

PROFESSIONAL SERVICE + ROBUST SOLUTIONS = SUCCESS!

Without doubt, IT is a significant, albeit necessary, cost for every business these days. All but the very smallest firms have a critical dependency on their computer infrastructure for day-to-day operations. It's therefore vital that companies have reliable, cost-effective IT solutions in place, along with the expertise necessary to manage and troubleshoot them.

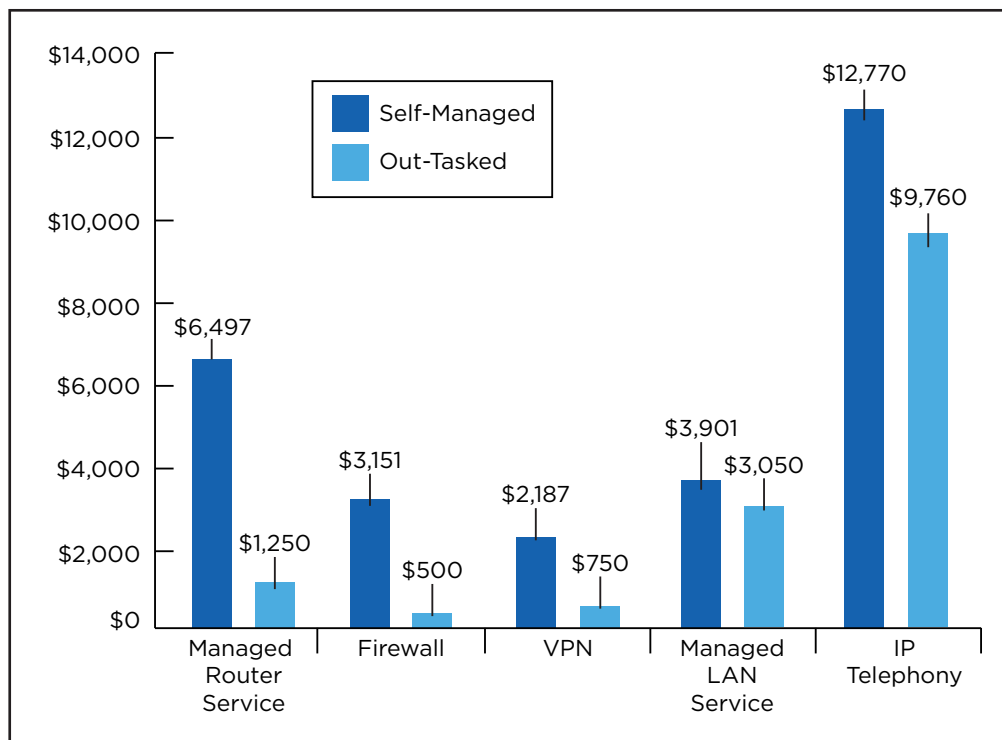
Generic Network Systems was founded in the belief that quality IT management need not be expensive, and that most infrastructure administration can be handled remotely by a dedicated team of technicians.

MANAGED SERVICES

Now more than ever, firms are looking for better value for their money on IT expenditure. Many have cut costs but still need to maintain a high level of expertise in order to manage increasingly more complex systems. Employing a remote Managed Services provider can enable the company to reap the following benefits:

- Reduces costs, typical contract fees are much less than a single staff salary
- Increases level of support and network availability with 24 hour coverage
- Makes the IT budget more stable and predictable
- Provides access to the latest technology with limited risk
- Provides access to an enhanced skills base
- Makes it easier to adapt to changing business conditions
- Enables the IT group to focus on the core business

A case study by Cisco looked at the monthly costs of a small brokerage firm and developed the following chart:



(Source: "Business Case for Managed Services in Small and Medium-Sized Businesses"
Cisco Analysis, 2004)

GNS recognizes the challenges this presents and offers a comprehensive Managed Service package with the following benefits to all its customers:

- Proactive 24 * 7 Expert Support
- Redundant System Monitoring
- Fixed Fee Support Packages
- Expert team to resolve problems and implement new solutions
- One-Call response to customer inquiries. No ticket queues
- Un-Paralleled expertise in both Windows and UNIX/Linux environments

SYSTEMS EXPERTISE

Our operating systems knowledge is comprehensive and spread across the firm. Most of the GNS staff maintain certifications in both Windows as well as UNIX/Linux. We are experts in all the latest systems technology.

