



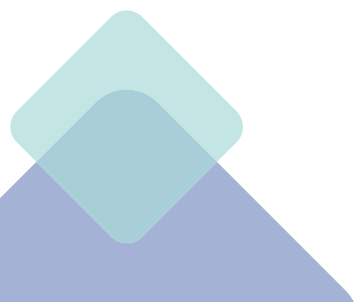
Kavanagh Corporate Overview

Helping you take control of IT |  **Kavanagh**



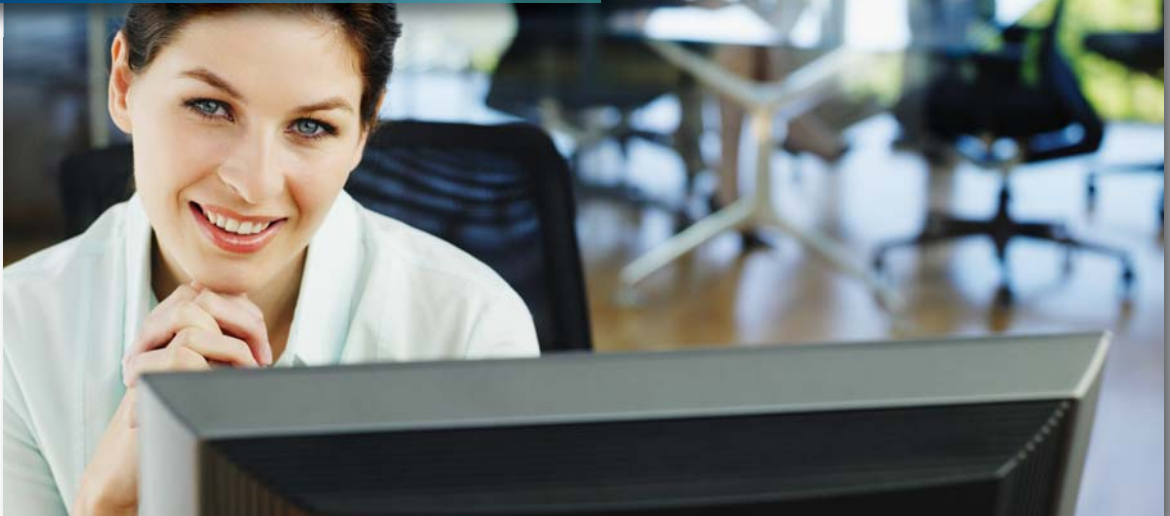
Contents

Managing IT as a Business	1
Business Alignment	2
IT Transformation	
IT Consultancy	3
Technology Solutions	4
Services	6
Facilities	7
Strategic Partners	8
Why Kavanagh?	9



Kavanagh

Helping organisations
manage IT as a business



Managing IT as a Business

Kavanagh provides innovative IT consulting services and infrastructure solutions. Our highly experienced consultants are skilled in the management of IT as a business and have a long and successful track record of helping organisations maximise the business value provided by their IT systems and deliver a better customer experience.

Already well known for its data centre expertise, Kavanagh has grown its capabilities to include a broad range of consulting services. Our approach to solution delivery acknowledges that, for technology to deliver the greatest benefit, a strong focus on strategic planning, business alignment and operational development is needed.

Kavanagh also invests in strategic partnerships with major enterprise IT vendors to deliver industry leading technology solutions and maintains the highest levels of skills and qualifications in support of these relationships.

From creating sound IT strategies to designing, implementing and managing innovative IT infrastructure solutions, Kavanagh's comprehensive portfolio of solutions and services enables companies to manage their systems more effectively and better align their investment in IT with their business objectives.

"Kavanagh's structured methodology gave us an independent view of the state of our IT organisation and the expertise of its consultants provided us with a clear strategy for improving the value it delivers."

