



Seraph Technology Solutions Aligns Business Process to Technology Best-Practice

Every day in the United States, a new business is created. And it's generally accepted that within a year, at least half of these ventures will fail. What determines success or failure is up for debate; but one of the top 10 reasons is the failure to anticipate/embrace/react to changes in technology. Lack of internet presence, improper protection of company data, or poor technology infrastructure can spell doom in the beginning stages of any business. According to a study done by Arthur Anderson, 29% of small business owners state 'keeping up with technology' are one of the most significant hurdles to growth and survival.

At Seraph, we understand these challenges and will work with your business to navigate all aspects of the technology landscape. A Chicago based IT consultancy, our team has a wealth of experience in the areas of help desk support, website development, and IT consulting (including infrastructure design and implementation.) After reviewing your business model and technology environment, Seraph's consultants will plan and execute a course of action that uses best practices, reduces costs, and adds value to your business immediately.

If you're concerned with the time to apply these changes, the cost of implementation, or getting a handle on the rapid change of technologies, we have a simple message—don't be. Seraph has a number of business models which allow our customers to engage us as they need us to...so we can protect that which matters most.

Our Services

Business Consulting

For a business at any size to be effective in today's market they must have the ability to communicate effectively internally and externally, maintain data security, preserve data integrity, and oversee customer relationships effectively. Implementing high caliber solutions is more than just applying technology to problems. You need subject matter experts with deep technical knowledge and broad industry experience to aid you in designing and implementing cost-effective, reliable, and secure solutions that meet your business priorities—on budget and on time. Areas where we've helped other businesses include:

- ✓ Strategy
- ✓ Road map creation
- ✓ Business requirements
- ✓ Project management

IT Consulting

Our model is not based on a set number of products or services offered because business problems require new thinking at all times. In short, our service offerings are advisory, capability and technical services.

Ultimately the primary focal point of business can be distilled down to one idea: the bottom line. Of course, there are a myriad of facets to your business to consider that can affect or alter this. Our process of helping businesses achieve their goals stems from our consultative approach and applied methodology. It enables various types of organizations to optimally identify pain points within the organizational structure, uncover weaknesses within business workflows and processes, and simplify core tasks thereby eliminating unnecessary efforts. Our methodology is also very flexible and can be tailored to fit most organizational structures and provide useful deliverable output that can be applied and utilized right away. A sample of our services includes:

- ✓ IT Infrastructure Design
- ✓ Technical Training
- ✓ Mail System Migration (Exchange, Domino)
- ✓ Database Administration (including Access, MySQL)
- ✓ Desktop Administration (Windows XP, Windows Vista, Windows 7, Mac 10.x, Unix)
- ✓ Server Administration (Windows Server 2xxx)
- ✓ IT Security

- ✓ Hardware & Software Optimization/Troubleshooting (MS Office Suite, Adobe Suite, iWork)
- ✓ Integration Services
- ✓ Increasing the ROI of IT Spend

VoIP Consulting

VoIP, or Voice over Internet Protocol, is a method for taking analog audio signals, like the kind you hear when you talk on the phone, and turning them into digital data that can be transmitted over the Internet. There are many reasons to use VoIP. Communications within your company will be streamlined, blazingly fast, and remarkably efficient. Also, the infrastructure will be hosted and managed for you allowing you to save time, money, and resources. If you are doing business in or near Chicago, VoIP is a must-have for the current and future success of your business. Just take a look at a few of our offerings in this space:

- ✓ System Migration (i.e. moving from Cisco to Avaya)
- ✓ Telecom Services
- ✓ VoIP Configuration
- ✓ Integration Services

Web Consulting

Today, there are many ways to construct a website. But which way is best for you or your business is often not as straightforward as one might think. You have to find the right experts and ensure they coordinate the different parts of the work they each need to complete. An effective website requires a clear and definitive declaration of goals for the site, comprehensive planning, and a high level of execution. And these requirements encompass a wide range of skillsets; you may have site traffic, but that traffic is not translating into sales or revenue. You may have an excellent web designer who is unable to get your site ranked highly on the search engines. Our specialties include:

- ✓ **Web Presence**
- ✓ Website Design and Development
- ✓ Website Optimization

Additional Services

- 🔗 **IT Infrastructure Design**
- 🔗 **Managed Services**
- 🔗 **Technical Training**