

Why Outsource? A White Paper

*How Businesses Can Benefit by
Outsourcing and Co-sourcing
IT Services from Progent*



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Executive Summary

Utilizing outside IT services makes sense for businesses of any size. However, finding the ideal balance between full dependence on an external service firm (Outsourcing) and sharing responsibilities between internal and external resources (Co-sourcing) can be tricky. The answer is influenced by a variety of considerations including the health of the general economy, company budget and cash-flow issues, the time-criticality of an IT project, availability of skilled help, business opportunities, technical risks, and corporate culture.

Traditionally, enterprises and small businesses have adopted different outsourcing models. Enterprises would often work with big IT outsourcing firms who would negotiate iron-clad, fixed-term contracts for specified services while charging dearly for unanticipated support. Small businesses typically relied on local freelance consultants who put out fires when and if they could while offering little strategic direction or depth of expertise.

Decades of experience providing IT outsourcing services to both small and large companies have led Progent to develop a range of practice areas and an online service-delivery model that combine to offer the agility and affordability required by small businesses with the consistency and best-of-breed expertise demanded by enterprises. Progent's unique blend of IT outsourcing and co-sourcing services is the heart of Progent's value proposition.

Progent has assembled a nationwide team of engineers with advanced skills for integrating technologies from Microsoft, Cisco, Apple, VMware, Oracle, and other major vendors. Progent's network security engineers have earned certifications from the world's top standards organizations. This breadth and depth of subject-matter expertise allows Progent to offer smaller clients a one-stop solution for all facets of IT support while offering larger clients the on-demand services of technical specialists to fill expertise gaps or senior managers to keep strategic projects on schedule and on budget.

Progent's proven Help Desk model provides an ultra-efficient structure for delivering IT services that range from emergency network troubleshooting and desktop configuration to part-time CIO-level consulting for strategic IT planning or project management. Progent's online Help Desk model includes an easy engagement process plus fine-grain billing with no startup fees or termination penalties. The Help Desk paradigm ensures fast response and consistent follow-through, facilitates problem escalation, simplifies status tracking, and produces thorough and actionable service documentation. Progent leverages extensive remote support experience and an advanced virtual infrastructure to drive down costs and expedite solutions, allowing Progent to offer enterprise-class IT services that scale to fit any budget.

Outsourcing and Co-sourcing: A Plan for All Seasons

The year 2000 marked the transition from a Not-Invented-Here (NIH) mindset to a broad acceptance of IT outsourcing among organizations of all types. For the first time, more than half of IT services purchased in North America were outsourced. Since then, IT outsourcing has steadily gained momentum through hot and cold economic conditions.

As Gartner Group pointed out:

During the economic boom, demand for business transformation and scarce IT skills drove outsourcing. The present economic decline has brought cost reduction back to the top of enterprise agendas, and outsourcing can provide this benefit.

Different benefits of IT outsourcing become more attractive depending on economic conditions, but the core motives for businesses to outsource information technology services remain the same. It's always a good time to outsource in order to:

- Save money and reduce management distraction
- Ensure timely access to the broadest range of IT expertise
- Quickly scale IT expenses up or down according to business conditions
- Maximize the business value of the information network

IT outsourcing is today recognized by virtually all major corporations as the best way to control costs and minimize technical risks for a wide range of IT services such as designing network infrastructure, delivering desktop support, verifying security and compliance, or developing applications. Whether businesses are trying to survive hard times or hit the ground running during a recovery, outsourcing makes it possible to react faster to changing circumstances than is possible by building and maintaining an all-purpose in-house IT staff.

Small Business Agility, Big Business Consistency

Most small businesses lack the budgets or confidence to commit to long-term contracts for services that may not work out. For IT help, small companies often resort to freelance consultants and take their chances on inconsistent response and technical blind spots. Computer manufacturers have begun to address the small business IT outsourcing market with Cloud solutions, but their by-the-numbers approach and restrictions on custom solutions require a degree of standardization rarely found in small businesses networks. For enterprises, long-term outsourcing contracts can backfire when rapid changes in technology or the business environment make it impossible to meet ROI expectations and instead lock companies into outdated technologies and processes that undermine their ability to compete.