Daimler Financial Services

Business Alignment

Aligning IT to the objectives of the business

Business Alignment

Kavanagh's services and solutions are designed to ensure that the entire IT environment, encompassing infrastructure, people and processes, is fully aligned with the business. Our aim is to improve the business value delivered by IT investments and to reduce operational costs.

Improving business value

New compliance regulations, limited budgets and the requirement by senior management to run IT as a business are just some of the factors driving IT management to place formal processes around IT activities. Consequently, many IT executives are trying to organise, manage and deliver IT in the form of well-defined, tightly-controlled services that align IT with the business.

For most companies, however, this is a demanding challenge and they require help to achieve these goals. Kavanagh helps IT executives to overcome these challenges by developing strategies and implementing solutions that dramatically improve the management of IT as a business.



"Kavanagh's specialists demonstrated that they clearly understood our business needs. When the pressure was on they collaboratively discussed solutions and the impact on the project. I was able to trust what they were saying, which saved a great deal of time."

Southbank Centre

Reducing operational costs

There is always pressure to reduce costs and technology can play an important role by delivering dramatic improvements in overall business efficiency. Kavanagh offers proven solutions, such as infrastructure consolidation and virtualisation, which are aimed at helping reduce the overall running costs of an organisation's IT infrastructure.

Kavanagh implements the best technologies in an individually customised way that balances requirements optimally against available resources. This ensures clients gain quick benefits in costs and performance for fast ROI, plus significantly reducing long-term Total Cost of Ownership (TCO).

IT Consultancy

Recognising that people and processes are as crucial as having the right technology



IT Consultancy

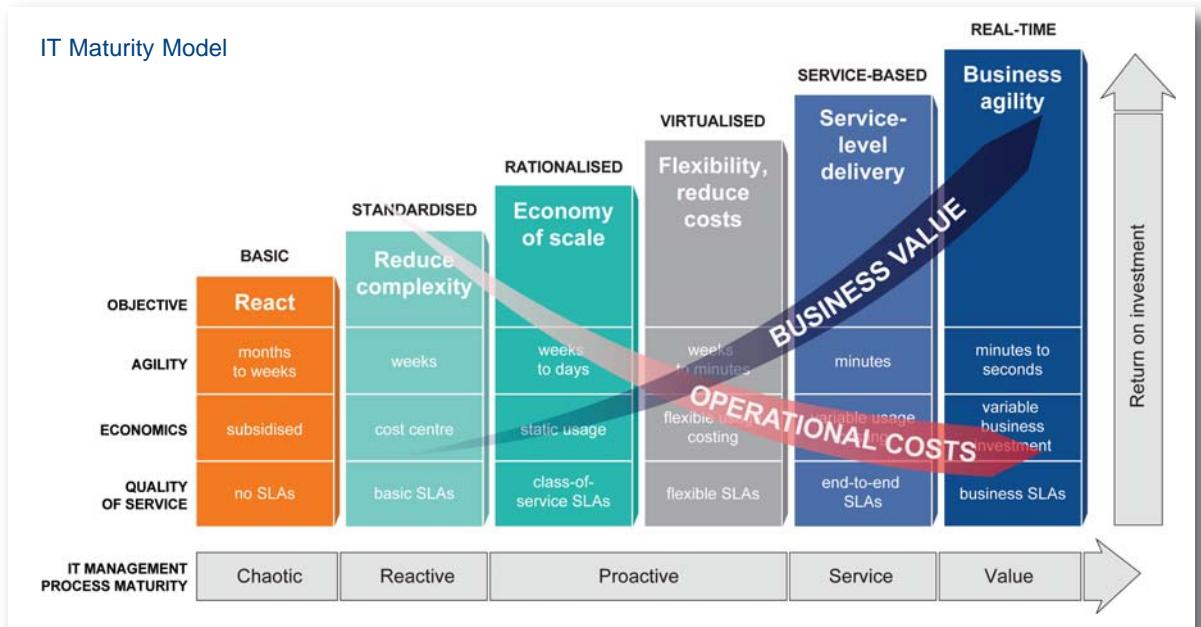
Our highly experienced consulting team includes senior level consultants with a broad spectrum of skills that can help clients enhance their businesses through effective strategy development, business planning, operational development and IT management.

