

## CLIENT EXAMPLE

Technical Resource Group (TRG) provides IT consulting services and products to its clients. TRG provides these services and products to the client when they need them. TRG is most effective when it has a strong relationship with the client so that TRG can be involved in the IT planning for the company. Here is an example of a TRG client where TRG and the client have a long term relationship:

### **Distribution/Manufacturing Company in Southern California running a D3 Linux system using SCS application software**

TRG started the relationship with this client in 2002 with a simple network security assessment and now the client uses TRG for D3 database support and any large IT projects including the company website. TRG is very knowledgeable in the company's SCS application software. Since 2002, TRG has used 10 employees and 1 outside contractor at this account. TRG also works well with the hardware provider for this account. Following is the timeline with TRG's involvement with this account:

<b>Year</b>	<b>Activity Description</b>
2002	Performed network security assessment
	Assisted with ODBC to move data out of D3 database so that website developer could access the D3 data
2003	Performed programming services on their SCS application
2004	Performed programming services (this time with different programmer than in 2003)
2005	Provided D3 database support
	Redid website interface to D3 data with Flashconnect after previous website developer could not accomplish the interface
	Contracted with website developer to provide client look and feel for client's website
	Continued programming services
2006	Continued programming services, D3 database support and website changes
2007	Assisted hardware provider with migration to new Linux D3 server
	Continued programming services, D3 database support and website changes
2008	Continued programming services, D3 database support and website changes

As you can see from above, TRG performs many activities for the client over a long period of time when the client needed it. TRG believes in provided effective resources on demand.

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### **Transportation Company in Southern California running a D3 Windows using two custom designed application software packages**

TRG started the relationship with this client in 1998 with D3 database support and now the client uses TRG for programming services on one of the software packages in place, website changes and imaging solution. Since 1998, TRG has used 12 different employees at this account. TRG also works well with the programmer of the other software package for this account. Following is the timeline with TRG’s involvement with this account:

<b>Year</b>	<b>Activity Description</b>
1998	Provided D3 database support
1999	Did website project with interface to D3 data
	Provided D3 database support
	Performed programming services
	Installed new Windows servers with thin clients at 2 locations
	Performed Windows infrastructure services
2000	Installed fax solution (vsiFax) with fax board
	Continued D3 database support, programming services & Windows infrastructure services
	Performed upgrade to new D3 Windows server
2001	Converted website to Flashconnect for improved connectivity to D3 data
	Installed Costar Imaging solution
	Continued D3 database support, programming services & Windows infrastructure services
	Installed new SBS server
2002	Continued D3 database support, programming services & Windows infrastructure services
2003	Implemented Totallink credit card solution
	Upgraded Windows servers
	Continued D3 database support, programming services & Windows infrastructure services
	Installed MITS BI solution
	Implemented EDI solution
2004	Continued D3 database support, programming services & Windows infrastructure services
	Did upgrades on imaging and SBS servers
	Reviewed Disaster Recovery options
2005	Continued D3 database support, programming services & Windows

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	infrastructure services
2006	Assisted with company move & relocated servers
	Continued programming services, D3 database support and website changes
2007	Installed Print Wizard solution
	Continued programming services, D3 database support and website changes
2008	Continued programming services, D3 database support and website changes

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### **Packaging Distribution Company in Southern California running a D3 AIX system using SCS application software**

TRG started the relationship with this client in 1998 with just the purchasing of printers. Now the company depends on TRG for IT staffing requirements and assistance to a new application software package. TRG is very knowledgeable in the company's SCS application software. Since 2002, TRG has used 8 employees and 3 outside contractors at this account. TRG has worked with 4 IT Directors during this 10 year period. Following is the timeline with TRG's involvement with this account:

