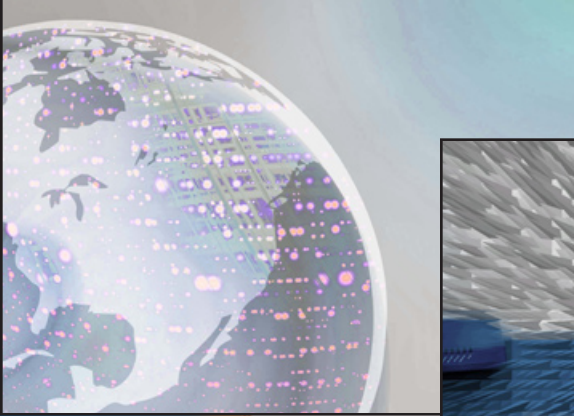


## Logistics and Technology



### Advanced technology to deliver your training, worldwide.

MicroTek goes further than providing classrooms and computers for training. We've developed expert technical logistical services so that we can respond promptly to your requests and provide you with the most advanced solutions for your business education needs. So how do we do it all? With **Tracker**, our real-time, web-based reservation management and technical logistics system that you can use to gain instant access to all your training event information. Just log in to schedule a class, upload software, order training manuals, and change the number of students - all in one convenient place. **Tracker's** automated messaging system delivers reservation reminders and keeps track of all the details of your event. In addition, **Tracker** has full reporting capabilities that allow you to produce on-demand reservation reports. Your training event information is password protected and completely secure.

#### **Tracker** Reservation Management & Logistics System

Providing a secure environment for your students, your software and training, and your company is our highest priority. We employ the latest technologies in VPN, firewall and anti-virus systems and work extensively with your technology staff to design a secure solution to protect your software and site-to-site connections. The flexibility of our network design provides for both physical and logical network protection, evidenced by our in-room network switches and cabling, to physically separate your class, and by an access control firewall, to logically segment your classroom when accessing external resources. Our Advanced Labs can provide you with the most powerful computers available today - 2GB of RAM, greater than a 2.8 GHz processor or greater than an 80 GB hard drive. Our Premium Bandwidth Allocation service dedicates a separate high-speed broadband connection with guaranteed throughput for your classroom. MicroTek can handle whatever complex technical requirements your training delivery requires.

#### Hardware & Security

instant  
online  
access to  
your event  
logistics  
and  
information





## Making Sure the Right Software is in the Classroom

With MicroTek's advanced Image Management and Image Catalog systems, you can be confident that the appropriate software is installed on the classroom computers, ready for your training event. Our sophisticated imaging process creates a software image according to your specifications; tests, certifies, and distributes it, and verifies the image before installation so we know it is the right one for a class. The Image Management and Image Catalog are fully integrated into our **Tracker** online reservation and technical logistics system, so you can access it anytime from any location.

**Verification, Testing & Secure Distribution** – Our system automatically verifies your software image and minimum hardware requirements and requires verification at least one week before the scheduled training event. Only after the image has been verified can it be installed onto the classroom computers. Several extensive tests on your software image are conducted at our corporate headquarters before distribution and at the facility before installation. Our corporate technology group makes your software available to the facilities through a temporary password system. After the facilities download the image from our secure FTP servers, access is turned off so downloads by other sites or individuals cannot occur.

**Approval** – You are an active participant in our imaging process, and we work with you to create and distribute the appropriate software image. The image is submitted for your technical review, approval certification and distribution. Only images that you have approved and that our system has certified can be used in your classes.

**Image Catalog** – Our system organizes and inventories your software images so you can keep track of them. The catalog lists approved and unapproved images and the Ghost files associated with each one. Image Catalog shows you the applications installed in an approved image and the training courses associated with that image.



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