

The logo consists of the letters 'ITI' in a white, bold, sans-serif font, centered on a red square background with a subtle grid pattern.

IT Infrastructure

HOW IT SHOULD WORK

Within companies and organisations information technologies serve a single purpose: **to make possible and develop their main activity, whether it be manufacturing, trade, services or public administration.** If they have any other purpose, it should solely be to direct support for this basic objective. Everything else is inappropriate.

How then can you identify what leads to the correct outcome and what is superfluous? It is no easy task, since although informatics is simple in principle it is complicated when it comes to the implementation details. And especially complex is the subsidiary part – that which does not make out invoices and does not enter them automatically in the ledger, yet instead makes it possible for the accounting, and everything else for that matter, to function smoothly all the time.

The subsidiary part of company informatics is known as IT infrastructure. It is very similar to all the other infrastructures and engineering networks we know, such as gas, water, electricity, transport – they

all are analogous activities, mainly differing from informatics by being older and therefore more comprehensible. We have got used to them. Yet there is still plenty of fog surrounding computers. Companies and organisations generally spend more money and time on IT operation and maintenance than IT development. This cannot be avoided entirely, since it is determined by the very essence of the technologies applied. Yet the fundamental objective must be kept in mind. A company wants to sell more products and have lower costs. An organisation has to work efficiently. Informatics must conform to and focus on this. It has to be part of the solution,

not part of the problem. This can be attained, yet it takes appropriate knowledge and experience to make it succeed. We possess that knowledge and experience. We are the IT Infrastructure (ITI) division of AutoCont, one of the oldest companies on the Czech IT market, which celebrated its twentieth anniversary last year. Our division has 350 employees. We possess experience gained from working with hundreds of corporate clients, large and small. And we apply this experience so as to constantly improve our work.

WE KNOW HOW

WHAT WE DO

The IT infrastructure issue is extremely extensive, ranging from cables laid underground and generators securing electric current during power cuts to training of users and legal analysis ascertaining

whether your information systems comply with all the statutory requirements. It goes without saying that not every customer needs and makes use of everything. It all depends on the size of the

company, its focus and, above all, the task that is being tackled at the given moment. Yet what is important is the fact that whatever you may need in the informatics area we are there to provide it.

ITI > THE 10 BASIC PROFICIENCIES

AutoCont

1

HARDWARE AND SOFTWARE SUPPLIES

We ensure supplies of all types of information technologies – large and small alike. On behalf of our customers, we make use of our strong position among suppliers and also provide a service entailing financing of supplies. We have available an extensive branch network throughout the Czech Republic and Slovakia, and provide certified guarantee and post-guarantee servicing.

2

HARDWARE INFRASTRUCTURE AND DATA CENTRES

The basis of all company informatics begins with the floor beneath which the cables are laid. Requirements for equipment depend on the size of the company data centre. It can merely entail a small separate, air-conditioned room in which the servers are placed, yet a large company needs more: reliable **cooling and feeding, fire-protection, entrance security** and remote signalling.

High-performance computers – **servers and data stores** – work in data centres. They ensure the company's core functions. They run their own information system, electronic mail, internet connection, website and other applications. Shared files and databases are stored in them.

3

SYSTEM INFRASTRUCTURE

The system infrastructure links up to the hardware infrastructure, supplementing it with software. It includes basic programs, i.e. server **operating systems directory services**, file and database control. The essential requirement is **archiving and backup maintenance**. Every company, regardless of its size, must carry out these operations.



Virtualisation is a word very frequently heard today in connection with IT. It too is part of the system infrastructure. Its essence is very simple indeed: it concerns replacement of hardware with software. Entire computers can be virtualised. A server is divided into several software items, thus creating for the other programs the perfect illusion that each of them has an entire computer for itself. The financial savings can be significant, since you save both when it comes to hardware and secondary costs – electricity, cooling, the floor space area, wiring and equipment administration.

4

COMMUNICATION INFRASTRUCTURE

Communication infrastructure encompasses everything that, on the one hand, interconnects the computers within the company and, on the other, links them to the outer world. First of all, you need a local area network (**LAN**), interconnection of all the computers in the company. A LAN can be built either by using cables or as wireless network (based on **WIFI** technology). The two methods are frequently combined. In many cases, not only individual users but also entire branches in various cities must be connected to a company LAN.

Another necessity is for **the company to be connected to the internet**. The LAN then ensures that the internet is available to everyone. If a company has staff out in the field, it is necessary to **connect their computers and mobile phones to the company network**.

