

the

IPC Integrator



Early Spring 2007

Building on Success

Facchina Group counts on IPC Technologies and ShoreTel for its Voice Communications.



In construction, a strong foundation is essential to the success of any project. That's why Facchina Construction has built its communications infrastructure on ShoreTel and IPC Technologies.

Founded in 1987, Facchina Construction is one of the Washington D.C. metropolitan area's most respected providers of heavy/highway construction, concrete frames, site development and commercial building services. The organization has evolved to include Facchina Development, an investment and development management service firm, and Facchina-McGaughan, a general contracting firm. Together the three entities comprise Facchina Group, with offices in Maryland and South Florida.

The organization's ShoreTel IP telephony systems help support its continued growth, and IPC provides the expertise and manpower to keep the systems running smoothly. According to David Wiese, Director of Information Technology for Facchina Group, IPC's in-depth knowledge of ShoreTel telephony and willingness to lend a hand whenever needed sets the firm apart from other technology providers.

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IPC Technologies

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IPC Expansion... New People @ IPC

■ **Lorelei Gregory** is supporting Sales & Marketing Operations at headquarters in Richmond, VA.

■ **Brian Dibble** is Director of Business Development for our Williamsburg Branch, covering the Peninsula, The Chesapeake Bay through Hampton Roads. Brian's experience has been deep in WANs and Telephony for many years with both Cisco and Avaya.

■ **Curtis Richards** is Director of Business Development for our Raleigh Durham Branch. Curtis was formerly a Vice President with TMNG, Overland Park, Kansas.

■ **Doug DeFranco**, who joined us last year from Nextel/Sprint, has been promoted to Manager of Inside Sales.

■ **Steve Sarkees** has been promoted to Chief Technology Officer after spending many years in the field for IPC heading up carrier class infrastructure projects for many of its most prominent customers.

■ **Kurt Wright** has been promoted to Director of TechFirst Services after spending a dozen years heading up global projects for Fortune 50 manufacturing companies, financial institutions, and the Federal Government.

"I rely on IPC for their ongoing support of the ShoreTel systems," Wiese said. "And what's good about this relationship is that I know I can call on them to provide other services if I need them. It's very handy to have that backup."

A Strong Footing

The relationship began about two years ago when Facchina Construction called on IPC to take over the support of its ShoreTel system. Soon after, another entity — Facchina Global Services — needed to establish separate offices. This group elected to purchase a ShoreTel system from IPC based upon the success of the technology within Facchina Construction.

"When we started the company it wasn't cost-effective to have our own telephone system — we utilized Facchina Construction's system," said Jeff Jones, Project Manager, IT & Security Services, Facchina Global Services. "But because we're a federal contractor it was a requirement that we completely separate from Facchina Construction from an IT perspective as well as a business perspective.

"Since we were already familiar with ShoreTel and it had been doing a good job for FCC, we went with ShoreTel. And because of the relationship with IPC, it also made sense to utilize their services."

Facchina Global Services provides IT and security services to the federal government, DOD and the Intelligence Community, and thus has significant technical expertise in-house — expertise that Facchina Group leverages for its own IT needs as well. Nonetheless, the entire organization relies on IPC to provide an extra pair of hands when timelines are short.

"Here's a perfect example," Jones said. "Recently, on the Facchina-McGaughan side, we needed to replace their phone system with ShoreTel on an almost emergency basis. They had moved their offices, and it was deemed advisable at that point to just go ahead and do the

migration. We were fortunate to be able to count on IPC to help us through that quandary."

"Naturally this all took place during the holiday season," Wiese said. "But the folks at IPC said, 'We're available. If you need to give us a call, give us a call. If you need to call me at home, here's my number.' ShoreTel is such a great system — it's very intuitive and easy to set up — but some of the higher-end things that you don't run into every day can be a little confusing. IPC was there to hold our hands through the install process."

Form and Function

Facchina has been very pleased with the ShoreTel systems. The IP telephony technology makes it relatively easy and painless to add new locations to the voice infrastructure. Moving things around can be accomplished with a few mouse clicks.