Progent's approach to IT outsourcing has matured during decades of experience providing network support and computer consulting services to organizations all sizes. This background has kept Progent attuned to the needs of a broad spectrum of clients and familiar with how information technology can be deployed and managed to help clients gain competitive advantage. Progent has developed a service delivery model adapted to the realities of both small businesses and enterprises, and has proven the viability of this model by becoming one of the country's fastest growing independent IT support organizations, with active clients in every state in the U.S.

Progent's Outsourcing and Co-sourcing Model: The Help Desk

IT outsourcing is a special type of business partnership whose benefits increase for the client and service provider alike the longer the relationship lasts. But as with most long-term relationships, successful IT outsourcing requires the goals of both parties to stay closely aligned. Progent has developed a model for outsourcing that makes it easy for a client to engage Progent's services, expand or cut back when appropriate, and terminate if necessary. This model provides the basis for a long-term IT outsourcing or co-sourcing partnership by allowing the flexibility to adapt quickly to changing conditions.

Progent's support services are built around a proven Help Desk model refined during the course of three decades of providing IT and business management consulting, application development, and network troubleshooting. The Help Desk paradigm provides Progent with an efficient structure for delivering a wide variety of remote and onsite IT services that range from advanced services such as network infrastructure design or project management to emergency desktop support or disaster recovery.

Key features of Progent's Help Desk model for service delivery include:

- Quick online access to IT experts
- An easy engagement process with fast task initiation via phone, email, or web
- Expertise in Microsoft, Cisco, Apple, VMware, Oracle, and other key technologies
- Smooth escalation to world-class specialists such as CISSP-certified security engineers
- Prompt and consistent follow-through with automated tracking and enforcement
- Immediate status updates for clients via email and a real-time web portal
- Comprehensive service documentation to make sure management stays informed
- Per-minute billing with no retainers, minimums, or off-hour premiums

Progent's Help Desk service delivery model gives small businesses an effective alternative to freelance consultants or small IT service firms by offering dependable, consistently high-quality support. This model also gives enterprise clients an easy way to supplement in-house resources or provide critical expertise that is unavailable internally. Progent's large team of engineers gives clients the backup needed to ensure that task-relevant expertise is accessible when it's needed, and Progent's comprehensive service documentation makes it easy for clients to move to other support providers or to backsource service responsibility in-house. This avoids the common scenario of becoming captive to a single service provider.

Progent's breadth of expertise allows clients to avoid the finger-pointing scenarios typical of mass-market computer support giants when problems involve multiple vendors. The Help Desk model applies to Progent's Technical Response Center, which is Progent's online Help Desk call center for immediate support, as well as to Progent's senior consultants, who can provide high-level, project-oriented services such as Disaster Recovery/Business Continuity planning, application development, security and compliance testing, or end-user training.

In all cases, Progent's support is easy to initiate, track, and terminate, follow-through is consistent, services are thoroughly documented, and costs are controlled.

Practice Areas for Progent's IT Outsourcing Services

Progent maintains a large staff of engineers with expertise in technologies from Microsoft, Cisco, Apple, VMware, Oracle, and other major vendors. This depth and breadth of expertise allows Progent to provide world-class consulting and support in all key areas of IT outsourcing. Practice areas for which Progent offers advanced services include:

- Desktop Support
- Security and Compliance
- Windows and Mac Integration
- Network Infrastructure
- Disaster Recovery
- Colocation Center Support
- Virtual Servers and Desktops
- VoIP Optimization
- Exchange and Unified Messaging
- Backup/Restore Solutions
- Wireless Connectivity
- Application Development
- SharePoint Server Collaboration
- SQL, Oracle, and MySQL DBA Services
- Smartphone Integration
- Project Management and CIO Services

Best-of-Breed Microsoft, Cisco, Apple, and Security Expertise

Progent is a Microsoft Gold Certified Partner and has earned special competencies that include Advanced Infrastructure Solutions, Networking Infrastructure Solutions, Information Worker Solutions, Mobility Solutions, and Security Solutions. A Gold Partner's engineering staff is tested and certified by Microsoft to have the technical depth and professional background needed to provide solutions that involve Microsoft's most advanced products.

