



Using New Technology and Services to Enhance the Business Value of Your IT Network

Progent's IT Connection Newsletter

Progent

Highlights

- Exchange Server 2003 enhances remote and mobile email
- Progent now offers onsite service and support in California's Central Valley
- The 2003 version of Microsoft Small Business Server delivers enterprise power on a small business budget
- Monitor key servers automatically with Microsoft Operations Manager
- Progent's Experts Team can deliver in-depth expertise on a range of technologies

Get Ready for Microsoft Exchange Server 2003

NEW TECHNOLOGY

Microsoft Exchange Server 2003 delivers a reliable, scalable, and manageable infrastructure with 24x7 messaging and collaboration plus low cost of ownership. It supports a wide range of collaborative activities, including group scheduling, discussion groups, and team folders, and also provides access to information

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Progent Expands Onsite Service to California Central Valley

NEW SERVICES



State Capital

Progent's Microsoft-certified network support and IT consulting services are now available onsite for small businesses in Sacramento, Stockton, Modesto, Roseville, and throughout the Sacramento area, San Joaquin County, and Stanislaus County.

The same high level of onsite technical support and network consulting enjoyed by Progent's clients in the San Francisco Bay Area and Northern California now extends to the California Central Valley.



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High Power, Low Price: Small Business Server 2003

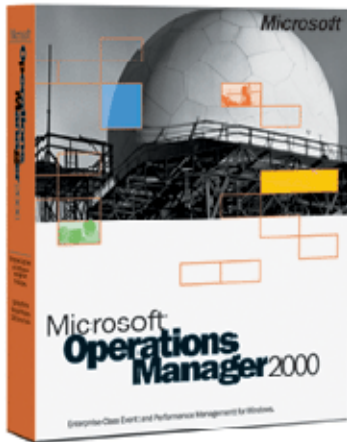
MONEY SAVER

Microsoft will soon release **Small Business Server 2003**, a cost-effective, integrated suite of server products with technologies from Windows Server 2003 and Exchange Server 2003. The premium edition also includes Microsoft SQL Server 2000 and Internet Security and Acceleration Server (ISA Server).

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Monitor Your Critical Servers Automatically

24x7 SUPPORT


Microsoft Operations Manager (MOM) is a next-generation network management software platform that monitors the availability, performance and security of your information system by proactively identifying problems and trends occurring on servers across your entire network.

MOM automatically monitors key servers and warns you about potential problems with network availability, performance, virus attacks and security before they disrupt your business. Progent's MOM-based service programs range from simple network monitoring to a 24x7 solution that includes Help Desk services and onsite support.

MOM operates by automatically scanning event logs from critical servers, then filtering, consolidating and analyzing these system events based on an extensive built-in knowledge base. When MOM detects a problem or potentially dangerous trend, it can execute special remedial scripts or generate alarms to notify appropriate service personnel. For example, MOM could automatically isolate an infected server to prevent the spread of a detected virus. MOM also produces trend reports so you can track the health of your information network and make sure that problem alerts have been satisfactorily resolved.

A key to MOM's power is its incorporation of standards-based Management Packs for specific application and infrastructure servers. Available from Microsoft as well as from a growing number of third-party vendors, Management Packs contain pre-built processing rules that can react to events, thresholds and alerts monitored by MOM. Management Packs can also give your IT staff expert advice on how to handle specific problems by automatically extracting relevant articles from the extensive Microsoft Knowledge Base.

Small businesses in the San Francisco Bay Area and the California Central Valley can now enjoy all the benefits of Microsoft Operations Manager — including maximum network availability, performance and security — without having to become instant experts in this exciting new network management technology.

Progent offers comprehensive support for MOM and for the growing family of Application Management Packs that extend the power of MOM to a broad range of business-critical services. Progent can help you benefit from MOM by providing needs assessment, installation, configuration, customization, onsite and remote technical support and troubleshooting, help desk services, security, and outsourcing.

Progent's affordably priced outsourcing service programs based on Microsoft Operations Manager range from simple network monitoring and reporting to a 24x7 solution that includes Help Desk services, application hosting and onsite support.

Progent's three basic outsourcing service packages built on Microsoft Operations Manager are designed to meet the network requirements and IT budgets of various businesses, ranging from small single-site organizations to mid-size companies with multiple locations.