"It will be even simpler when we transition Facchina Construction to IP phones," Jones said. "The other organizations are 100-percent IP phones."

ShoreTel's technology also provides end-users with many time-saving features. The system coordinates with a user's e-mail client to populate the phone directory, send voicemail messages to the e-mail inbox and more.

"When we first installed the ShoreTel product, everyone was concerned because we were getting a computerized phone system and it was very difficult to wrap their heads around that. They were worried that it would be hard to use," Wiese said. "But they found out that it's actually extremely easy. Once they'd used it for a week, they were coming up to me and saying they didn't ever want to get rid of it."

The ShoreTel system is there to stay — and so is Facchina's relationship with IPC. With the right technology partner and state-of-the-art communications equipment, Facchina has the foundation it needs to continue building upon its success.

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Eliminating Trade-Offs

Juniper's integrated network, security and application acceleration solutions help organizations balance security, access and performance.

There's only one sure way to protect your systems and data from all types of security risks: Unplug them.

Of course it would virtually impossible to meet business goals with disconnected systems. In fact, most organizations are opening up their networks to a wider range of users and devices than ever before. Branch offices need to share enterprise applications, mobile users need access to data and business partners need to link their systems to your network.

At the same time, organizations are under mounting legal and regulatory pressure to protecting sensitive systems and data from attack. As a result, IT managers often face conflicting demands for security, availability and information access.

"Organizations need to protect their infrastructures and mission-critical data while at the same time delivering a wider range of network services to geographically dispersed end-users," said Ken Banks, President and CEO, IPC Technologies. "On the one hand you have IT governance and regulatory compliance demanding things like encryption and access control, and on the other you have a competitive environment that demands speed and agility. IT managers constantly face trade-offs in their efforts to deliver a secure and dependable experience for their users."

Top-Down Approach

These trade-offs can be minimized by a high-performance infrastructure that tightly integrates appli-

cation acceleration, networking and security technologies. Such an infrastructure can also reduce cost and complexity, but achieving this nirvana requires a top-down approach to network design.

"There's mindset in the industry that security, availability and application acceleration are distinct categories apart from the core routing infrastructure. Some of that has been caused by vendors rushing to market with point



products that address a particular problem area," Banks said. "At IPC, our goal is to help customers architect networks that deliver robust security along with excellent performance using integrated, best-of-breed products."

IPC's partnership with Juniper Networks is a prime example of that approach. Juniper's purpose-built, high-performance IP platforms enable organizations to tailor their networks to the individual needs of their users, services and applications.

"An integrated network doesn't limit agility — it enhances it," said Banks. "It simplifies network deployment operations and management so that IT managers can focus on business requirements."

Comprehensive Solution

Juniper got its start in 1996 with a revolutionary, high-end routing product, and has grown into a major force in the industry. Juniper has established itself as a leading provider of IP back-

bone solutions, including award-winning firewall and SSL VPN products, access control solutions and WAN acceleration products. Juniper's comprehensive suite of networking and security solutions includes:

■ **Integrated Firewall/ IPsec VPN Solutions:** Juniper Networks' purpose-built firewall/VPN solutions scale from small branch/remote offices to large enterprise, data center and service provider networks. Integrating best-in-class security features such as stateful firewall, intrusion prevention, content filtering and antivirus — combined with powerful routing features — Juniper Networks' firewall, VPN and secure routing platforms are the cornerstone of an effective network security architecture.

■ **SSL VPN solutions:** Juniper Networks is the market leading SSL VPN provider for cost-effective, secure remote access for employees, partners and customers. Juniper Networks' SSL VPN product line is easy to set up, manage and use.

■ **Unified Access Control Solutions:** Juniper's unique Unified Access Control solution enables complete Layer 3-7 access control using existing Juniper firewall deployments. The approach is ideal for phased deployments in heterogeneous networks, and can be deployed in just an afternoon.

■ **Routing Platforms:** Juniper delivers high-performance, reliable, 24x7 service with innovative routing solutions. Its JUNOS OS software helps ensure an efficient and predictable IP infrastructure.

■ **Application acceleration:**

Juniper's application acceleration solutions improve performance in both the data center and the WAN, enabling increased productivity, substantial operation and capital cost savings, and application visibility across your enterprise.