Progent is one of the few IT support firms to offer fast online access to Cisco-certified CCIE network engineers. Fewer than 3% of all Cisco certified consultants reach the CCIE level, which *Certification Magazine* called "the world's most technically advanced IT credential." CCIEs can handle the toughest network problems and are a great value because they can quickly resolve issues less qualified consultants might wrestle with for hours or even days.

Progent's experts in Apple technology specialize in helping companies integrate Apple OS X and IOS platforms to operate seamlessly in environments that include technology from Microsoft, Cisco, VMware, Oracle, and other leading vendors. This allows Progent to support Mac desktops and servers, iPhones, and iPads so as to maximize their business value.

Progent's security engineers have earned the most prestigious certifications offered in the IT security industry. These credentials require rigorous testing and proven field background to guarantee that candidates have mastered a significant body of security knowledge and best practices. Certifications awarded to Progent's security engineers include CISA, CISM, CISSP, CRISC, ISSAP, and GIAC. This expertise allows Progent to offer enterprise-class security services ranging from penetration testing to forensics and recovery.

To be effective, the IT support services offered by major product vendors require customers to have highly standardized environments. Most small business networks have evolved opportunistically and reactively and as a result lack the homogeneity needed for this support model to work well. Progent's breadth of expertise allows clients to avoid the handoff or finger-pointing problems typical of mass-market computer support giants when problems involve, or are suspected of involving, multiple hardware and software products.

Remote Possibilities

Most IT outsourcing tasks can be performed remotely. For jobs that require an on-premise technician or engineer, Progent offers onsite service in major metropolitan areas throughout the United States, but in the majority of cases Progent encourages clients to take advantage of remote service delivery to slash costs and minimize downtime.

Progent has delivered remote support to businesses in every state in the U.S. Long experience providing online solutions and substantial investments in technology and staff training make it possible for Progent to offer the most comprehensive and cost-effective remote IT outsourcing services available.

Progent's founder and president Les Kent comments: "We invest heavily in our intellectual assets and information infrastructure. We recruit highly skilled and motivated people, provide them with what's probably the world's most sophisticated virtual office infrastructure, organize advanced and often custom-tailored training from the major vendors, and offer lots of mechanisms that allow our entire staff to share information and experiences."

The benefits of remote vs. onsite service are substantial due to the elimination of travel costs, faster resolution of problems and a corresponding reduction in lost productivity, quicker problem escalation to appropriate remote support experts, and easier coordination of the schedules of both consultants and clients.

Progent offers remote delivery for a broad range of manual and automated outsourced services including:

Immediate Phone Support

Progent's Technical Response Center (TRC) provides expert phone-based assistance during regular business hours and offers options for round-the-clock availability. Service initiation is fast for new customers and even faster for existing ones. The TRC can work directly with a client, with an on-premise consultant, or through a conference call with a client's in-house staff to resolve most common network problems. Progent's TRC charges by the minute with no startup fees, minimums, retainers, or expedite charges. Customers pay only for the service they receive, so quick fixes never translate into big invoices.

Remote Diagnostics and Repair

It is often faster for Progent's engineers to diagnose and repair a problem by temporarily taking control of a remote desktop. Progent's engineers are veterans at remote troubleshooting and can quickly set up and remove a secure online connection to a client's network to keep support costs at a minimum.

Security Scanning and Analysis

Progent's security inventory scans, available as specially-discounted service packages, give small businesses and enterprises an affordable, objective assessment of their network security. External scans look for vulnerabilities that are exposed outside the network firewall. For internal scans, Progent's engineers can remotely operate a client's onsite computer to check for gaps in security within the firewall. Together, these remote scans give Progent's security experts the data they need to produce a comprehensive security evaluation report and an actionable remediation plan.

Advanced Consulting Services

Most of Progent's high-level consulting services can be performed remotely. Network infrastructure design, security audits, business continuity planning, VoIP solutions, Exchange and unified messaging architecture, Active Directory set up, application development, database administration, project management, server clustering and load balancing, virtualization strategies, wireless integration, and smartphone management are all examples of complex areas where Progent can deliver world-class expertise remotely.