Strategic Planning

Planning to maximise the value of IT encompasses a complex hierarchy of activities. At the highest level it involves assessing the state of the IT organisation, ensuring investment is aligned with the business and that the organisation is equipped with the necessary resources to achieve its mission.

IT Maturity

Kavanagh's IT Maturity service uses proven techniques to develop IT as a business and align it more closely to the organisation's objectives. This highly effective methodology provides a framework for continuously improving the business value delivered by IT while reducing operational costs (see IT Maturity Model below). It features the use of formal methods to accurately assess an organisation's IT environment and identify opportunities for improving its value to the business, providing valuable input for strategic planning.



Business Planning

A well-planned and executed business strategy is fundamental for success. Kavanagh's consultants can help clients create innovative business solutions that enhance productivity and growth.

Business Continuity

Whether clients wish to become BS 25999 certified or to adopt Business Continuity best practices, Kavanagh's consultants work with clients to develop an auditable Business Continuity Management plan.

Information Management

Information is vital to the success of a business, so the management of data is critical. Kavanagh's Information Management service focuses on how a business manages data across its entire lifecycle, helping clients ensure that data is always available, accurate and secure.

Business Case Analysis

Business cases are often required to justify the resources and capital investments needed to begin a project or to argue that a particular course of action is needed. Kavanagh's Business Case service helps clients to develop a clear, concise business case that includes compelling financial arguments to justify investments.

Operational Development

Kavanagh's services provide all the assistance an organisation needs to run effective and reliable IT operations. The operational services provided range from helping establish best practice service management, to infrastructure services that ensure reliable and efficient operations.

Service Management

Effective IT service management is crucial to the operation of the IT organisation and IT Infrastructure Library (ITIL) principles are central to all Kavanagh's service management solutions. Implementing best practice ITIL processes is a tried and tested method for improving service quality and reliability.

Infrastructure Optimisation

Kavanagh's infrastructure consulting services give organisations a deep insight into their IT systems, reviewing all aspects of their operation such as backup procedures and requirements for power and cooling. Recommendations for enhancement through consolidation and performance optimisation are also included.



Technology Solutions

Transform technology to gain business benefits

Technology Solutions

Whether the need is for new infrastructure architecture, cost reduction or compliance, Kavanagh can provide the solution.

Kavanagh's technology solutions ensure that the IT infrastructure effectively supports the business. They address functionality, agility, regulatory compliance, service management, business continuity and TCO.



Backup and Recovery

Reliable and effective backup and recovery capabilities are crucial to the safety and integrity of company information. Kavanagh works with clients to analyse the business and IT environment, develop a comprehensive integration plan and timetable and design an architecture that suits the client's specific requirements. Kavanagh will then install back up software, implement the solution and validate and monitor the backup operations.

Consolidation

Kavanagh's proven consolidation solutions help organisations reduce their IT estate and overcome server, storage and application sprawl. The consolidation of hardware, applications and data storage holds the key to delivering significant cost savings, while enabling improvements in power and performance and reducing system administration overheads.

Data Storage

Kavanagh helps clients take control of their storage infrastructure to ensure critical information is always accessible and backed up on the most appropriate devices in the most cost effective way. Kavanagh provides a wide range of advanced storage solutions, including storage area networks (SANs), network attached storage (NAS) and backup systems.

Disaster Recovery

Whether the concern is about global events and natural disasters, or regulations that require demonstration of an auditable DR process, one thing is clear: organisations must carefully evaluate their ability to sustain operations and resume business after a disaster. Kavanagh thoroughly assesses requirements and develops dependable disaster recovery plans and solutions that meet the specific needs of an organisation.

