

TUKURU TECHNOLOGIES SERVICES



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Executive Summary

Tukuru Technologies is a New York City based consulting firm specializing in providing Technology Consulting services for the AEC community. Our consulting team consists of skilled Information Technology professionals, each sharing the collective goal of providing simple solutions to complex problems.

Our CEO, Jacob Tukuru, is a licensed architect and design professional who serves as IT director at several major firms. He founded Tukuru Technologies in 2002 after supplying technology solutions to local firms for more than a decade. We currently support offices of all sizes located throughout the New York City metro area, including several satellite offices across the country.

Our expertise in technology consulting combined with our strategic partnerships with industry leading technology giants such as Microsoft, Hewlett Packard, Symantec and Apple gives us the ability to offer innovative solutions to clients with unique technology needs.

1.0 Services

Tukuru Technologies offers consulting services from inception to completion. Unlike other consulting firms, we implement our recommendations and provide post implementation training whenever necessary. Our Consultants are accessible by phone and email immediately and at client sites within 45 minutes.

Services we offer include:

1. Technology consulting
2. Systems integration
3. Local and Wide Area Network Administration
 - a. Network security and remote access
 - b. Wireless network integration
 - c. Network infrastructure design
 - d. Disaster Recovery planning
 - e. Network Administration
 - f. Router installation and configuration
4. Software development
5. Customized training

1.1 Technology Consulting

In today's fast changing world of technology it is important to keep up with new innovations in order to grow and out pace competitors. Tukuru Technologies Consultants are always abreast of the latest technologies and therefore have new solutions to offer.

We receive latest software for testing from our partners and subscribe to technology magazines online to keep up to date. We test, plan and research solutions in our Manhattan office so we can deploy proven solutions at client sites.

For enterprise IT projects, we uses a phased approach based on defined milestones in order to meet budgetary, scheduling and engineering goals while minimizing business disruption. Our methodology includes requirements definition, design and architecture proposals, design tuning, and expert implementation.

We offer our clients top resources to assist in projects, vacation covering and short and long term on-site support. Our staff has relevant hands on experience, proven technical, documentation and presentation skills.

Information technology staffing

- Help Desk Specialist
- Systems Administrators
- Network Administrator
- Desktop Support Technicians
- Trainers
- Project Managers
- Senior Management Personnel

1.2 Systems Integration

We have extensive experience in server migrations, upgrades, hardware and software configuration. Our support services include planning and system design, installation and deployment, documentation, on-site and remote technical support, security consulting, Internet and Intranet solutions, turn-key outsourcing and co-sourcing solutions.

- Integrate dissimilar operating system platforms into one network
- Integrate multimedia systems with networks
- Server hardware and software installation
- Workstation hardware and software installation
- Laptops, PDA and peripherals installation and support

1.3 Local and Wide Area Network Administration

We provide a full suite of Network Engineering Services from the implementation of complete enterprise networks to the upgrade of existing network infrastructures.

We support but are not limited to:

- Microsoft Windows Server 2000, 2003
- Microsoft Exchange Server 5.5, 2000, 2003
- Microsoft Internet Information Services
- Microsoft ISA Server 2000, 2004
- Microsoft Project Server
- Microsoft Mobile Information Server
- Microsoft SharePoint Portal Server
- Microsoft Small Business Server 2003
- Microsoft SQL Server 2000
- Macintosh Apple OSX Server
- Network printers/plotters

1.3.1 Network Security and Remote Access

From the high end Cisco firewalls to the more affordable Consumer based routers, we ensure that the only people accessing your network are the one's that you want. We can help you handle all aspects of security including virtual private networks, intrusion detection and anti-virus solutions. Via VPN (virtual private networks) technology, we can offer businesses the ability to meet the needs of remote users and multiple offices using a secure connection.

- Virus protection
- Spyware protection
- Shared folders access
- Access rights and permissions
- Password management
- Internet access monitoring
- Active directory management
- Virtual Private Network installation and configuration
- File Transfer Protocol Server configuration

- ❑ Apple File Protocol Server configuration

1.3.2 Wireless Network Integration

The availability of wireless networking and wireless LANs can extend the freedom of a network user, and solve various problems associated with hard-wired networks. We setup and encrypt wireless connections via the Wired Equivalent Privacy (WEP) Protocol to ensure the security of wireless data transmissions.

- ❑ Wireless network security
- ❑ Relay device integration
- ❑ Access Point configuration

1.3.3 Network Infrastructure Design

Tukuru Technologies implements a complete Enterprise Computing environment or assist in all aspects of moving, adding, or changing Infrastructure. We assist companies of any size achieve an economical and secure fault-tolerance environment for mission-critical equipment. We setup, administer and support your data center servers, mass storage, switches, routers, modem racks, and other equipment.

We offer a full suite of Network\Relay racks, Equipment rack installations, and Cabling Solutions (Fiber, Copper) options.

- ❑ Fast Ethernet switches
- ❑ Closet wiring
- ❑ Patch panel installation

1.3.4 Disaster Recovery Planning

We offer a range of solutions for business data storage, protection, and secure offsite replication.