<b>Year</b>	<b>Activity Description</b>
1998	Purchased printers
1999	Purchased printers
	Purchased D3 AIX system and performed migration to this system
2000	Continued D3/AIX support and printer purchases
2001	Continued D3/AIX support and printer purchases
2002	Continued D3/AIX support and printer purchases
2003	Continued D3/AIX support and printer purchases
2003	Performed programming services on their SCS application
	Sold upgrades to AIX system and performed related AIX services
2004	Continued D3/AIX support
	Implemented MITS BI solution & Fax solution (vsiFax)
	Found fulltime AIX System Admin for company to hire
	Assisted with installation of new D3 AIX system
	Provided programming services
2005	Continued programming services and D3 database support
	Continued with addition of MITS BI Cubes
2006	Continued programming services and D3 database support
	Provided Pick programming resource to assist with migration to AS/400 system
	Provided Pick programming resource to assist with EDI, management dashboard, file conversions and end user support
2007	Continued provision of Pick programming resources and D3 database support
	Provided AS/400 resource to assist with migration to AS/400
2008	Continued provision of Pick programming resources and D3 database support
	Continued provision of AS/400 resource to assist with migration to AS/400

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### **Retail Company in Southern California running a D3 AIX system using custom built application software**

TRG started the relationship with this client in 2000 with installing a fax solution. Following 2000, this client used TRG to manage large IT large projects including business intelligence, disaster recovery and point of sales software selection. Since 2000, TRG has used 12 different employees at this account. TRG works well with the client's IT staff who perform the day to day IT admin and programming changes. Following is the timeline with TRG's involvement with this account:

<b>Year</b>	<b>Activity Description</b>
2000	Implemented Fax Solution
2001	Implemented MITS BI Solution
	Provided Windows-related Assistance
2002	Performed AIX Healthcheck
2003	Provided D3 and AIX support
	Managed Point of Sale Software Selection Project
	Assisted with installation of new D3 AIX system
2004	Provided D3 and AIX support
	Continued management of Point of Sale Software Selection Project and software implementation
	Installed Windows Terminal Server with Thin Clients
2005	Provided Windows infrastructure support, D3 database support and AIX support
2006	Provided D3 database and AIX support
	Installed SurfControl Web Filter Solution
2007	Provided D3 database support and AIX support
	Upgraded vsiFax and fax board
	Found fulltime Windows admin employee to hire
2008	Provided D3 database and AIX support

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### **Fabric Distribution Company in Southern California running D3 Windows using Epicor Inflo application software package**

TRG started the relationship with this client in 1995 with programming services and support and now the client uses TRG for all major projects including implementation of business intelligence solution, document management solution and graphic user interface to order entry. Since 1995, TRG has used 11 different employees and 2 outside consultants at this account. Following is the timeline with TRG's involvement with this account:

<b>Year</b>	<b>Activity Description</b>
1995	Provided Programming and Support Services
1996	Continued Programming and Support Services
1997	Upgraded client to new D3 server
1998	Continued Programming and D3 Support Services
1999	Continued Programming and D3 Support Services
	Performed Barcode Project
	Performed Windows Infrastructure Services
	Installed 6 new windows rack mounted servers with thin clients at HQ & showrooms
2000	Continued programming services, D3 support and Windows infrastructure support
	Installed Flashconnect and did web portal programming
2001	Continued programming services, D3 support and Windows infrastructure support
	Implemented Outbound Shipping Software
	Assisted with selection of IT employee and training of this employee
2002	Continued D3 database support, programming services, windows infrastructure support
	Installed MITS BI Solution
	Performed Windows 2000 Upgrade of Servers
	Continued Web Portal Enhancements
2003	Continued D3 database support, programming services & Windows infrastructure support
	Installed new Windows Servers
2004	Continued D3 database support, programming services & Windows infrastructure support
	Enhanced BI Solution by making it web accessible
2005	Continued D3 database support, programming services & Windows

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	infrastructure support
	Enhanced BI Solution by creating new cubes
	Installed Esker DeliveryWare Document Management Solution
	Performed IT Planning and began discussions on GUI Project
2006	Continued D3 database support, programming services & Windows infrastructure support
	Began development of GUI for order entry
2007	Continued D3 database support, programming services & Windows infrastructure support
	Implemented GUI and continued GUI enhancements
2008	Continued D3 database support & programming services
	Continued GUI enhancements
	Implemented 2 <sup>nd</sup> phase of Document Management solution and inbound fax solution

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