- **Level 1 Package:** Basic Network Monitoring and Reporting
- **Level 2 Package:** Basic Package Plus Help Desk and Onsite Support
- **Level 3 Package:** 24x7 Support

Level 1 Package: Basic Network Monitoring and Reporting

For small businesses with a full in-house IT staff and an established Help Desk, this bare-bones network monitoring package is an inexpensive and non-disruptive way to introduce you to Microsoft Operations Manager. Progent's Microsoft-certified computer consulting experts will collaborate closely with your IT staff to help you take full advantage of MOM technology.

Key features of Level 1 service include:

- Progent performs a needs assessment and configures MOM
- Progent sets up a remote MOM server to monitor your network
- MOM alerts are sent to your designated support personnel and copied via email to primary and secondary Progent consultants
- Messages to Progent consultants are informational only
- Your support staff manages the response to MOM alerts and you can request help from Progent's IT consulting experts
- No contracted Service Level Agreement

with Microsoft Operations Manager

Level 2 Package:

Basic Service Plus Help Desk and Onsite Support

If your business has a small internal IT staff, this full-service package is a low-cost way to achieve maximum network availability, performance and security during standard business hours.

Key features of Level 2 service include:

- All Level 1 services
- Support provided during standard business hours
- Progent's Help Desk Services, coordinated with MOM
- MOM alerts are sent to the Progent Help Desk and to primary and secondary Progent computer consultants and copied to your designated IT personnel
- Progent's Help Desk establishes tickets for all events and oversees the resolution of problems
- Progent's Help Desk escalates resources as needed
- Your IT staff is copied on all status information
- Progent remotely monitors, diagnoses, and/or fixes problems
- Onsite service escalation if problem can't be resolved remotely
- Contracted Service Level Agreements
- All tickets are closed out with defined resolution
- Progent performs regular service maintenance including application of service packs and security updates
- Hardware must be under manufacturer's onsite warranty service
- Progent recommends that you base your IT network on Windows 2000 Server to optimize system reliability and security

Typical Service Level Agreements are:

- 1 hour to Help Desk contact
- 2 hours to start of troubleshooting by a Progent engineer, either remotely or via phone
- 4 hours for or onsite service when service call is received before 1PM, otherwise next business morning

Level 3 Package:

24x7 Support

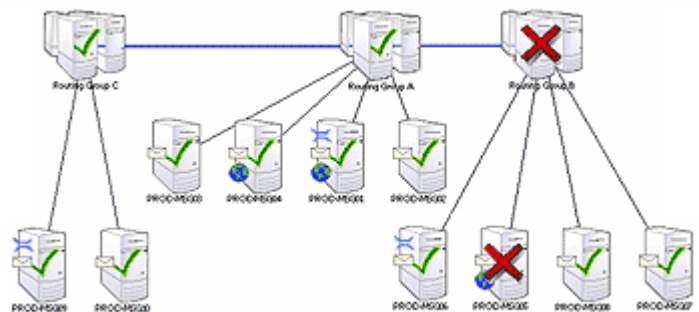
For small businesses who need enterprise-class support but cannot afford the cost of staffing, equipping and managing a full in-house IT organization, Progent's 24x7 support package gives mission-critical applications round-the-clock uptime and security at reasonable prices and low risk.



Key features of Level 3 service include:

- All the features of Level 2 services
- Designed for mission-critical eCommerce, international connectivity, or other high-uptime environments.
- Support on 24x7 basis
- Progent can help you configure your system for fault tolerance before 24x7 support services begin.
- Contracted Service Level Agreements with designated after-hours service commitments
- Progent's support staff will be equipped to fix problems onsite or remotely without the involvement of your IT staff

Soon-to-be-released Microsoft Operations Manager 2004 introduces a task-based User Interface with a task wizard that makes it easy to set up tasks which can then be launched directly from an alert to execute the necessary actions to restore the affected service.



MOM at Work at The Printer Works

CASE STUDY

Visit Progent's web site to find out how The Printer Works of Hayward, California, has dramatically increased network uptime since Progent helped the supplier of printer parts and accessories to deploy Microsoft Operations Manager. You can link to the case study from: www.progent.com/24x7support.htm

Pricing

Prices for Progent's Remote Monitoring outsourcing programs are based on the number of servers being monitored and the service level required by your small business. For more information, contact your Progent service representative.