- ❑ Data Backup installation and configuration
- ❑ Remote online backup

1.3.5 Network Administration

- ❑ User setup
- ❑ Application installation
- ❑ Update documentation of all servers:
 - Processor speed
 - RAM
 - Hard Drive space
 - Software installed
- ❑ Create baselines on servers to analyze and optimize network performance
 - Check memory / processor use
 - Swap file size
- ❑ Check Servers System, Applications and Security Event Logs on all servers
- ❑ Update Server SSD and BIOS on servers

- Update Microsoft Service Packs and Critical Updates
- Monitor virus protection
 - o Abnormal activity
 - o Update virus signatures
- Maintain tape backup
 - o Check logs
 - o Change backup tapes / label
 - o Take off site
 - o Test tape restores
- Check server battery logs for voltage spikes
- Check for updated printer drives
- Check for firewall firmware updates
- Check Remote Access capabilities
- Monitor Email server

1.3.6 Router Installation and Configuration

- Linksys router configuration
- Cisco PIX firewall installation and configuration
- Cisco router installation and configuration

1.4 Workstation Administration

Need to deploy and roll-out changing hardware, operating systems and software across an ever increasing population of workstations? We can assist you in:

- Physical deployment of hardware and on-site configuration
- Development of a standard operating environment (Desktop Standardization)
- Large scale imaging of workstations
- License and asset management

1.4.1 Desktop Standardization and Hardware Independent Imaging

The total price of your workstations is much more than just the cost of acquisition. In fact, a complete total cost of ownership (TCO) includes not just the upfront costs of the hardware, but maintenance and support costs, user training and the expenses associated with keeping machines compatible with other workstations on the network.

1.4.2 Standardizing

Standardizing desktop hardware, software, and configurations can help you lower the total costs of ownership for your workstations. Standardization makes installation, repair, and maintenance easier, faster, and less expensive. While this approach may cost more up front, it can help save money in numerous ways through the remaining life cycle of the equipment you acquire.

You reduce your total cost of ownership because standardization supports standard deployment, updating, and troubleshooting procedures. It eliminates any "one of a kind" or "one at a time"

approaches to implementation and support. Standardization also means employees can switch from one desktop to another easily and simply.

Image-based installation is a method of copying or cloning preconfigured operating systems and software applications onto workstations and servers. Once a Computer's disk is prepared and imaged, administrators can easily deploy Windows-based images on computers throughout their organization.

We have extensive experience in creating **Hardware Independent Images** that can be applied to any desktop hardware in your computing environment

We can help you help standardize you desktop environment and use Hardware Independent Imaging to reduce the number of master images required for installing Windows and software applications on your heterogeneous desktop environment. This will in turn lower all cost and time associated with the installation, deployment, troubleshooting and support of your computing environment.

1.4.3 Desktop Support Technicians

Our Support Technicians have strong Microsoft desktop operating system/applications installation and support experience. The Desktop Support Technicians provide on-site technical support, installation, configuration, and problem resolution in Native and mixed Windows/Novell/Unix environment. We can provide desk-side technical support to customers to resolve PC, Laptop, PDA, or Printer issues.

1.4.4 Windows Scripting Support

A script is a program written in a special language such as JScript and VBScript. These scripting languages are designed to create short applications that provide quick solutions to network problems. With these scripts we can automate mapping of network drives, connect to printers, modify user environment variables, running basic functions such as CreateObject and GetObject, on screen message alert boxes, or modify keys and values in the Windows registry

- Document all workstations to record system configurations, software install
- Reformat older workstations and update operating system software
- Maintain company software licenses / standards on workstations
- Conduct workstation maintenance
 - Clean up hard drives
 - Check system resources
 - Scan disk
 - Disk defrag
- Update Microsoft Service Packs and Critical Updates
- Update Antispyware

1.5 Software Development

- Customized application development
- Microsoft Office Automation

- ❑ Database Design and implementation

1.6 Customized Training

Hardware equipment and software are only as valuable as your staff's ability to use them. We provide software and hardware training to ensure workflow conformance and the adoption of standard practices and design guidelines.

- ❑ Microsoft Office
 - Microsoft Word
 - Microsoft Excel
 - Microsoft Powerpoint
 - Microsoft Project
 - Microsoft Access
 - Microsoft Outlook
- ❑ Accounting software
- ❑ Macintosh OSX
- ❑ Database software
- ❑ Network applications
- ❑ Network Administration
- ❑ Workstation administration
- ❑ Introduction to Digital Graphics
- ❑ Adobe Photoshop Workshop (Basic and Advanced)
- ❑ Adobe Illustrator Workshop (Basic and Advanced)
- ❑ Adobe InDesign Workshop (Basic and Advanced)
- ❑ Adobe Acrobat Workshop (Basic and Advanced)
- ❑ Digital Imaging: Cameras and Scanners
- ❑ Preparing Graphics for PowerPoint
- ❑ The Adobe PDF Workflow: From Design to Delivery

2.0 Workflow

2.1 Workflow Development

The development of a well-crafted and tailored workflow is the first and most crucial step in the maturity of a firm's efficiency, reliability, and consistency of product. A properly devised workflow will integrate business, CAD and graphics production software and work to define procedural and design standards.