Server Monitoring with Microsoft System Center Operations Manager

Microsoft System Center Operations Manager features non-stop server monitoring, trend reporting, and automatic alert generation to help businesses track their IT system's health and resolve potential problems before they disrupt network operation. Progent's Microsoft certified network engineers are skilled at using Microsoft System Center Operations Manager for remotely monitoring key servers, customizing Operations Manager for optimum performance in a client's unique IT environment, and providing online consulting and troubleshooting services to keep a network available, productive, and secure.

Application Development and Database Administration

Progent can provide a broad array of application development services ranging from writing or updating VBA code for Excel and Word to designing, deploying, and optimizing database applications based on Microsoft SQL Server, Oracle, MySQL, or Access. Program's Microsoft experts can customize Dynamics GP (Great Plains) and CRM, help businesses to revamp their web sites or establish an effective web presence for a new venture, or create internal SharePoint sites for applications such as human resources or project collaboration.

Network Management

Progent can remotely set up and manage the latest generation of network management technology in order to minimize the cost and improve the consistency of administering a business network. Critical areas that once absorbed a substantial percentage of IT budgets but can now be efficiently automated and affordably outsourced include change and configuration management, security policy enforcement, performance monitoring and tuning, data backup and restore, plus server and desktop virtualization.

Disaster Recovery

Progent is experienced in remote restoration of business networks that have been hacked or suffered catastrophic failure. Progent can perform damage assessment, restore business operations, and retrieve lost information. Progent's security engineers can also perform comprehensive forensic evaluations by examining event logs and using advanced evaluation techniques. Progent's background providing security solutions can help reduce downtime and allows Progent to suggest effective measures to avoid or contain future attacks.

Virtual Classrooms

Progent offers online virtual classrooms for a range of desktop applications including Microsoft Excel, Word, PowerPoint, the Office for Mac suite, and graphics and multimedia applications such as Adobe Photoshop and Apple Final Cut Studio. Available to individuals or groups of any size, Progent's webinars allow the trainer to manage the seminar remotely while students can be dispersed across a campus or throughout the world. Progent's virtual classrooms support electronic white boards and hand-raising as well as desktop sharing for in-depth training. Virtual classrooms eliminate travel expenses and reduce the hassle of trying to accommodate the schedules of multiple workers.

Server and Desktop Virtualization

Progent offers the support of certified experts in server and desktop virtualization technologies including Microsoft Windows Hyper-V and Remote Desktop Services, VMware vSphere and VMware Server, plus Citrix XenServer, XenApp, and XenDesktop .

Benefits of Server Virtualization

Virtual servers have the well-known advantage of cutting hardware and service costs because a single physical machine can take the place of multiple systems without the expense associated with purchasing, provisioning, and housing extra equipment. But virtual server technology can also enhance the manageability and fault-tolerance of line-of-business servers, vastly reduce recovery time in case of a catastrophic failure, and improve overall network stability by isolating servers used for testing, development, or legacy applications.

The rapid pace of server hardware evolution makes it almost impossible for businesses to standardize on a specific computer brand and model. Equipment may be purchased from a single manufacturer over a 2-3 year timeframe, but individual models quickly become obsolete and unavailable for purchase. The result is often a hodgepodge of equipment that precludes the use of efficient server replication techniques such as template operating system installations. Consequently, most servers must be configured manually from scratch, which is time-consuming and expensive. Advanced configurations such as clustering or redundant servers are also more difficult to manage when servers lack interchangeable components.

A great advantage of server virtualization is that virtual host software such as Microsoft Hyper-V, VMware vSphere, and Citrix XenServer can create standardized environments from a patchwork of computer models and configurations. This dramatically simplifies server provisioning, deployment, and management. New servers can often be deployed in minutes instead of hours. The flexibility of moving virtual servers between physical servers makes it easy to realign server infrastructure to match varying application demands. As the need for application computing power increases, additional virtual host servers can be deployed rapidly, and existing virtual servers can be load balanced across the array of physical servers.

Benefits of Desktop Virtualization

Major improvements to VDI technology have been incorporated into virtual desktop platforms such as Microsoft's Remote Desktop Services, Web Apps, and Remote Desktop Connection for Mac as well as by XenApp from Citrix. Virtual desktops streamline desktop provisioning and administration, enforce security policies, reduce recovery time, and provide a powerful framework for collaboration. Progent offers expert support for designing, managing, and troubleshooting state-of-the-art desktop virtualization solutions from Microsoft and Citrix and for maintaining or upgrading legacy environments.