■ **AAA/802.1X Solutions:** Juniper's robust family of AAA/802.1X solutions enables organizations to centralize user authentication and access policy management, and gain control over network access and use. These

reliable, standards-based solutions can prevent unauthorized network access, ensure users comply with security policies before they connect, and that their connections are configured correctly regardless of access method or type.

"Juniper is uniquely positioned to help customers balance security, access and performance," Banks says. "These tightly integrated solutions build upon Juniper's expertise in core networking technologies to create a highly secure, high-performance infrastructure."



Are Your IT Systems Stepping Up?

A driving question for CIOs is how to maximize the value of their IT investments. IPC Technologies' TechFirst Group helps CIOs accomplish this goal through comprehensive outsourced IT services that can help organizations reduce costs by up to 50% over conventional support. But even more important, proactive systems maintenance by highly trained and certified engineers helps organizations maximize the efficiency of their hardware, applications and networks. We help you take advantage of the under-utilized features and functions in your systems which can make your infrastructure even more efficient. Faster systems mean more effective employees...which leads to higher overall corporate value.

To learn more call 877-9-IPCTEK (877-947-2835), then press '9'.



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Averting Business Disaster

Proper planning ensures that a disaster doesn't spell doom for businesses.

Communities survive disasters only if their businesses survive. But many business owners are so busy running day-to-day operations that they don't dedicate any time to prepare for an event that could shut down their business for days, weeks or even months.

The problem is that disaster planning is seldom a high priority given the relative scarcity of major disasters. And after evaluating the potential cost of disaster planning, businesses often prioritize it right out of the picture.

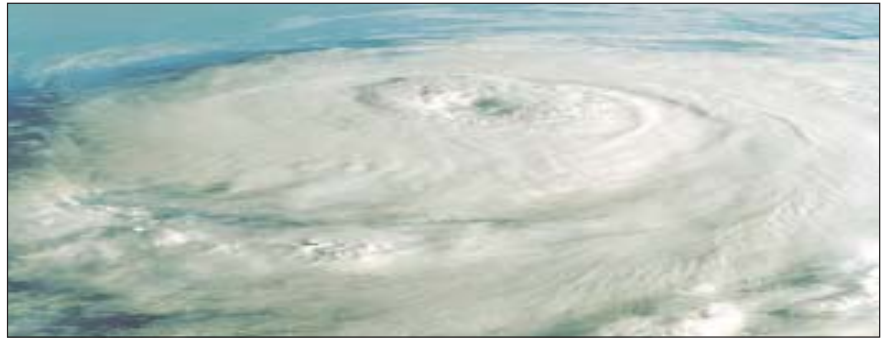
The price of failing to plan can be catastrophic, however. Even businesses located in the Midwest — far away from East Coast hurricanes and West Coast wildfires — are susceptible to natural or man-made disasters that can cripple them for months, if not permanently. According to a 2006 SBA report, up to 25 percent of small businesses do not reopen after a major disaster like a flood or tornado.

And it's not just large-scale disasters that can cause businesses to close. Power outages, fires and even water leaks can cause a major disruption.

Planning Is Job One

Most organizations protect against disasters by backing up data to tape. However, analysts estimate that nearly half of tape-based backups fail to restore properly, exposing businesses to significant risk. Worse, many organizations fail to store their backup tapes off site, increasing the odds that the tapes will be lost along with everything else.

Clearly, a more reliable solution is needed. But where to begin?



An effective disaster recovery plan should address backup and recovery procedures, offsite data storage and electronic and physical network access. The plan would also include a list of all business functions, ranked in priority according to which must be back in operation first. With the ability to access critical data, an organization can resume at least some operations even if it has lost its physical infrastructure.

Typically, revenue-generating and customer-facing functions are mission-critical, while supply chain, accounting, e-mail, file services and departmental applications fall in somewhere behind. Of course, priorities will vary greatly from business to business — for one organization e-mail might be mission-critical while for another it might be low priority.

