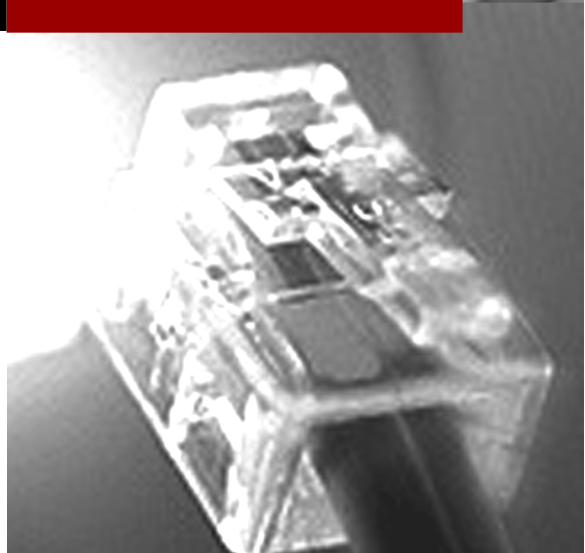


# Business **2** Business **SOLUTIONS**



HIGHER  
LEARNING  
SYSTEMS  
an Enterprise Technologies Company

Higher Learning Systems  
6200 Ramsey Street  
Fayetteville, NC 28311  
910.482.8084  
[www.hls-inc.net](http://www.hls-inc.net)

## COMPANY OVERVIEW

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Established in 1997, Higher Learning Systems (HLS), is a Service-Disabled Veteran-Owned Small Business (SDVOSB) headquartered in Fayetteville, North Carolina. HLS presents a breadth and depth of seasoned, all-business talent competitive with any information technology services provider in the industry.

**HLS' MANAGEMENT TEAM** is a diverse group of men and women whose backgrounds include years of professional federal service and private industry accomplishment, primarily in information systems design, integration, assessment, migration, and training. HLS' staff is experience-heavy, with support to information technology infrastructure our core focus. We may still be a fairly young company in terms of corporate-years, but our team's seasoning and depth is competitive with the oldest and best-known names in the industry.



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**TEAMWORK.** No corporation can purchase teamwork. Indeed, we have found that “teamwork” is an overused word, often little more than a marketing buzzword. Simply finding and hiring even well-credentialed technicians to service a contract award does not automatically produce a team. In fact, simply shopping for credentials is risky business, for it can encourage an inexperienced contractor to become overconfident. Assembling a number of technically-proficient strangers, then assigning them to service a customer’s needs without having provided them a chance to forge their own brand of teamwork is pure folly; for it simply does not follow that concentration of technical skills automatically breeds teamwork. Such a practice is hardly in the client’s best interest and HLS will not do it. Reputations are too important and far too fragile.

**SOLUTIONS.** Every client presents unique needs. Since one solution never fits all, HLS has learned to expect and plan for tailoring at least portions of each project plan to the individual client’s needs. This requires considerable maturity plus commitment to a traditional problem-solving art: listening. Because we listen well, and because each client’s true first priority is to be understood, we have developed a phased problem-solving approach that is accessible from whatever point the client finds agreeable.



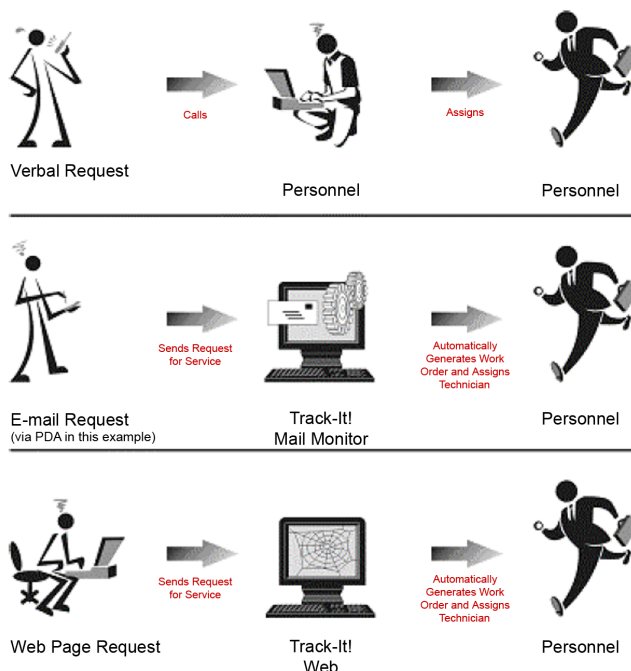
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## HELP DESK OVERVIEW

The Help Desk is your tool for organizing service requests. Each service request forms the basis for a work order. Work orders cover many issues, but they typically fall into the following categories:

- Problems
- Requests
- Questions
- Planned work
- Unplanned work

In the Help Desk, you can find out when a work order is due and how important it compared to others. You can also describe issues in detail, document your activities, and search for solutions. You can even delegate responsibilities to other technicians so the work order is completed correctly and on time. You'll discover many tools in the Help Desk that can simplify your work orders and bring them to a quick resolution.