Often manifested as a diagram and/or written documentation, a workflow emphasizes software integration, interoperability, and best practices. It is the foundation for our other services and a mechanism for understanding your firm's methods and process.

Our multi-disciplinary background and approach to the development of your firm's workflow includes:

- Architecture
- Graphic Design
- Print and Web Production
- Computer Science
- Systems Administration
- Information Technology

2.2 Software and Hardware Customization

The development of a comprehensive workflow is first put to use during the selection and configuration of its software and hardware components. When implemented correctly, the software and hardware configuration will enable and promote workflow standards.

We emphasize:

- Workflow compliance
- Hardware/software stability
- Hardware/software performance
- Software interoperability
- Color Management Policies
- CAD and Graphics Software Customization
- Output performance

2.3 Workflow Automation

During the development of your workflow we look to identify regular and reoccurring tasks common to your process that can be automated by way of technological implementation. Most creative software today supports scripting for the purpose of automating repetitive tasks – whether it is the automatic generation of derivative file sizes and types or the implementation of standard design elements, colors and automated processes.

2.4 Image Management

As creative workflows move towards entirely digital processes, we are required to adopt ever more responsible practices for handling and storing digital imagery. In conjunction with the specifications of your design process (as documented by your workflow diagrams and documentation), we are able to design and implement entirely custom solutions for your digital image management. Digital image databases are indefinitely scalable, allow for the accurate cataloging of images, effective and efficient searching, and ultimately, the repurposing of your image content. These web-accessible resources will enable workflow efficiency and resource accessibility.

2.5 Reprographics Development and Integration

Your ideas are only as strong as you are able to present them. Print services are an integral part of your workflow, and the proper hardware and software configurations must be made to ensure

reliable, high quality output. In conjunction with our reprographics partners we provide the following services:

- Workflow Integration
- Hardware Specification
- Printer Configuration
- Software Setup
- Device Profiling

2.6 Design Services

2.6.1 Creative Direction and Corporate Branding

Our approach to branding and identity development is equally as applicable to small firms establishing their image as it is to large companies looking to refine, focus, or re-brand entirely.

The identity of your organization, regardless of its size, is a projection of your design principals, process, history, integrity and quality of product. It is the public face of your business on which you depend so profoundly.

Our process engages your identity as a design challenge. As designers ourselves, we work with you to establish a sense of your existing identity, your perceived needs and audience, and ultimately the “world” in which your firm lives. These factors establish a context for the design solution, without which your image would have no informed sense of place.

Our process is as much about us learning about you as it is you learning about yourself.

This process often yields multiple deliverables, depending on your needs. They may include, but are not limited to: logo concepts, business cards, letterhead, color schemes, presentation graphics, websites, signage, packaging and other printed or digital collaterals.

2.6.2 Web Design, Development and Production

We offer extensive web design, development and production services. The product can be anything from singular or regular content updates to an entirely new product with or without a re-branding campaign. We will help you to understand the technologies available and assist in choosing the most appropriate direction.

We emphasize:

- Identity Delivery
- Interface Clarity
- Cross-Platform Compatibility
- Ease of Administration

3.0 Methodology

Our goal is to focus on technology so that you can focus on your business. Tukuru Technologies' business approach is to satisfy our clients by providing them with the best technology solutions at the right price.

- Understand your technology requirements
- Develop a project scope
- Design and Develop a plan for the project
- Implement the plan
- Test the implementation
- Deploy the implementation
- Provide training

3.1 Understand your technology requirements

Tukuru Technologies will meet with you via telephone, e-mail or in person to discuss the project in detail. Tukuru Technologies will assess your current IT environment and work closely with you to gain a thorough understanding of your needs.

3.2 Develop a project scope

Tukuru Technologies will develop a project scope based on the meeting and present a proposal with hardware and software costs and compensation rates. Tukuru Technologies will draft the proposal spelling out what will happen in each phase of the project.

3.3 Design and Develop a plan for the project

Upon acceptance, Tukuru Technologies will develop a detailed implementation plan to include resources, time and material, to ensure targeted milestones are met and costs are close to or under budget.

3.4 Implement the project

After the implementation plan had been thoroughly tested, Tukuru Technologies will implement the project design as agreed with client and keep the client involved throughout the process. Tukuru Technologies will implement when your convenience so that your business is not disrupted. Tukuru Technologies normally implements on weekends or after business hours.

3.5 Training

Tukuru Technologies will provide training in the agreed upon areas until you are completely satisfied. Tukuru Technologies provides classroom training or one-on-one training when required.



Please visit our website at www.tukurutechnologies.com for a comprehensive list of our clients for references. Please call me in the office at 212 962 5790 or on my cell phone 914 393 7537 at your earliest convenience so we can discuss any questions.

Yours truly,

Jacob Tukuru
President