Progent's Experts Team Provides Specialists in Crucial Technologies

NEW SERVICES



Progent's staff of certified consultants offer San Francisco Bay Area and California Central Valley clients a broad range of knowledge to cover the core information technology requirements of small business networks. To deliver IT solutions more

efficiently, Progent has also assembled the **Experts Team**, a group of specialists with in-depth knowledge and long working experience in key technologies. By acting as a single source for technical generalists and specialists, Progent's Expert Team offers a variety of benefits, including:

- One-stop shopping
- Unified billing
- In-depth support backed up by extensive expertise
- Less risk and effort in finding a qualified IT consultant

If your business is looking for a consulting specialist or if you are a qualified consultant interested in joining the Experts Team, call Progent at **800-993-9400** or send email to experts@progent.com.

Here are some of the most popular services currently available from Progent's Experts Team:

Great Plains Software

Great Plains is an affordable but potent Microsoft Business Solution that streamlines the vital business processes of small companies and easily scales to handle more complex processes as your company grows. Progent can provide top-level Great Plains experts.

Reporting

Reports help you make better business decisions by offering meaningful and up-to-date views of business data. Progent can provide an expert to help you use powerful report writers such as Crystal Reports to organize information from your key data sources including Access, Excel, XML, OLAP, SQL, and a broad range of accounting and ERP software.

Microsoft CRM

Progent can help your business save money and increase sales by offering access to a professional consultant who can integrate Microsoft Customer Relationship Management (CRM) software with your sales or customer support databases.

ERP, MRP and Accounting

Ask Progent to provide experts to support Microsoft Business Solutions, applications from other vendors, and legacy software that provide financials, enterprise resource planning, manufacturing resource planning, project accounting, supply chain management, plus management systems for human resources, sales and marketing, retail, and distribution.

Microsoft Word

Call Progent offers for expertise in the new features of Microsoft Word 2002, which include major improvements in document management, collaboration, and mail merge features. Progent can help you find template designers or 1-on-1 trainers to keep your business up to speed on Word 2002.

Microsoft Excel

Microsoft Excel is widely used as a flexible platform for creating custom line-of-business applications that take advantage of Excel's programmability, powerful pivot tables, and report generating capabilities. Progent can provide Excel specialists who can help you create state-of-the-art Excel-based applications or provide 1-on-1 training in the latest features of Excel 2002.

Microsoft Project

Microsoft Project helps businesses manage schedules and resources, collaborate on projects, and analyze project information. Progent offers expertise in deploying Microsoft Project, integrating the software with popular applications such as Microsoft Outlook and Excel, and providing 1-on-1 training.

Unix, Linux, Solaris

Progent's clients who are looking for help with administering UNIX, Linux or Solaris systems that coexist with Microsoft-based technology can use Progent's Experts Team to access consulting professionals who can do the job affordably and effectively.

Macintosh Support

Progent can provide experts to help you with desktop support and network integration services for Apple Macintosh computers.

Contact Progent for Expertise

Check out Progent's web site at www.progent.com to find out about other Experts Team specialties including web development, eCommerce, and VBasic application programming.

Microsoft Exchange Server 2003

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across geographic, organizational, and technology barriers with features such as Instant Messaging, real-time data, and video conferencing.

Progent can help your business move up to Microsoft Exchange Server 2003 under these common scenarios:

- Updating from Microsoft Exchange 5.5 Server
- Updating from Microsoft Exchange 2000 Server
- Migration to Exchange Server 2003 from an ISP-based or POP3 Email System

Benefits of Updating from Microsoft Exchange 5.5

Microsoft Exchange Server 2003 offers major improvements over Exchange 5.5 Server in vital areas including accessibility, manageability, security, stability, capacity, and performance.

- Exchange Server 2003 offers a nearly complete implementation of the familiar Outlook interface, including calendaring and tools. This means that mobile workers can have full, secure access to email from any Internet-connected computer with a web browser.
- Microsoft Exchange Server 2003 uses Active Directory, providing a greatly simplified administration and security model. This makes Exchange Server 2003 easier to manage and offers tighter security.
- Exchange Server 2003's Application Programming Interface (API) eliminates the instability associated with Exchange 5.5 when you add third-party utilities.
- Microsoft Exchange Server 2003 offers improved capacity and performance over Exchange 5.5. Upgrading to Microsoft Exchange Server 2003 also brings better searching ability, making it easier to retrieve important information when you need it.

Benefits of Updating from Microsoft Exchange 2000

Microsoft Exchange Server 2003 offers improvements in functionality over Exchange 2000 Server in areas that include disaster recovery, performance, security, mobility, collaboration, and manageability.

