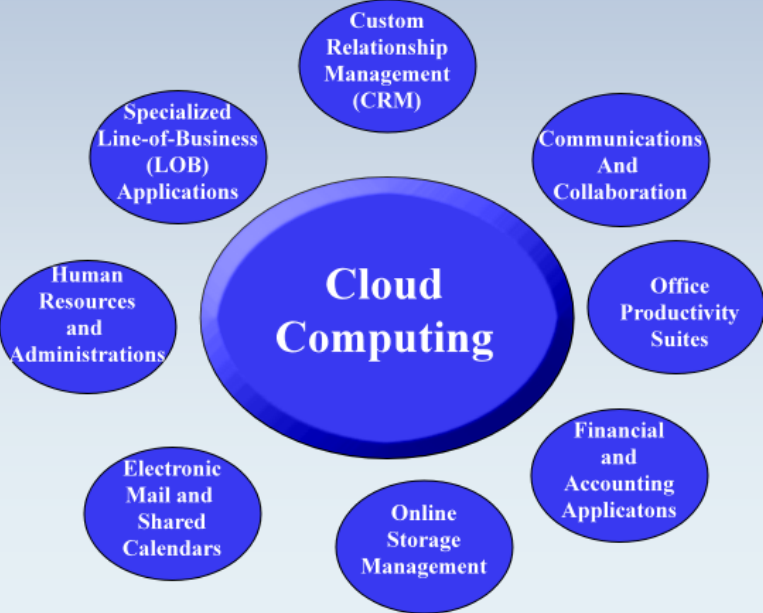


“CLOUD COMPUTING will enable your small business to become: More Efficient, More Productive, and most importantly, More Profitable.”



**TIMS ENABLES SMALL BUSINESSES TO FULLY UTILIZE CLOUD COMPUTING**

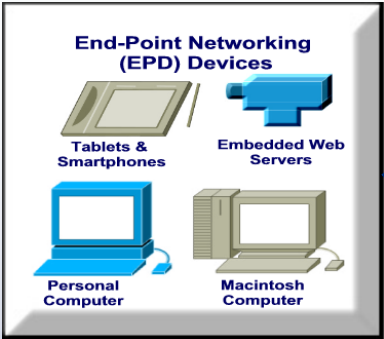
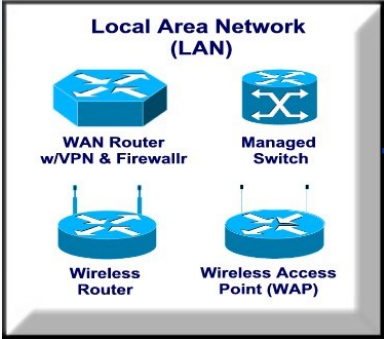
Cloud computing is currently the fastest growing technology within the IT industry, and it shows no signs of reaching its peak. The applications and databases residing on cloud computing servers include every conceivable Line-of-Business (LoB) application needed by small, medium, and large businesses. The Cloud Service Provider (CSP) assumes the responsibility for installing, managing, and supporting the applications and database residing on these servers, and charges each customer a “relatively-small” monthly, annually, or metered fee for accessing these applications. Many of the Industry’s leading companies such as Microsoft, Google, Amazon. Salesforce, Intuit, Sage, Amazon, and many others have literally bet their futures on cloud computing.

**CLOUD COMPUTING IS THE FUTURE: “DON’T GET LEFT BEHIND!”**

The center-piece of the TIMS architecture is a remote, cloud-based management server referred to as TIMC®. This server enables your small business to utilize cloud computing applications and databases, and also ensures that your Global Internet WAN connections to CSPs are managed continuously, on a 24/7 basis.

“TIMS is the missing piece in the cloud computing puzzle”.

**Small-Business Technology Infrastructure**



**TECHNOLOGY  
INFRASTRUCTURE  
MANAGEMENT  
SERVICES (TIMS)**



**"We Create, Manage, and  
Provide Outsourcing Services  
for Small-Business  
Technology Infrastructures!"**



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*"We Provide Technology  
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Small-Businesses"*

