



**Intelligent Solutions**

**Company White Paper**

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# 1 Company Profile

## 1.1 Overview

**Intelligent Solutions Ltd.** was incorporated in January 2007 as a result of a partnership integration of the sole proprietorship business, “Intelligent Solutions” registered in July 2006 and the vision of increasing the scope of services provided and the market demand for reliable IT services of the highest quality. Intelligent Solutions presently offers the most complete range of IT services of any single company in Belize and is proud to introduce itself as the only complete IT Services Company in Belize, fully Belizean owned and operated.

We strongly believe that **ISL** is ideally suited as the most capable IT services provider for any business in Belize and we guarantee that our highly disciplined expertise and services will meet all IT needs required for any company’s success. Our complete range of services offered also places us as a much more cost-effective alternative to allow any company access to a full “IT Department”, the perfect solution to fit small and medium sized companies’ budgets!

We are mindful of the fact that as Information Technology becomes a critical part of any business venture, there exists the need for superior quality service to the increasing demand for innovative but practical solutions with high emphasis on security as globalization marches on and grasps at almost every aspect of daily operations in any business.

## 1.2 Advantages of our business model

With experience both as former clients in the IT industry and technical expertise as service providers, ISL is in a unique position to provide practicality in addition to expertise which raises the quality of our services and gives us the confidence that our services will prove beneficial in the following areas:

1. Our direct approach to practical solutions to meet specific goals instead of over engineering designs which may negatively impact on budget expenses and by extension cash flow will eliminate wastage of resources and increase operating efficiency.
2. Our continued research into new technologies will ensure our ability to integrate innovation in our projects designed to enhance efficiency and productivity, without ignoring practicality, always mindful of the financial capabilities and challenges of any company.

3. Our extensive experience in information technology equips us with the expertise to efficiently balance practicality with innovations to deliver the most intelligent IT solutions for all our clients.

### 1.3 Mission Statement

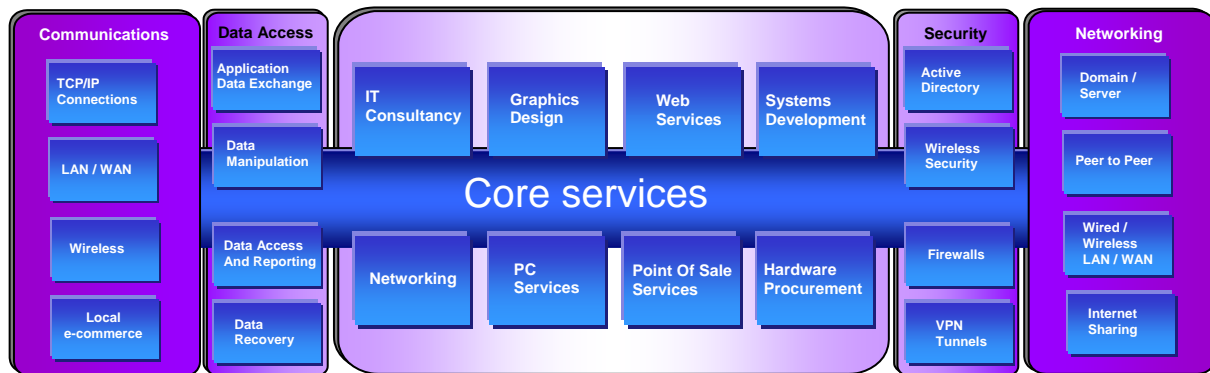
“Our mission is to provide our clients with the most reliable IT services of the highest quality utilizing courteous, efficient customer service and experienced technical expertise. Our aim is to be the best IT service provider, offering the most comprehensive IT Solution for all those we serve and our promise to our customers is to provide our services at very affordable costs. Our product is Practical... Innovative... Intelligent... Solutions.”

### 1.4 Conclusion

At **Intelligent Solutions**, we are confident that we can nurture a productive partnership with any company, to provide complete automation solutions, which will accommodate their technology requirements, with appropriate consideration to practicality, affordability and future expansion.

We are so confident in the quality of our services that we commit to a long-term relationship model and as such our commitment is based on providing a ‘partnership’ not just a vendor-client relationship model.

## 2 Services Structure



### 2.1 Information Technology Consultancy

As a first step in any organization's decision to automate and increase efficiency by use of information technology, the services of an IT consultant is almost unavoidable if the required level of research and analysis is to be conducted to ensure the best informed decisions are made in the implementation of IT processes.

**ISL** offers such service that involves deep discussions with key members of your organization to familiarize ourselves with the daily processes of your organization in order for us to make the most appropriate recommendations for automation based on the needs of your organization. Where possible we will offer a variety of options for IT implementation, from which you are able to choose based on goal priorities and budget requirements. From this first service offered, **ISL** is also capable of providing other services in support of our recommendations, making us the only company you will need from start to finish.