IT Management

Kavanagh addresses IT management requirements with solutions based on market leading availability and performance management products. Our solutions have been successfully deployed to manage heterogeneous environments in many organisations, providing comprehensive software and services that can monitor, diagnose and prioritise infrastructure problems based on business impact.

Migrations

Kavanagh designs and delivers a wide variety of migration solutions involving data, applications or core services across complex environments. Our consultants create a design for the target environment and migration process using a standards-based approach and provide continuity through delivery.

Virtualisation

From capacity planning to effective physical and virtual management of virtualisation technologies, Kavanagh's consultants can help clients develop a holistic virtualisation strategy that looks at servers, storage and desktops. Kavanagh helps to maximise the performance and impact of IT resources, so that clients benefit not only from more cost savings, space and flexibility but also by establishing the foundations for delivering IT as a service.

WAN Optimisation

Organisations that deliver IT services to remote locations from a central data centre will realise the economies of scale that a centralised approach to IT service delivery will provide. Kavanagh's WAN optimisation solutions enable organisations to confidently deploy centralised applications and help consolidate costly branch servers and storage into data centres, while offering LAN-like performance for remote users.

Kavanagh's WAN optimisation solutions accelerate the performance of applications delivered across the WAN, reduce infrastructure costs and improve agility. The impact of these solutions can be significant and real cases show a reduction in response times from minutes to seconds while still providing a reduction in bandwidth consumption.

Services

Adding value to a client's
IT investment

Services

Kavanagh provides a comprehensive range of services that are designed to help enterprises get more value from their IT organisation and systems.

Managed Services

Kavanagh's managed services can be customised to clients' specific needs and are designed to optimise IT operations, minimise the risk of outages and provide fast, expert, response to any incident, without the disruption and loss of control that can accompany a move to outsourcing. Our highly trained consultants have in-depth technical expertise covering the major operating systems and virtualisation solutions plus a wide range of networking and storage technologies.

Having key systems looked after by Kavanagh's experts ensures that clients gain the maximum value from their investment in IT infrastructure by reducing operational costs, improving service quality and allowing the client's IT department to focus on innovation rather than operation.

Training

The speed of change in business and technology has never been faster, making skills and knowledge critical to the effectiveness of an organisation. Kavanagh has responded to this challenge by developing a flexible programme of courses and educational events covering products, technology and personal development, with the option of bespoke courses to meet specific customer needs.

Delivery of training is flexible and can be at the client's site, at Kavanagh's own training centres or at a manufacturer's training centre. Kavanagh will also work with customers to complete a thorough training needs analysis if required.

Project and Programme Management

Whatever the undertaking, be it a strategic transformation or a swift, tactical response to business demand, careful project planning is vital. Kavanagh's experienced project managers, using proven techniques based on the Prince 2 methodology, deliver achievable plans that optimise resource usage and ensure successful execution, on time and within budget.

Kavanagh's Programme Management service uses a flexible team created to coordinate, direct and oversee the implementation of a set of related projects. Our specialist programme managers guarantee that all participants, internal and external, understand their roles and responsibilities and ensure the outcomes and benefits meet the client's specific objectives.

Support

Kavanagh's support services provide a comprehensive and flexible range of options that can be configured to make sure a client's infrastructure gets the expert attention needed. Services offered include:

- ◆ Multi-Vendor Hardware and Software Maintenance for fast, reactive 24 x 7 support. Support calls are logged through Kavanagh's Support Desk, or the web based IRIS system. Technical experts then provide assistance, based on their unique knowledge of the installation.
- ◆ Incident Based Support Plans, providing a flexible and cost-effective means of receiving additional technical assistance from Kavanagh that is not covered under the standard agreement.
- ◆ Proactive Services designed to proactively monitor, manage and support IT environments including patch management and implementation, network discovery and documentation, performance reporting and tuning and licence audit.