Road to Recovery

Once these priorities are established, recovery time objective (RTO) and recovery point objective (RPO) should be established for each function. The RTO is the allowable amount of downtime before the function is brought back online, while the RPO is the allowable amount of data loss since the last backup.

The RTO and RPO must be weighed against the scope of each possible data loss event. A data-only event such as a server crash might have an RTO of four hours. In the case of a tornado, a four-hour RTO would likely be unrealistic.

Of course, the likelihood of a particular event must be factored into the investment in data protection. For example, a company located in the Midwest might not be threatened by hurricanes but may face danger from tornadoes. Likewise, an organization located close to a river might have to factor in flooding while a business located next to a restaurant might have to consider an increased fire hazard. What is the likelihood or frequency of power outages and what impact could they have on operations? Could an outage result in partial or total data loss?

It sounds complicated but it doesn't have to be. By becoming aware of threats and their implications, businesses are in a much better position to make truly informed decisions about disaster recovery.

Choosing a Solution

The next step is to select a disas-

ter recovery solution. Ideally, every organization would have a fully redundant data center with instant fail-over capabilities. However, this is a very expensive and complex solution that is beyond the scope of many organizations.

For small businesses unburdened by huge amounts of data, simply maintaining secure, off-premises computer equipment that duplicates vital data and applications can be an effective way to ensure recovery in the event of disaster. However, such manual solutions can be difficult to maintain and may not meet the recovery time objectives of organizations with mission-critical data requirements.

Electronic vault services offer another approach. Electronic vaulting services work by automatically and continuously backing up business server data via a secure Internet connection to a secure facility, where it is available

for rapid recovery. This reduces business risk and removes the need to rely on staff to perform backup procedures or maintain costly equipment that often fails.

The key thing to remember that disaster recovery solutions come in all shapes and sizes. While an SMB's needs are going to be vastly different from those of the Fortune 50, the same concepts and approach can be applied to identifying risks and selecting an appropriate data protection solution.

More Than Data

Ensuring data survivability is not enough to keep a business going in the event of a catastrophe, however. In a worst-case scenario, organizations must have a plan for finding new office space, new desks, new computers and new telephones. They must have an established procedure for maintaining contact with employees, customers and

business partners. These are all elements of a business continuity plan.

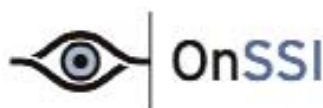
Business continuity planning occurs on a more strategic level than disaster recovery. In addition to protecting data and applications, a business continuity plan covers facilities management, human safety, risk management, personnel policies, intellectual property and internal communication procedures.

Business continuity plans include many other critical elements required to assure normal business operations — including critical communication and supply links. In a technology-entwined marketplace, a hurricane in Florida can seriously disrupt business in Illinois. A well-executed and well-communicated plan that anticipates the chain reaction a disaster can create will help businesses survive.



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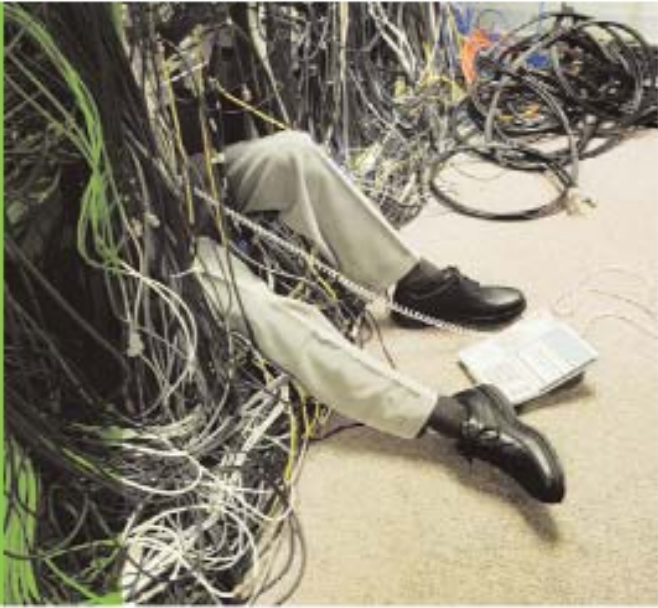


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