### 2.2 Graphics Design

In a consumer driven economy, all companies at some point see the need for visual marketing and embrace the services of Graphics Design artists to assist in the visual packaging of their products. Whether your product is tangible as in the case of manufacturing or intangible as with services, the value of astounding graphic representation to the consumers is undeniable. **ISL** offers graphic design services such as company logo design, website design graphics, brochures design and business card design to name a few, in support of your organization's marketing efforts in carving your niche in the consumer market. With very extensive graphic design experience, we offer more than the capability to visually reproduce our clients' goals but in addition, the expertise to walk with you as your mind's eye formulates those goals and offers to your customers the best packaged product to enhance your marketing campaigns.

## 2.3 Web Services

In a world of ever increasing commerce globalization, ISL offers web services ranging from domain registration and hosting to site design and development to website management and SEO marketing, in conjunction with our graphics and software/database engineering services, providing a full range of services to ensure that your business is afforded the opportunity to establish the most practical yet innovative presence on the internet. We offer services from basic informational site development to database interfaced site development with e-commerce capabilities. ISL is committed to keep your company competitive online in support of your local ventures.

## 2.4 Systems Development

In a marketplace so driven by competition, often times organizations seek to customize their products and services in search of gaining a competitive edge over their competition. In customizing products and services however, the implementation and management of those tailored modifications often require the complement of customized software engineered specifically to maintain confluence in the daily processes that support those changes. ISL offers software development and database engineering services designed specifically to meet those needs. Included in these services are the following:

- Management Systems as well as internet and online integration engineering.
- Specialty in information systems assessments, design, implementation, conversion and training
- Focus on using
  - OPEN SYSTEMS Software
  - SQL-based relational databases
  - CASE tools
  - Programming in fourth generation languages
  - Higher-level (more declarative) application generation scripting “languages”.
- Integration, modification and customization of applications to seamlessly integrate with off the shelf applications.
- Guidance and assistance in product modifications, integration and interface issues, technical product training, data conversion and systems planning.
- Full application design and development.

## 2.5 Networking

As management finds itself continuously in need of more precisely accurate and expeditious information in order to support their ever evolving marketing strategies in

their quest to gain market share, the need for centralized and reliable data collection and reporting becomes increasingly more demanding. **ISL** offers the following full range of networking services in support of this growing demand:

- Network Architecture Consultancy
- Network Architecture Design
- Network Implementation
- Network Maintenance and Support
- Network Management
- Network Security Configuration & Implementation

Included in our generalized Preventive Maintenance Plan is a basic integrated Network Maintenance section intended to provide our clients with the option to maintain an optimized and efficient network infrastructure to minimize network downtime and increase office productivity and efficiency.

## 2.6 PC Services

In subscription to the theory that a chain is only as strong as its weakest link, **ISL** places much importance to the most basic and oftentimes overlooked component in any organization's IT machinery, the Personal Computer. With over 50 years combined experience in configuration, maintenance and troubleshooting of PCs, we offer PC support services with a level of reliability unmatched in Belize. In addition to our corrective support services, **ISL** offers a proactive approach in our effort to minimize revenue loss to our clients caused by equipment downtime. We offer a Preventive Maintenance Plan of services which we make available to our clients on a yearly subscription basis. In keeping with our commitment to offer practical solutions, the plan offers several products to enable our clients to tailor their coverage to fit their budget and at the same time meet their needs. The cost of our preventive maintenance products depend entirely on network size (number of PCs and other equipment included in plan).

## 2.7 Point Of Sale Services

As commerce increases, companies find manual tracking of sales and inventory more tedious and time consuming. In an attempt to provide a more practical and cost effective solution, **ISL** offers its POS Implementation and Support Services with certified and experienced POS technicians on staff. In keeping with our commitment to provide our clients with the most complete range of services to meet any IT need, we also offer support services such as Networking of your entire POS infrastructure to ensure a centralized operation, therefore the most accurate picture of sales and inventory, PC Troubleshooting and Support Services to minimize downtime of your POS devices to reduce the impact on customer service quality and affiliate accounting services to ensure that your POS systems seamlessly integrate with your accounting systems to maximize your company profits and operations.

### **2.7.1 Accounting Affiliates**

ISL recognizes the symbiotic relationship between our offered Point Of Sale implementation and support services and your accounting needs. In this regard we have enlisted the affiliation of experienced accounting personnel whose services will be available to our clients upon request, again in an effort to offer a complete solution to our clients, removing the burden of them having to coordinate solutions among different companies.

