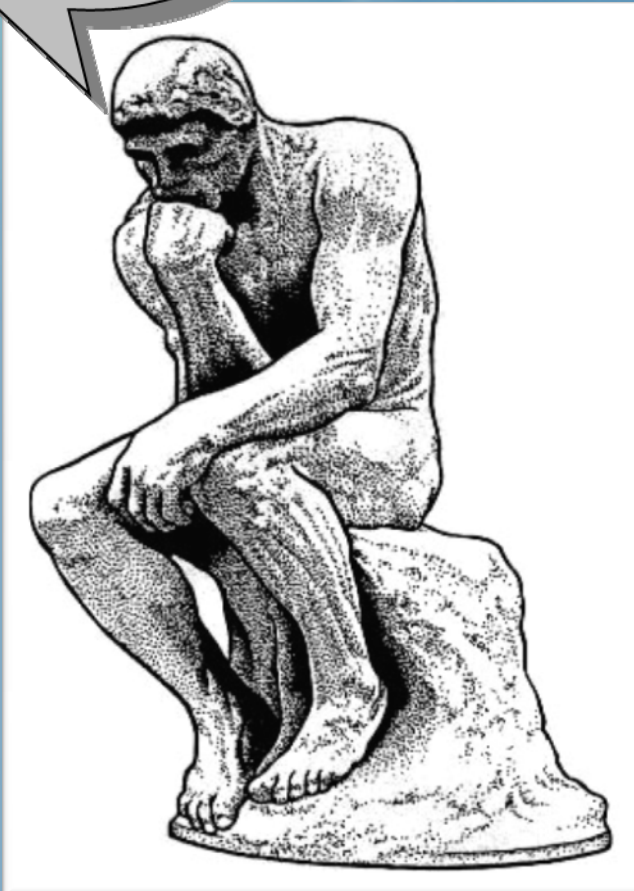
# Lucidia Technologies Ltd.

Bruce Richards – General Manager  
Ken Wall – Business Development

- Who we are
- Why we are here
- Your Challenges
- IT Management Process
- Technology as a Service
- Managed Services
- Conclusion



THINK





# Lucidia Technologies Ltd

- Sault Ste. Marie based – Ontario focused
- 1999 Next Generation Consulting
- Began as Reactive service provider
- 2004 Rebranded to Lucidia Technologies
- Quality Services & Technology Solutions
- 2004 started Proactive services approach
- 2005 Began Enterprise Resource Planning (ERP)
  - Microsoft Dynamics GP Reseller
- 2007 started implementing Managed Services

## Why we are here

- Improve IT practises
- Return on your IT Investment
- Revenue generating potential
- Business Efficiencies
- Lunch

Is this you?