*Effective use of technology can determine the success of any business. It affects both the quality of your output and your ability to provide products and services on a timely basis. In-house IT costs can be staggering. Higher Learning Systems can help.*

*Our qualified Systems Engineers and on-line Help Desk brings IT management right to your fingertips, without the cost of full-time IT staffing.*



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## HIGH SPEED DSL INTERNET ACCESS

High speed DSL Internet access has become a necessary tool for businesses of all sizes. HLS has the access products designed for your business, whether you have a few employees or a few hundred. And HLS' solutions are scalable, so as your business grows and your needs change, your Internet access changes with your business.

Whether you're looking for high speed access, VPN for teleworkers, wireless for road warriors, or e-commerce solutions to build your web presence, we'll help design the best solution for your company. We take the worry out of your Internet so you can get back to running your business.

### Let Us Find the Right Solution for Your Business

Packages	Download Speed	Upload Speed	Price (per month)
Jet	512K	128K	\$49.99
Stealth	1.5MB	384K	\$129.99
Enterprise	640K	640K	\$179.99
Atlantis	3.0MB	512K	\$209.99

## NETWORKING & COMMUNICATIONS

Networking and communications play critical roles within today's leading organizations. If these technologies are properly designed and serviced, they can help your staff realize its true potential. Regardless of your technology's brand name, HLS has the expertise and professionalism to take care of your networking and communication needs. Discover what the right technology partner can do for your business.

At Our Core is a belief in building durable partnerships with our clients. We pride ourselves in our client support, taking time to understand needs and craft optimum solutions. Treating each client as an individual sets us apart from the competition.

## WEBSITE DESIGN

HLS' Design Team can create your Web "storefront" incorporating elements of your existing promotional materials to enhance your current marketing campaign. Or we can custom design your Web Site from the beginning, including complete art and design, copy writing, scanning and color correction of product photos, and custom backgrounds, icons, and clickable buttons.



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## **DATA BACKUP**

**Higher Learning Systems** offers affordable daily backups. Don't worry about changing tapes or taking them off-site. Through a team relationship with Time Warner we can help you sleep better at night.

## **FIREWALL PROTECTION**

Your small-business network is exposed to just as many Web-borne evils as the big corporate networks are.

The difference is, the big companies can afford the best in firewall technology, and they have the IS departments to deploy, update, and manage their security systems. *You Don't.*

We make it easier for you to pursue your business goals while feeling confident your network is secure with Firewall protection services.

## **ANTI-SPAM**

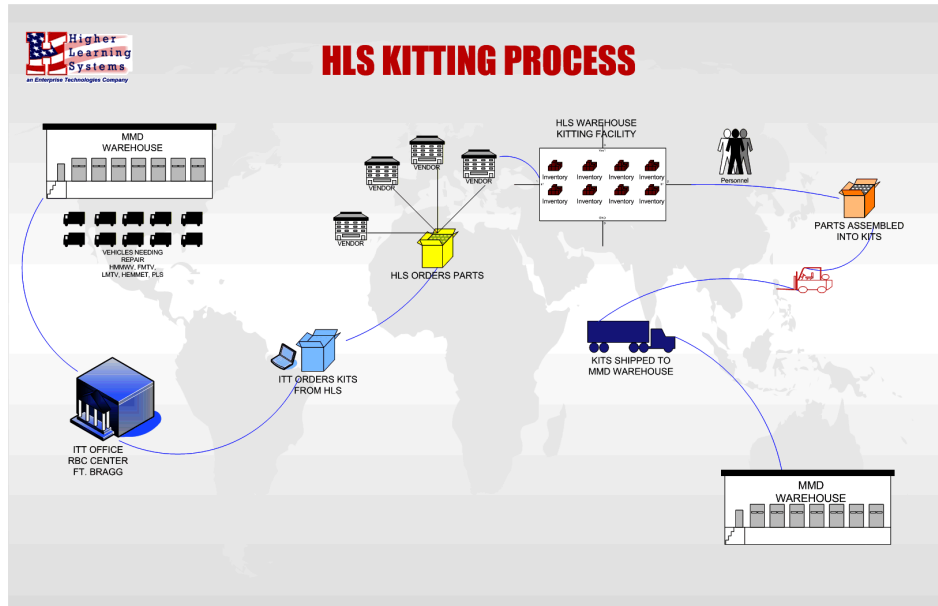
We view e-mail as an essential communications tool, and we want to make sure it stays that way. Spam is a severe and escalating problem that strikes at the heart of a business. Higher Learning Systems offers affordable solutions to your growing concerns.



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**PARTS KITTING** is a Manufacturing World Best Practices initiative used to reduce cost, eliminate back orders, and improve the quality of parts available. Kitting incorporates predictable volume needed and delivery schedule timing. These practices result in better parts availability at lower cost.

As the customer realizes their need, both immediate and future, HLS schedules shipments from the manufacturers so the parts arrive in a timely fashion for delivery to the customer. HLS creates the classic solution for “Just in Time” inventory. The customer doesn’t have to worry about order placement, back orders, delivery, or storage.



Once the parts needed are received, they are assembled according to need and type of part. The parts kits are delivered to the customer as requested.

HLS saves the customer time, energy, resources, and capital.

Parts are delivered by kit to the customer so their work can proceed in a timely fashion and the job required by the customer can be completed with one delivery of kitted parts.



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