We start by ensuring that all the servers we maintain are properly set-up according to the industry standard best practices. We establish a VPN connection from our primary and disaster recovery site to every server under management. We then install a set of custom tools on every server, and integrate our client's machines into our proactive monitoring system.

Using both the system network connection, and the integrated lights-out management port on our client's servers we can diagnose and correct any problem remotely quickly and efficiently.

DATABASES

GNS has a wealth of expertise with modern database software. We maintain a number of advanced databases internally to support our monitoring and server management. We provide standard DBA services as part of our support packages, but our staff have skills beyond the usual DBA; many of them are very good programmers as well.

We manage instances of the following database systems, on both Windows and UNIX/Linux:

- MySQL
- Microsoft SQLServer
- Oracle
- PostgreSQL
- Sybase
- TimesTen

APPLICATION SUPPORT

GNS understands that companies purchase equipment to run software to aid the business. In the ideal case, the people who manage the servers should also be the first line of contact for the software.

For many applications GNS takes first call application issues. Our team will analyze the issue. If we can't resolve it we will help our clients interface with the application vendor for further support. If clients have developed software in-house we can help advise and support developers on questions about the operating system or supporting software packages. We always grow with our clients and adapt our support to cover their specific requirements.

Here's a small list of example third-party software we help support:

- Advent Geneva
- Oracle eBusiness
- PAS/Principia
- Oracle/Sybase
- Microsoft Exchange
- ConvergeEx Eze OMS

NETWORKS

Having a reliable network infrastructure in the workplace is an essential component of modern business. At GNS we are keenly aware that IT networks are the bedrock upon which our clients utilize their technology investment. Constructing the best network for a business requires a good deal of technical knowledge, a broad base and depth of experience, and efficient planning. We leverage our extensive qualifications in all three areas to get our customers running with the solution that fits their needs, and continues

to serve them well for years.

Although we specialize in Cisco equipment, we live in the real world and know that good hardware can come from a number of different vendors. We often mix and match platforms to get the best value and feature set. We constantly watch the marketplace and look for new equipment that can be useful for our clients.

Network security is a huge issue for all businesses, especially those with sensitive financial data. As well as designing and building rock solid Internet/DMZ/LAN solutions, we also provide IDS configurations and, if required, real-time monitoring of internal networks. All of our internal environments feature strict PCI compliance. We also do continuous checks of both our internal network, and our client's networks from outside and inside using industry standard tools as well as tools and procedures that we have developed ourselves.

HOSTING SERVICES

In addition to management services for servers and networks, We provide application hosting for our clients. More and more clients are moving mission critical applications out of their offices, and into secure remote facilities, and GNS is ready to help. Clients usually find it makes much more sense to host with GNS rather than lease their own facilities.

Clients connect to servers at our carrier grade SAS-70 certified facilities. The servers are owned and managed by GNS. We manage the servers, the applications, and the network connections. Our clients focus on their business, and we handle all of the infrastructure.

About GNS

Generic Network Systems, LLC is one of the premier UNIX managed services and hosting companies for investment management firms in the United States. For over 10 years we have been providing expert system administration services to financial firms, along with in-depth expertise in network design and application support. We now manage servers all over the world.

Every member of the GNS team is an expert and can handle any systems issue. When service is required clients can be sure they are getting very best guidance and support. When equipment is under our management, we take full responsibility for it. In almost all cases the engineer who first responds to an alert or call from a client will handle the entire issue from start to finish quickly and efficiently.

The focus of our business is customer service and every client is a reference account. GNS guarantees to provide the absolutely best service available and we are so confident in our service level that a typical hosting contract with us carries a 60 day no questions asked cancellation clause. GNS prides itself on it's commitment to customers and has a client retention rate that is second to none.

The core philosophy of our service is to engineer out system problems by doing an extremely comprehensive and meticulous initial set-up and configuration of systems and applications. This is coupled with best-of-breed monitoring system that looks after every part of a client's environment.

Because we have a direct connection to every server under management, we can diagnose and begin work on almost any issue immediately. In many cases our technicians will know about problems before end users, and they are usually corrected in just a few minutes.

We utilize extensive automation to achieve the very best support possible, ensuring that service is fraction of the cost of in-house personnel or an on-site consultant and yet far exceeds that of the competition.

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