In addition to these standard services, Kavanagh offers customised support solutions for any business situation.

Technical Consulting

With many major data centre transformation projects behind them, Kavanagh's team of highly qualified technical experts have developed tried and tested, best practice techniques and build standards for rolling out large implementations. This structured approach features skills transfer, handover documentation and proper integration with support services.

If required, Kavanagh can use its range of data centre facilities to stage any new hardware, arranging delivery and carrying out assembly, testing and acceptance activities without affecting the customer's operational environment. This speeds up the installation process considerably.

Facilities

Well equipped training and meeting rooms, IT solution centre and integration facilities

Facilities

Kavanagh has extensive facilities that are used to support our clients throughout the lifecycle of an IT project.

IT Solution Centre and Integration Facilities

Our enterprise IT solution centre is available for proof-of-concept activities, performance benchmarking or technology migrations. This centre contains advanced technology from all our partners so that customers can assess new technologies and readily replicate their IT environments to test new ideas and reduce risk.

Major equipment deployments often create challenging logistical and space requirements. Kavanagh's integration facilities also enable the building and testing of complete solutions prior to delivery and installation at a customer's site, which minimises risk and disruption to the business.

Training and Meeting Facilities

As technical training is an essential element in any IT solution, Kavanagh provides formal training facilities at our offices, which are used to run internal and external training courses. The extensive training facilities in London, Manchester and Bracknell can be utilised for a wide range of learning and development needs. All of our rooms and equipment are available to hire.

Our range of high quality meeting rooms, boardrooms and training rooms provide the perfect environment for up to 25 delegates. Kavanagh has particularly excellent training and meeting facilities located in central London, in the contemporary Tower 42 building.

Included in the training facilities are good quality high specification computers, fully networked with wireless broadband connection, free technical support, AV equipment, shared printing, flip chart and large whiteboards.

"The good working relationship Kavanagh established with our team was a key factor in the smooth execution of the implementation. The professional approach and technical expertise of Kavanagh's people made working with them a pleasure."

CMC Markets



Strategic Partners

Working closely with the industry's leaders to deliver world-class technology and services

Strategic Partners

Kavanagh continually invests in strategic partnerships with leading enterprise IT vendors to deliver world-class technology and services. Kavanagh maintains the highest levels of accreditations with these partners to ensure that clients can trust the advice and technical designs Kavanagh provides.

These partnerships enable us to deliver complete solution coverage and highly competitive pricing, together with end-to-end solution lifecycle support. Our aim is to ensure clients get what they want, when they want it.

AppSense



AppSense is the leading provider of user environment management solutions for the enterprise. User environment management is a proven method of reducing desktop management costs that is completely independent of the desktop solution employed. Kavanagh is a Gold AppSense Partner focused on AppSense's range of User environment management solutions.

British Standards (BSI)



Kavanagh has been awarded membership of BSI's Associate Consultant Programme (ACP) for the Business Continuity standard BS 25999. Being accepted by the BSI demonstrates our commitment to helping organisations achieve Business Continuity Management (BCM) best practice.



"Kavanagh's professional approach and project management skills were key to the success of the project. The user community always knew what was happening and could plan accordingly."

Robert McBride

Brocade



Brocade is an industry leader in data centre networking solutions and services that enable organisations to manage their most vital information assets. Kavanagh uses Brocade technology to deliver solutions that maximise the value of data by improving efficiency, performance, reliability and security in a wide range of business environments.

Cisco



Cisco is recognised as a world leader in networking products and has developed a comprehensive range of solutions for data centres and distributed computing. Kavanagh is a Premier Certified Partner focused on Cisco's range of data centre solutions, which include SAN switches and WAN acceleration products.

Citrix



As a Citrix Silver Solution Advisor, Kavanagh is well positioned to support projects that leverage Citrix technologies and solutions. Kavanagh consultants are committed to delivering services that optimise the data centre and are experts in understanding IT issues and how to address them with Citrix technology.