5

CLIENT ENVIRONMENT

The client environment is understood as the personal computers of individual employees and other similar equipment. Care for a personal computer starts with its operating system and basic applications – communication programs (email, calendar, contacts) and office tools (texts, tables, presentations). Recently, the role of personal computer has been increasingly played by high-powered mobile phones (smart phones), as well as even more state-of-the-art devices – tablets.

Accordingly, **support for various types of devices and operating systems** is essential for fully-fledged connection to a company network. **Optimisation of the client environment** is a current trend. It is possible to blend traditional and new models such as, for example, desktop virtualisation. In such an environment, the user comes to his/her office in the morning, sits down at the desk, switches on the computer and logs in, thus gaining access to all the programs and data he/she is supposed and is allowed to work with. At that moment, the entire working environment opens to the person from the server where it is stored. Such a system is cheaper when it comes to its operation, administration and maintenance.

INFRASTRUCTURE APPLICATIONS

Some types of software in a company mainly play an organisational and communication role. They are thus included in the group of infrastructure applications – email, tools for group co-operation and document sharing, voice services (since today a switchboard is nothing other than software and the telephone network is interconnected with the computer network), as well as systems for audio and video conferencing. This group also includes tools for correct storage and retrieval of documents and information.

Bordering infrastructure applications and the company information system itself are various software tools for support of company processes – for example, for sharing of common sources and approval procedures. Well-set-up infrastructure applications significantly and measurably increase labour productivity.



SECURITY

The more a company or organisation depends on its data and information systems, the more weighty becomes the issue of security. It starts with physical security and guarding – it is necessary to ensure that your computers are not accessed by persons who have no reason to be there. Moreover, it is necessary to secure external communication routes against viruses, spam and other attacks.

The weakest link in any security system is always the human factor. Therefore, technical security tools are not sufficient in themselves. IT security is not possible without binding directives, procedures, as well as regular auditing aimed at verifying whether practices comply with the valid guidelines.

Although in connection with IT security most people mainly think of viruses and hackers, in fact the main risk is a breakdown resulting in loss of data and interruption of a company's activities (a disk failure, an operating error or a natural disaster). A company has to have the respective emergency plans in place for such an event which allow it to continue its everyday operation as soon as possible so as to minimise the financial damage. The term frequently used in this respect is business continuity.

IT MANAGEMENT AND MONITORING

Information technologies serve to manage an organisation, yet they themselves must be managed too. A company's management must know how many IT means it possesses, how they are utilised and what costs relate to their operation. An organisation should neither have too little nor too much IT, by which we mean not only the amount of hardware and software but also, and primarily, the quantity of internally provided services. Both of these cases result in money being wasted. Accordingly, an IT department must have a "dashboard" for monitoring and gauging the IT infrastructure and the services on which the staff can see whether everything is working as it should.

Individual users must be able to call for help and receive prompt advice whenever something goes wrong. Such a system is usually called a service desk.

IT OPERATION AND SUPPORT

Setting IT in such a manner that it works without the slightest hiccup is simply not possible. It is, however, possible to do something that in operating terms is almost identical: setting support for IT in such a manner that the system immediately tackles errors and ambiguities.



Owing to its size and the experience of its employees, the ITI division is able to resolve promptly and in a highly qualified manner even extremely serious and difficult situations the user may encounter.

CONSULTANCY AND STRATEGIC PLANNING

These form a superstructure above the standard infrastructure issue and are applied when new information systems are built or an existing one undergoes an extensive reconstruction. They range from a feasibility study to a detailed IT strategy proposal with respect to the customer's sphere of business and the customer's market position.

Every customer is strong. The strength of the ITI division is our possessing experience with various types of customers and the various sectors they operate in. Owing to this, we are able to design, implement and operate a tailored information system that supports your business and does not hinder it.

Our IT services are part of the solution, not part of the problem.