- The 2003 version of Microsoft Exchange Server adds support for mount points which overcome the 24-drive letter limitation, standard storage area network (SAN) connectivity, Volume Shadow Copy service for database backup, and a Mailbox Recovery Center tool.
- Microsoft Exchange Server 2003 enhances performance by improving public folder store replication and distribution list caching.
- Security enhancements include signed Lightweight Directory Access Protocol (LDAP) requests to Active Directory, font-end and back-end Kerberos authenti-

cation, restriction of distribution lists to authenticated users, real-time Safe and Block lists, inbound recipient filtering, attachment blocking in Microsoft Office Outlook Web Access, and public folders permissions improvements for unknown users.

- Exchange 2003 Server offers better support for mobile workers by adding an Outlook Web Access user interface (UI) and feature set improvements, Outlook 2003 performance improvements via MAPI compression, HTTP access from Outlook 2003, cHTML, xHTML and HTML mobile phone browser support, plus up-to-date notifications synchronization for Pocket PCs
- Manageability and serviceability are improved by centralizing queues on a per-server basis, improving the User Interface, exposing all system queues, enabling cookie authorization, using Exchange System Manager to move log files and queue data, and including a multi-user Move Mailbox function.

Benefits of Migration from an ISP-based or POP3 Email System

If your small business email system is hosted by an ISP or if you are running your Outlook clients in POP3 mode, Microsoft Exchange 2003 Server offers significant improvements in the areas of manageability, performance, capacity, availability, and collaboration:

- Unlike the store-and-forward model used by POP3 email systems, Microsoft Exchange Server 2003 uses a central-store model that frees users from dependence on a specific desktop or notebook computer, reduces vulnerability to hardware failure or virus attacks, allows on-line and off-line email and automatic backup, and supports sharing and collaboration.
- Exchange Server 2003 has collaboration features that allow work groups to increase productivity by sharing calendaring, address books, messages, and files.
- Exchange Server 2003 supports third-party security enhancements and accommodates wireless devices such as the RIM Blackberry wireless handheld.
- Exchange Server 2003 allows on-line backup without affecting users, enabling 24x7 operation by eliminating scheduled downtime and maintenance blackouts.

Call Progent for Help with Exchange Server 2003

Progent's field-proven methodologies can help you define and implement an efficient in-place upgrade strategy that avoids business disruption, reduces long-term support requirements, and makes your Exchange Server 2003 easy to administer. For complex multi-server or multi-site upgrades, Progent has the experience to complete your project quickly and affordably.

Progent Expands Onsite Service to California Central Valley

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You can contact Progent by calling the phone number listed for your area.

State Capital — Phone: 916-609-1222

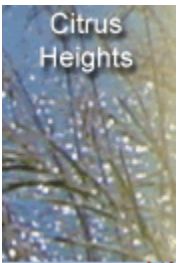


Progent's clients in **Sacramento** include government agencies, branch offices or subsidiaries of large companies, engineering service firms, plus software development, legal services, and packaging businesses. Popular applications include multi-location connectivity, tools for mobile workers and telecommuters, and front-to-back-end eCommerce integration.

Progent's 24x7 onsite computer help, consulting services, and Experts Team support are available in these cities in the Sacramento area:

- Sacramento
- Rancho Cordova
- Carmichael
- Elk Grove
- West Sacramento
- Arden
- Florin
- Rosemont
- Parkway
- Galt

Citrus Heights — Phone: 916-910-1200

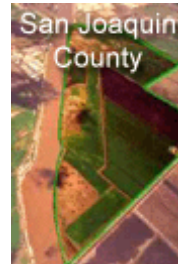


Progent's clients in the **Citrus Heights** area include financial-related companies, professional service firms, plus construction and property management businesses. Progent's most popular services in this area include 24x7 monitoring, fault-tolerant high-security email systems, Help Desk services and wireless communications.

Progent's 24x7 onsite computer help, consulting services, and Experts Team support are available in these cities in the Citrus Heights area:

- Citrus Heights
- Roseville
- Folsom
- Rocklin
- Auburn
- Fair Oaks

San Joaquin County — Phone: 209-929-1133

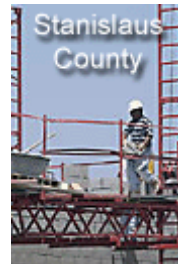


Progent's clients in **San Joaquin County** include light manufacturing, retail, warehousing, and professional service companies. Progent's most popular services in this area include virtual office implementation, remote support, 24x7 monitoring, fault-tolerant high-security email systems, and Help Desk services.