Why Kavanagh?

At Kavanagh we are passionate about delivering measurable results for our customers. We strive to understand both business and technical needs. That is why we lead the industry in investment in skills, knowledge and accreditations. We always ensure that our solutions provide the best value and aim for our implementation and support services to exceed expectations. By building exceptional levels of trust and by working in true partnership we have achieved the highest level of customer and staff retention in the industry. We are delighted to always offer a range of relevant and current references. Kavanagh's clients benefit from:

- ◆ Extensive experience of delivering IT solutions and consulting services that make the most of IT assets
- ◆ The ability to design, supply, configure, install and support a complete data centre solution
- ◆ Strategic partnerships with leading IT vendors to deliver world-class technology and services
- ◆ A tried and tested IT maturity methodology that ensures business benefits drive IT strategy
- ◆ Highly qualified and experienced consultants
- ◆ First class facilities for training, solution integration and proof-of-concept projects
- ◆ An absolute commitment to the customer and a long term approach to partnership

HP



HP provides a comprehensive range of server, storage, networking and software solutions. Kavanagh is a Gold level HP Preferred Partner and is HP's largest and most highly rated enterprise partner in the UK, with the greatest number of accredited professionals of any HP partner in the country.

i365



i365 provides solutions for the protection, retention and discovery of electronic information. Kavanagh works with i365 to provide customers with data management solutions for large volume, mission critical and compliance regulated data.

IGEL



Kavanagh is an Authorised IGEL Partner. IGEL is the fastest-growing, third largest, major thin client provider in the world. Combining unique vision, experience and world-class engineering, IGEL produces thin clients that offer many more functions than other vendors.

itSMF



Kavanagh is a member of the itSMF, which is the independent and internationally recognised forum for IT Service Management Professionals worldwide. itSMF is committed to the on-going development and promotion of best practice IT Service Management standards and qualifications.

Microsoft



Kavanagh is a Microsoft Gold partner and one of Microsoft's Elite business partners, earning its highest endorsement by developing solutions based on Microsoft platforms and providing consultancy and technical services on Microsoft systems.

Novell

Novell. Mixed source data centre solutions from Novell provide the most interoperable platform for mission-critical computing. Kavanagh works with Novell to provide Enterprise Linux solutions that combine the reliability, performance and interoperability organisations require with the lowest cost of ownership.

Oracle

ORACLE CERTIFIED PARTNER Kavanagh is an Oracle Certified partner and is skilled in the design and deployment of complete solutions that employ Oracle Database, Application Server and E-Business Suite products to enhance clients' businesses and increase return on infrastructure investment.

Symantec



Kavanagh is a Registered Partner for Symantec, a global leader in infrastructure software. Using Symantec products, Kavanagh designs and deploys solutions for the backup and recovery of data and systems, optimising storage resource utilisation and providing continuous availability of mission critical applications and data.

VMware



VMware is considered to be the global leader in virtual infrastructure software. Kavanagh is a VMware Enterprise VIP Partner and a Gold-level Authorised Consultant. Kavanagh works in collaboration with VMware to provide virtualised environments for data centres and is one of the very few VMware Enterprise VIP Partners.

Kavanagh delivers a wide range of innovative IT solutions and services to its enterprise clients and helps organisations gain the maximum value from their IT assets. If you would like to find out more, please email us at kavanagh@kavanagh.co.uk or call us on 01344 409800.

Kavanagh

1 Arlington Square
Downshire Way
Bracknell
Berkshire
RG12 1WA

Tower 42
25 Old Broad Street
London
EC2N 1HQ

Bollin House
Bollin Walk
Wilmslow
Cheshire
SK9 1DP

Tel: 01344 409800
Fax: 01344 409700
Email: kavanagh@kavanagh.co.uk

www.kavanagh.co.uk

 Kavanagh