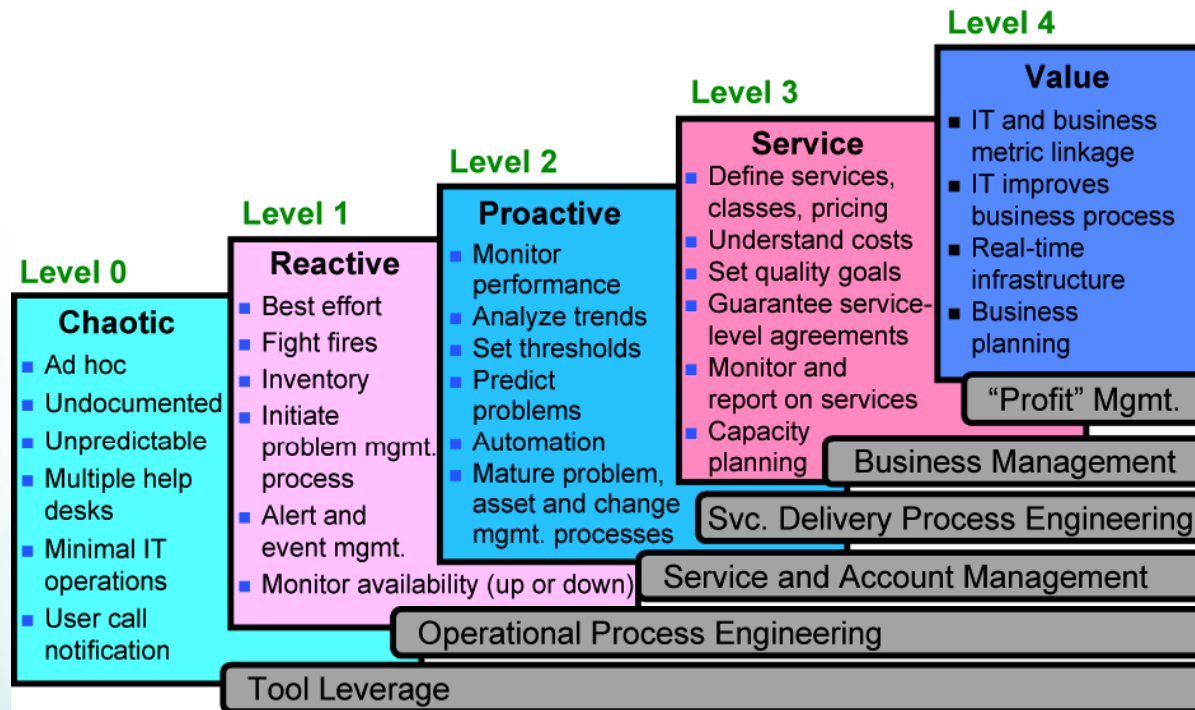


# IT Service Challenges

- Unpredictable, costly downtime
  - Staff and corporate productivity are impacted
- Managing IT Costs
  - Amount and predictability of ongoing cost
- Management Time
  - Time and effort to fix problems
- Risk and Exposure
  - Security
  - Data loss or theft
  - Interruption of vital IT services
- Strategic Issues
  - Lack of accountability or ownership of problems
  - Lack of optimization

# Management Process

## IT Management Process Maturity Model



Gartner "Data Center Poll Results Confirm Improved Process Maturity", D. Curtis, D. Scott, April 2004.

# Technology as a Service

- Software as a Service
- Hardware as a Service
- Service as a Service



# Software as a Service

- Analogy: Utility companies
- Advantages
  - \$\$\$
    - Usage fee based
    - Budgeting
  - Ease of Management
  - Ease of Deployment

# Hardware as a Service

- Analogy: Xerox
- Advantages
  - \$\$\$
    - NO initial outlay
    - Monthly budget
  - Ease of Service
    - All service, parts and labour covered by provider
    - Updated as required
    - Standard of hardware



# Service as a Service

- Analogy: Auto Industry



- Advantages
  - Budget
  - Reduced down Time
  - Increase Productivity
  - Peace of Mind (It Just Works!)



# Managed Services

- What is it?
  - CIO Services
  - Asset Management
  - Acquisition and Deployment
  - Active Monitoring and Alerting
  - Proactive Maintenance
  - Reporting

# Process of Assessment

- Technology Assessment
  - Total Cost of Ownership
  - Full Physical
- Results in a Report Card against Industry Standards
- CIO Roadmap – Recommendations & Prioritization





- Relationship begins
  - Take Responsibility for Network
  - Active monitoring
  - Preventative Services & Wellness Visits
  - Strategic Services – CIO Consulting
  - Peace of Mind

- **Increased**
  - System uptime and performance
  - Staff productivity
  - Cost predictability
  - Alignment of IT to business needs
  - Transparency into IT performance
- **Reduced**
  - Security and compliance exposure
  - Risk of catastrophic data loss
  - Emergency IT issues
  - Downtime and lost productivity costs

- Managed Services are for you if:
  - Affected by system outages
  - Your technology is increasing in complexity
  - Technology affects growth of your business (catalyst)

