

ISA Professional Services

Managing our customers' total cost of ownership in technology through innovation, education, and professional services.



What we do

ISA's objective is to provide Professional Services that ensure our customers achieve a rapid return on IT investments. Our services are customized to ensure that each client's specific needs are addressed. We work diligently to earn your respect, and develop a long-term strategic partner relationship.

How we can help

By delivering consulting and integration expertise since 1992, ISA has developed high quality and low-risk professional services. We leverage our depth of knowledge, experience, proven processes and methodology, and project management capabilities to assist you in the design, development, implementation, and support of your technology environment. Our consultants are industry certified in their respective fields. We are committed to support you in the achievement of your project goals, on time and on budget.

What we offer

ISA offers a wide range of customized consulting, training, and technical support services delivered on-line, on-site, and on-demand by certified ISA consultants. In addition, we offer a suite of managed services to allow our customers to outsource or offload certain operational and support functions. With a commitment to quality and with an impeccable track record of working with hundreds of our customers, we are ready to help you achieve your goals. Our Professional Services philosophy is "**Knowledge Transfer**", which means that our goal is to provide customers with education, guidance, and mentoring throughout each project. We recognize the value in "Give a man a fish and you feed him for a day. Teach a man to fish and you feed him for a lifetime".

Security Services

ISA helps businesses and organizations of all sizes design, build, and manage their security programs, policies, and infrastructure. Information is one of the most valuable assets of any company and no company is completely safe from security breaches. However, every company can dramatically lower their security risk with a sound security strategy and program that includes properly implemented and managed policies and solutions. Our Professional Services are delivered by experienced and CISSP (Certified Information System Security Professional) certified Senior Security Consultants.

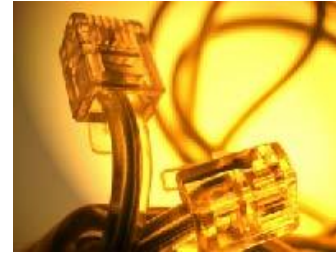


ISA Security services can help you assess your security program, risks and vulnerabilities, protect data and privacy, detect attacks, respond to suspicious activities, meet your company and/or industry compliance objectives, and manage your technical environment. The following security services are available:

- Business Continuity & Recovery Planning
- Electronic Backup and Recovery
- Implementation & Configuration Review
- Incident Response
- ISO 17799 Audit
- Penetration Testing
- Physical Security Plan
- Risk Management Programs
- Security Awareness Programs
- Security Policy Development
- Threat Risk Assessments (TRA)
- Vulnerability Assessments (LAN, Web, Wireless VoIP)

Network and Application Performance Services

ISA helps businesses and organizations of all sizes build and maintain their network infrastructure. Designing, implementing and managing network architectures requires an unprecedented degree of technical knowledge and skill. At the same time there are fewer and fewer financial and human resources available to monitor and manage these environments. Given these conditions, designing and managing the network requires strategy, experience, and expertise; All of which, ISA can offer you with our certified Network consultants.



ISA Network Services address all phases of the network management cycle with our assessment, design, deployment, and emergency response services, as well as hands-on training courses to develop your staff. The following network services are available:

- Application Management
- Architecture and Design Review
- Audit and Performance Review
- Baseline (Network and Applications)
- Capacity Planning
- Classroom Training
- Emergency Troubleshooting
- Packet Capture and Analysis
- Product Implementation & Training

Enterprise Business Applications Services

ISA helps small and medium sized businesses implement scalable, technologically advanced enterprise resource planning and productivity tools. ISA is a professional services company and not just a business application software reseller. We focus on the Key Performance Indicators (KPI's) that are important in improving your business performance and recommend only the solutions that help you realize your KPI's goals quickly without compromising quality.



We can help you implement, integrate, and deploy the business applications we represent. We do this by having highly skilled and experienced senior consultants that provide on-site consultation to ensure that you maximize the return on your technology investments. The following business application services are available:

- Assessment & discovery
- Business process
- Requirements definition
- ITIL
- Custom development
- Integration
- Implementation services
- User Training
- Project Management

Contact Us

For further information, please call ISA at (416) 591-6711 or 1 (877) 591-6711, email us at info@e-isa.com, or visit us on the web at www.e-isa.com.