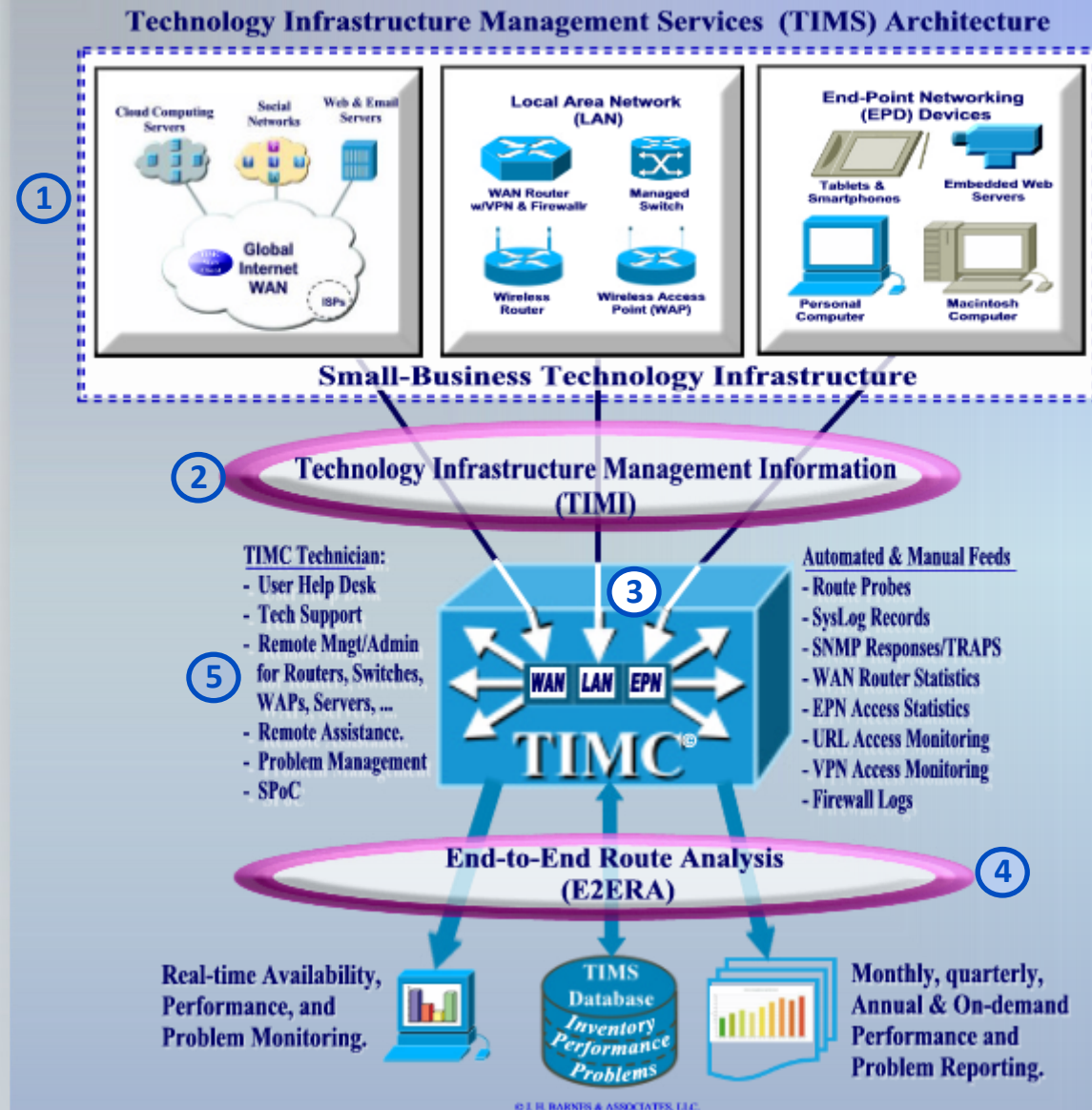
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# TECHNOLOGY INFRASTRUCTURE MANAGEMENT SERVICES (TIMS)

## Components of TIMS Architecture:

1. **Managed Components of your Small-Business Technology Infrastructure:**
  - ◆ Global Internet WAN connections to Cloud Computing, Social Networks, and Web & Email service providers.
  - ◆ LAN components such as routers, Ethernet switches, and Wireless Access Points (WAPs).
  - ◆ Wired & Wireless End-Point Networking (EPN) devices including PCs, MACs, tablets & smartphones.
2. **Technology Infrastructure Management Information (TIMI) Captures & Feeds:**
  - ◆ Sends Route Probe request and receives timed responses on all Global Internet WAN connections. Requests are sent at predetermined intervals, and responses include roundtrip times latency, jitter, and ping times.
  - ◆ Continuously receives unsolicited responses SysLog logging messages from SysLog clients located in router, switches, and other devices.
  - ◆ Receives solicited and unsolicited responses from SNMP clients located in routers, switches, and other devices.
  - ◆ Receives daily performance and problems logs from network devices, VPN client & gateways, and firewall.
3. **Technology Infrastructure Management Console (TIMC)** is a cloud-based remote server that is the under-pinning for the TIMS architecture. It is an unattended platform that runs on the Windows 8 and acts as the “traffic cop” between TIMI, E2ERA, and other TIMS key processes.



4. **End-to-End Route Analysis (E2ERA)** receives Route Probe responses, SysLog and SNMP messages, daily logs, and a variety of performance and problem related information from other sources. E2ERA utilizes this information to:
  - ◆ Create real-time availability, performance, and problem monitoring web pages that can be accessed online by TIMS customers.
  - ◆ Create monthly, quarterly, annual & on-demand performance and problem reports.
  - ◆ Update the customer's performance and problem information stored on the TIMS database.
  - ◆ Archive the customer's performance information to be used for long-trend analysis and to track the quality of cloud computing services of CSP, SNSP and WSP.
5. **TIMC Technician** performs a variety of TIMS tasks including:
  - ◆ Download daily statistics and logs from routers, switches, etc.
  - ◆ TIMC backup/recovery management for routers, switches, etc.
  - ◆ TIMS technical support.
  - ◆ End user help-desk support for LAN and EPN problems.
  - ◆ Single Point of Contact (SPoC) for all network-related problems.
  - ◆ SPoC for performance problems related to all service providers.