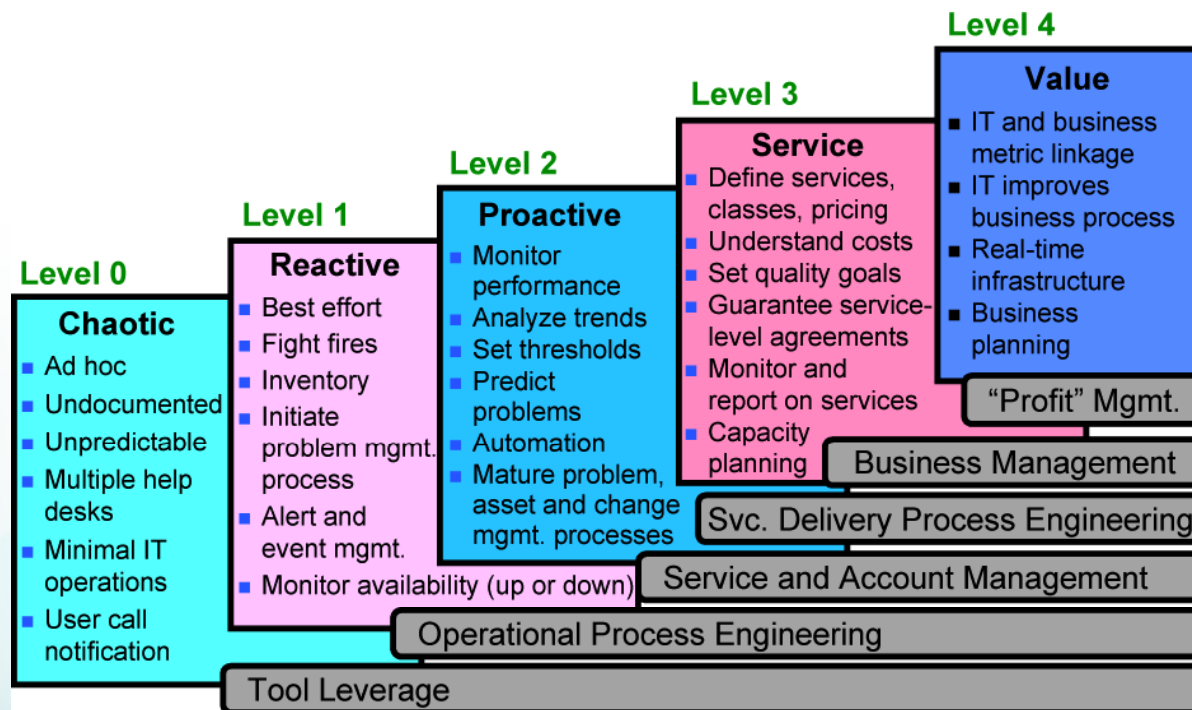
## **Which do you belong to?**

IT Dependent, IT Aware, IT Tolerant

Chaotic, Reactive, Proactive, Services, Value

# Where do you want to be?

## IT Management Process Maturity Model



Gartner "Data Center Poll Results Confirm Improved Process Maturity", D. Curtis, D. Scott, April 2004.

# Your Problems

**Problem:**

We are not leveraging technology as well as we should.

**Problem:**

Technology is just an expense, there is no value.

**Problem:**

Our requirements are unique. No one else is like us.



Our Answer

# Lucidia Technologies Ltd.

**Phone (705) 941-9305**

**<http://www.lucidiatechnologies.com>**

**Bruce Richards – [bruce@lucidia.com](mailto:bruce@lucidia.com)**

**Ken Wall – [ken@lucidia.com](mailto:ken@lucidia.com)**





- “Lucidia Technologies a growing concern in the IT industry” *Thessalon Weekly*
- “Managed Services the future of technology service in Sault Ste. Marie” *Sault Business*



- “Lucidia Technologies and Managed Services a collaboration of Oscar proportions”  
*Goulais River Weekender*



- “Ken Wall and Bruce Richards’ presentation at the SSMIC Top Tech Tools workshop will be remembered for days to come” *Sootommorrow.com*



# Thank You!

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**Bruce Richards – [bruce@lucidia.com](mailto:bruce@lucidia.com)**

**Ken Wall – [ken@lucidia.com](mailto:ken@lucidia.com)**