SELECTED REFERENCES

C.S. CARGO a.s., Jičín
 Česká pošta, s.p., Praha
 České aerolinie a.s., Praha
 ČEZ a.s. / ČEZ ICT Services, a.s., Praha
 Domažlická nemocnice, a.s., Domažlice
 Elektrizace železnic Praha a. s., Praha
 Energetický regulační úřad, Jihlava
 Essox s.r.o., České Budějovice
 FEI Czech Republic s.r.o., Brno
 FOXCONN CZ s.r.o., Pardubice
 Hlavní město Praha
 Hyundai Motor Manufacturing Czech s.r.o., Nošovice
 Jihočeská univerzita v Českých Budějovicích,
 Karlovarský kraj
 Kraj Vysočina, Jihlava
 Krajská zdravotní, a. s., Ústí nad Labem
 Lázně Teplice v Čechách a.s.
 Letiště Praha, a.s.
 LUKOIL Technology Services Prague s.r.o., Praha
 Mehler Technologies s.r.o., Lomnice nad Popelkou
 Ministerstvo dopravy ČR
 Ministerstvo obrany ČR
 Ministerstvo vnitra ČR
 Motor Jikov Group a.s., České Budějovice
 Petainer Czech Holdings s.r.o., Cheb
 Pilsen Steel s.r.o., Plzeň
 Pražská energetika, a.s.
 Řízení letového provozu České republiky, s.p., Praha
 Schwan Cosmetics CR, s.r.o., Český Krumlov
 Státní tiskárna cenin, státní podnik, Praha
 Státní úřad inspekce práce, Opava
 Statutární město Brno
 Synot ICT Services, a.s., Uherské Hradiště
 Škoda Auto a.s., Mladá Boleslav
 Technická univerzita v Liberci
 Telefónica O2 Czech Republic, a.s., Praha
 Třinecké železářny, a.s., Třinec
 Valeo Compressor Europe s.r.o., Humpolec
 Všeobecná zdravotní pojišťovna České republiky,
 Praha
 Vysoká škola báňská – Technická univerzita Ostrava
 Vysoká škola finanční a správní, o.p.s., Praha
 Vysoké učení technické v Brně
 Zdravotní pojišťovna ministerstva vnitra
 České republiky, Praha

PARTNERSHIP AND CERTIFICATION

Microsoft Gold Certified Partner
 Server Platform Competency
 Virtualization Competency
 Systems Management Competency
 Identity and Security Competency
 Mobility Competency
 Portals and Collaboration Competency
 Project and Portfolio Management Competency
 Enterprise Resource Planning Competency
 Data Platform Competency
 Business Intelligence Competency
 Web Development Competency
 Midmarket Solutions Provider
 Volume Licensing Competency
 Learning Competency
 OEM Hardware Competency
 Hosting Competency

Microsoft Large Account Reseller (LAR)
Microsoft Online Services Partner
Microsoft Authorised Education Reseller
Microsoft Dynamics Partner
HP Gold Preferred Partner
 HP Computing Systems Specialist
 HP Converged Infrastructure Specialist
 HP StorageWorks Solutions Specialist
 HP Virtualisation Solutions Specialist
 HP High Performance Computing Specialist
 HP Enterprise Networking Specialist
 HP Unified Networking Master Specialist
 HP Workstation Specialist
 HP Personal Computing Specialist
 HP Imaging and Printing Solutions Specialist
 HP Designjet Value Specialist
 HP Service Sales Specialist
 HP Service Specialist – PSP (Installation)
 HP Service Specialist – ASP (Service)
 HP / Microsoft Frontline Partner

Adobe Bronze Solution Partner
CA Platinum Partner
Cisco Premier Certified Partner
 Foundation Express
 Advanced Routing a Switching
 Advanced Security
 Advanced Wireless LAN

Citrix Solution Advisor – Platinum Partner
Dell Registered Partner
ESET Platinum Partner
Fujitsu Select Partner
IBM Premier Business Partner
Intel Channel Partner Premier Member
Juniper Networks – Select Partner
Kerio Preferred Partner
Lenovo Premium Business Partner
McAfee Security Alliance Elite Partner
Oracle Gold Partner
VMware Solution Provider Premier Partner
 Authorized Consultant
 Infrastructure Virtualization Competency
 Desktop Virtualization Competency
 Business Continuity Competency

Symantec Platinum Partner

AUTHORISED SERVICE

Hewlett-Packard
 IBM
 Lenovo
 Dell
 Fujitsu
 Canon

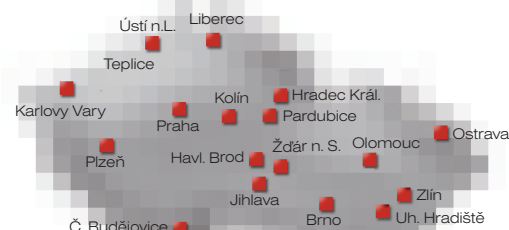
QUALITY GUARANTEE AutoCont Specialist's Certification

The ITI division specialists pay systematic attention to their continuous professional training and education. At the beginning of 2011, they possessed **575 certificates** received as a result of passing **1,567 currently valid professional exams**.

SPECIALIST CERTIFICATION in selected areas

Microsoft	196
Hewlett Packard	90
IBM	45
Lenovo	40
Dell	30
Citrix	35
ITIL	26
VMware	23
Cisco	18
Symantec	15
CA Technologies	12
Fujitsu	10
McAfee	9
Oracle	5

LIST OF SALES REPRESENTATIONS



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www.autocont.cz