Progent's 24x7 onsite computer help, consulting services, and Experts Team support are available in these cities in San Joaquin County:

- Stockton
- Tracy
- Manteca
- Lodi
- Escalon
- Lathrop
- Ripon

Stanislaus County — Phone: 209-653-5404



Progent's clients in **Stanislaus County** include insurance and financial-related companies, professional and engineering service firms, and light manufacturing companies. Progent's most popular services in this area include fault-tolerant email systems, Help Desk services, and telecommuting solutions.

Progent's 24x7 onsite computer help, consulting services, and Experts Team support are available in these cities:

- Modesto
- Turlock
- Ceres
- Oakdale
- Riverbank
- Patterson
- Waterford
- Newman
- Hughson

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Small Business Server 2003 Offers Enterprise Power and Security at a Small Business Price

(Continued from page 1)

Microsoft Small Business Server 2003 (SBS 2003) is designed for relatively small organizations who need high-level dependability and functionality but don't have the economy of scale that allows large corporations to absorb the cost and complexity of licensing best-of-breed enterprise software. SBS 2003 is an inexpensive and easy way to build a solid foundation for an information network with enterprise-level security, performance, connectivity, and reliability.

Windows Small Business Server 2003 will be available in standard and premium editions. The standard edition includes Windows Server 2003 and Microsoft Exchange Server 2003. Small Business Server 2000 included earlier versions of these products. The premium edition adds Microsoft SQL Server 2000 and Microsoft Internet Security and Acceleration Server (ISA Server).

Benefits of Microsoft Small Business Server 2003

- Windows 2003 Server's management and security tools reduce the cost and improve the reliability of desktop computers by using centralized user policies, rights, and configurations.
- Windows 2003 Server offers improved security, performance and convenience for remote and mobile computer users by providing enhanced support for virtual private network (VPN) technologies and 802.1x wireless networks and by allowing auto-configuration for multiple networks. Mobile workers will no longer have to reconfigure TCP/IP settings manually.
- Windows 2003 Server's integrated security and password model builds on a uniform directory structure that allows seamless, secure access for local users, mobile or remote users, telecommuters, and web users.
- Windows 2003 Server maximizes server uptime and user availability by incorporating powerful fault tolerance features, including disk mirroring, distributed file system, and cluster configurations.
- Exchange Server 2003 improves remote and mobile access by supporting a web client with a nearly complete implementation of the familiar Outlook interface, including calendaring and tools. Mobile workers can have full, secure access to email from any Internet-connected computer via a web browser. Performance is enhanced for mobile and remote users restricted by slower phone-line or wireless connections.
- Exchange Server 2003 uses Active Directory, providing a greatly simplified administration and security model. This makes Exchange Server easy to manage and support and also offers tight security.
- Exchange Server 2003 has a strong foundation for seamlessly integrating third-party applications such as virus scanning packages and anti-spamming tools.
- SQL Server 2000 is designed for 24x7 operation with online backups and sophisticated fault-tolerant clustering configurations that assure high availability.
- SQL Server 2000 offers comprehensive security controls and auditing that extend security controls to individual databases and even individual data fields. All security accounts can be integrated with Active Directory user information.
- SQL Server 2000's multiple data access programming interfaces result in an extensive selection of off-the-shell applications and provide a flexible foundation for custom .NET architecture, traditional client-server, web-based Internet, and eCommerce applications.
- ISA Server 2000 includes a firewall with the option to set up a security environment in which use and access permissions/restrictions to Internet services are tied to the individual account that the user is currently logged into, adding flexibility and manageability.
- ISA Server 2000 has built-in intelligent web page caching capabilities that speed up the Internet browsing experience and dramatically reduce Internet bandwidth usage.
- ISA Server 2000 enhances security through detailed security access logging features that make it easier to understand security threats. Intrusion detection filters alert against common intrusion attempts.

The integration demands of the Microsoft .NET components included with Microsoft Small Business Server 2003 require an IT consultant with hands-on expertise and broad knowledge in designing and building cohesive end-to-end business technology solutions. Progent's consultants have an average of over 10 years of background integrating business networks founded on Microsoft technology. This experience assures you success in deploying, managing, and troubleshooting IT solutions based on the Microsoft Small Business Server 2003 suite of servers and applications.

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Progent

*Helping small businesses build
and maintain IT networks
based on Microsoft technology*

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