### **2.8 Hardware Procurement**

We currently offer hardware procurement services to our clients to avail them to the level of expertise in purchasing necessary in today's market in which there are so many variations of similar technologies being aggressively marketed by vendors. To avoid purchasing unnecessary technology which may not be required and which may impact negatively on finance and budget capabilities our clients are afforded the option to request our services to procure necessary hardware on their behalf. This service carries a small mark up to cover our unavoidable expenses in providing the service but is not intended to provide a profit for us. This service is optional for our clients who are also welcome to purchase the recommended hardware directly from vendors as per their preference. We offer this service to ensure our clients that they will be purchasing the required technology, at the most reasonable prices without the hassle of them trying to shop around to locate the best deals.



## 3 Operation Principles

### 3.1 Implementation Approach

The **ISL** implementation methodology is one that is based on a heritage of Systems Integration projects tempered with pragmatism based on experience of successful past system implementations. One of the major critical success factors in any implementation is maximizing understanding between **ISL** and our clients. To be successful this must be maintained throughout any project's lifecycle through frequent reviews and open, honest dialogue. Success is therefore linked not only to a structured project approach, but also requires dialog with our clients early in the project and throughout to maximize mutual understanding.

### 3.2 Success Factors

The critical success factors to a project include:

- Developing a clear understanding of the Client's business and functional requirements
- Clear and effective communications among all parties
- Establishment and understanding of all key milestones and dependencies
- Early agreement of needs for installation, configuration and launch
- Pragmatism from all sides when faced with project challenges

### 3.3 Support and Fault Management

**ISL** provides a variety of support & maintenance services to its customers to fit any need. These services are offered in generalized plans, which may be tailored to the specific needs of our customers. These plans normally cover basic systems support which are sometimes forgotten but prove to be critically important in day to day operations. **ISL** believes that support services should begin from the implementation date of the system, and this is assumed in this white paper.

### 3.4 Online Support

To our contract clients, **ISL** provides free First Line support services via Live Messenger chat or telephone that translates to considerable benefit to clients by providing a quick response based integrated line of support covering all aspects of **ISL**'s services.

As part of implementation activities, **ISL** will involve staff who will subsequently be made available online to your company. Following completion of the implementation, members of the implementation team will provide permanent, online-based first-line support via online availability on Yahoo &/or MSN Live Messenger Chat, free of cost.

## 4 Management Profiles

Intelligent Solutions Ltd., since its inception in February 2007, has evolved in several ways, always seeking to improve in quality and reliability of service. Our management team remains strong and dedicated to this ideal and our employees are committed to working as a team with the unified goal of making & keeping Intelligent Solutions the best IT Service Provider in Belize.

### **René M. Cardona    Chairman & CEO**

A 1984 graduate of SJC Sixth Form with Associates Degree in Sciences majoring in Physics and Math with 19 Years experience in banking 17 of which was directly in Information Technology field, boasts a total of 25 years experience in Information Technology with an emphasis in Programming, Graphic Design & Web Development.

### **Reinaldo Alonzo    Company Secretary & Director – Systems Development**

A 1989 graduate of Los Angeles City College with an Associate Degree in Information Technology boasts a total of 23 years experience in the Information Technology field including 8 years experience as a Systems Analyst at the largest telecommunications company in Belize. Certificates in Software and Database Engineering with an emphasis in Programming and Applications Interface Development.

### **Mario Betancourt    Director – Systems Support**

A 2001 graduate of SJC Sixth Form with an Associate Degree in Computer Information Systems with 6 years experience in banking, all of which was directly in Information Technology, boasts a total of 12 years experience in Information Technology with an emphasis on Systems Support & Networking.

## 5 Customer references

**ISL** has attracted many clients in the country of Belize and a few outside Belize. This has required extensive service support in areas such as software/database engineering, web designing & development, networking maintenance, PC maintenance and Support and Graphics Design.

**ISL** prides itself in being 100% Belizean owned and the only company in Belize that provides small & large businesses with the most comprehensive IT Solutions; your one stop provider for all your information technology needs, basically affording small and medium sized businesses access to a full IT Department without the overwhelming expense affiliated with having that resource in house.

We have served large and small businesses, schools and individuals. No job is too small or insignificant for us and certainly no challenge is too large or overwhelming. At Intelligent Solutions, our philosophy is that “we can achieve anything except that for which we deny ourselves the effort.” We pride ourselves in being resourceful in keeping up with technology, practical in providing our services at reasonable cost and relentless in our pursuit of solutions to even the most complicated problems. We never give up and we always arrive at a practical, innovative & intelligent solution!

An updated list of our current clients for reference may be provided on request.