

## About ISMS

ISMS is a team of experienced professionals with a unique combination of organizational management skills and technical experience. Our management and technical understanding allows us to work with our clients to facilitate their ideas and enable them to carefully plan and execute projects around the pitfalls that technology and technological products can create. This approach makes ISMS an objective and knowledgeable partner in assisting decision-makers within organizations that must adapt to a continually changing world.

ISMS is a Redlands, CA-based IS management consulting firm. We have experience in IS-related fields ranging from executive-level strategic planning and budget analysis to cabling and network design and implementation, as well as more specialized experience with Geographic Information Systems and Voice over IP telephony. Our primary clients include corporations, non-profit groups as well as educational and government agencies.

Our basic corporate philosophy is to provide our clients with technical systems and management structures that enable them to (re)gain control over their information technologies and personnel, and thereby reduce their on-going dependence upon expensive outside consultants and proprietary systems. The idea is that by utilizing appropriate and intelligently designed technology, combined with well planned organizational management, our clients can spend less time and money on the day-to-day maintenance and support of information systems and focus more on their organization's mission.

## Technology Infrastructure Management and Design

ISMS has been an active and leading player in the management, planning and deployment of complex commercial and residential IS infrastructure projects that combine networking technologies such as fiber and wireless with SmartHome management technologies. Our technology and management experience combined with strategic industry partnerships with companies like Anixter, Allied Telesyn, and Corning enable ISMS to develop and implement both standards-based and customized structured cabling, whether in a corporate or municipal environment, or in a residential environment. As a key player in ground-breaking fiber to the home (FTTH) projects, ISMS has the demonstrated ability to not only plan and design a robust multi-level technology infrastructure (from head-end active gear, through fiber and wireless transport equipment to detailed residential structured cabling), but also the organizational and management skills to facilitate the joint engineering and development by both national and international equipment manufacturers that can be necessary for a successful implementation.

### Copper, Fiber and Wireless

In major networks it is often not possible (nor even desirable) to provide for all connectivity needs with a single physical-layer technology such as copper, single-strand bi-directional fiber, or Free Space Optics, whether because of physical location, bandwidth needs, or, of course, expense. ISMS is familiar with the strengths and limitations of each technology as well as the

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issues that arise with their integration and deployment. ISMS has experience in managing the design and implementation of LAN, WAN and MAN networks that utilize multiple physical layer technologies in order to provide efficient, flexible, cost effective and extensible network structures.

### **Commercial and Residential Structured Cabling and Power**

There is more to sound structured cabling design than avoiding zip-ties and fluorescent lights. In commercial and municipal structured cabling design projects we focus on flexibility and industry standards-based long-term scalability to ensure that the planned cabling will accommodate future growth and the integration of new technologies. In residential cabling design our focus is on flexible cabling that is easy to configure and enables the homeowner to manage their voice, video and data networks in an intuitive way that does not require extensive technical expertise.

### **Active Gear Technology**

While the physical-layer of a network is its foundation, most administrative time is typically spent managing the network's active gear. As the most variable component of a network, it is important for the active gear to be both flexible and easy to manage. One of ISMS' greatest strengths is our objective analysis of technologies and our insistence upon utilizing the most appropriate, flexible, intelligently designed and easily managed systems that are available. We work closely with our partners to ensure that deployed systems meet our standards in these areas.

### **SmartHome Technology**

Increasingly homeowners and municipalities are recognizing the advantages of deploying technology in the home. ISMS can help owners integrate monitoring and security devices such as IP cameras, alarm and automatic lighting systems making securing and remotely managing vacation or second residences easy. ISMS is also actively involved in working with cities to design and deploy remote and wirelessly managed devices and systems such as water and power meters that enable cities to improve service levels and reduce the man hours required for meter reading.

### **Geographic Information Systems**

Geographic Information Systems integrate graphical and tabular data, which can provide users with powerful tools for advanced analysis and visualization of complex and variable situations. Because of ISMS' understanding of the data and technical systems and issues as well as the organizational considerations, we are able to manage complex GIS projects such as the California Historic Resource Information System, which we managed from 1999-2001. The CHRIS required coordinating 11 regional information centers throughout the state of California, developing procedures and standards for data conversion, mapping and documentation, as well as system-wide database synchronization via encrypted and secure transmission of confidential data over the public Internet. ISMS has also played a lead role in the development of municipal and county GISs such as those at the City of Loma Linda and the Imperial County Assessor's Office.

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In addition to complex analytical applications of GIS, it can be applied to mapping and visualization of real-time data in municipal applications like SCADA and traffic monitoring and commercial applications like fleet tracking and security.

### **Voice over IP**

ISMS has partnered with ShoreTel to provide municipal and commercial clients with the industry leading VoIP telephone system. The ShoreTel VoIP system is based on a unique scalable architecture that provides the reliability of traditional PBX systems with award-winning management and user tools that are unmatched ease of use and intuitive nature. Unique in the industry, ShoreTel's single-image system is at once distributed and centrally managed, with remote sites that are inherently reliable and remotely survivable. The combination of a scalable (up to 10,000 ports) and highly reliable (99.999% for each voice switch) system that is exceptionally easy to manage and use while providing advanced tools like converged messaging, integrated scheduling and converged voice and data conferencing, gives the ShoreTel VoIP system the lowest Total Cost of Ownership in the industry.

### **Project Management, Implementation and Support**

When deploying Voice over IP it is important to remember that there are important issues to consider when converging data and voice networks. ISMS provides clients with preplanning assessments of voice service needs, data network capacity, legacy integration requirements as well as voice/data circuit evaluation and Telco coordination. We work closely with our clients to evaluate their voice and data network systems for scaling and design, and facilitate all aspects of ordering, installation and configuration. ISMS provides on-site administrator and end-user training classes. Our 2-tiered support structure provides 24x7 localized national and international coverage including issue resolution, extended equipment warranty facilitation, and assistance for software updates and upgrades.