



ICT OUTSOURCING SERVICES

The services can include :

- Outsourcing of ICT people.
- Outsourcing of ICT activities (monitoring, remote management, support,...)

CIME TOTALe Solutions is able to assist customers by providing Outsourcing services for different reasons :

- The company will stay focused on their core business.
- The IT department can make the very best use of their resources.
- The growing complexity of ICT projects and the difficulty to find and retain trained ICT staff.
- In case of new projects for a limited duration.

However, attractive ICT Outsourcing remains a very important decision with many complex aspects.

Therefore, **CIME TOTALe Solutions**, as an ICT integrator, for LAN / WAN networks, security, software and e-business solutions, can **provide expertise and advise** for the most appropriate outsourcing solutions to their customers.

CIME TOTALe Solutions can propose professional ICT people with experience, competence and certifications with the support of some of the best technology partners.

CIME TOTALe Solutions can offer them following different criteria :

- People experience :
 - Junior 1 year
 - Assistant 2 years
 - Full 3 years
 - Advisory 4 years
 - Senior 5-9 years
 - Expert 10 years
- People activity :
 - Field Engineer
 - System Engineer
 - Project Leader / Project Manager
 - Consultant and Designer
 - Web Developer
 - Programmer
 - Analyst-Programmer



➤ ICT activities :

- Inventory, audit, analysis, consultancy and design of ICT infrastructure.
- Project Management (to coach your IT-team for specific projects).
- Implementation of projects and solutions.
- Installation of materials.
- Helpdesk to the end-users.
- Support to the IT-team (tuning, patches, upgrades,...).
- Hardware : repair and maintenance of materials.
- Remote monitoring services.
- LAN, WAN and security infrastructure administration.
- Management of all IT suppliers of the customers.
- Administration of servers and operating systems.
- Internet and e-business services.
- Web development.
- Taylor-made Software development and implementation.
- Implementation of databases (DB/2, MS-SQL, Oracle,...).
- Management of ERP (SAP, BPCS, BAAN, JDEdwards,...) applications.
- Analyse & Programing using MS-VB, C++, Java, RPG,...

The contract can be proposed for different duration :

- Short-term contract.
- Long-term contract.
- Number of days per period.