How Progent Can Help Businesses Benefit from Virtualization

Progent can help businesses design their network infrastructure to take full advantage of virtualization technology, help install and configure virtual servers and desktops to maximize performance, dependability, and manageability, propose and test business recovery plans that use virtualization to minimize downtime in case of a catastrophic failure, and provide support, troubleshooting, and consulting for virtual environments. Progent also offers a virtual server hosting service that allows small businesses to get the benefits of enterprise-class IT infrastructure and world-class support services at a fraction of the cost of creating and managing an in-house data center and an internal IT support group.

Part-time CIO Services and Project Management

Progent can provide the services of a veteran IT professional with decades of experience in technology management, development, operations management, and business consulting for organizations ranging from Big 4 firms to dot-com startups to state government agencies. These senior consultants can provide key services for small business or enterprise clients.

Progent's Part-time CIO Services for Small Businesses

Most small businesses cannot afford to maintain an experienced full-time CIO with the big-picture perspective needed to align IT spending with strategic goals. To help clients leverage their IT investment, Progent offers part-time CIO services for assistance with:

- **Strategic Planning:** Create and implement a comprehensive growth strategy that leverages technology to help a company become a high-performance business.
- **Rationalizing and Managing IT Budgets:** Create models for Total Cost of Ownership, Return on Investment, and Risk Management and define a realistic IT budget.
- **Business Process Improvement and Reengineering:** Analyze current workflows and use information technology to maximize performance and achieve business goals faster.
- **Contract and Vendor Negotiations:** Qualify vendors, products, and services; negotiate contracts; and monitor SLAs and special upgrade opportunities.
- **IT Security:** Define a security and compliance strategy that addresses policies and procedures, IT infrastructure security, network monitoring, and emergency response plans.
- **Data Center Management:** Set up and manage a data center or colocation site, automate administration, and establish software update and backup/restore processes.
- **Network Management:** Design and manage an affordable network infrastructure that offers performance, speed, availability, security.
- **Desktop Management:** Develop plans for change management, Help Desk services, asset tracking, software revision control, configuration standards, and mobile support.

Progent's Project Management Consulting for Enterprises

Progent's senior IT managers who can provide part-time CIO services to small businesses are also available to enterprise clients to provide project management expertise. Progent's project management consultants can help clients follow leading practices to make sure development or deployment projects are completed on time and within budget. Services include:

- **Requirements Definition:** Define how a project will deliver value, establish its structure, develop pilot plans and testing strategies, and address deployment implications, operations management, and acceptance criteria.
- **Design and Architecture Proposals:** Create functional specifications, master project plan, and risk management plan. Analyze documentation and training requirements and finalize work plans, cost estimates, and schedules.
- **Pilots:** Set up pilot systems to reduce engineering risk and business disruption by thoroughly testing new infrastructure prior to deployment. Set up proof-of-concept tests for enterprise deployments of key technologies.
- **Design Tuning:** Optimize IT infrastructure based on pilot testing and client feedback. Test functionality, performance, and stability under realistic workloads and environments.
- **Implementation:** Deploy core technology and site components, stabilize the deployment, transition the project to operations and support, and obtain final customer approval. Conduct project review and customer satisfaction survey.

Access to Expertise

Access to Expertise

Progent offers small businesses the services of consultants who have earned some of the IT industry's most prestigious certifications, and Progent requires and sponsors all in-house engineers to keep existing certifications current while earning additional ones related to their special expertise. Progent recognizes that credentials by themselves do not guarantee a top-quality consultant, but Progent believes that customers deserve to know that their IT service providers have formal training and testing as well as extensive practical experience in the field so that clients can engage Progent's service with confidence.

Some of the IT industry certifications earned by Progent's consultants include:

Microsoft Certifications

- Microsoft Certified Application Developer (MCAD)
- Microsoft Certified Desktop Support Technician (MCDST)
- Microsoft Certified Professional (MCP)
- Microsoft Certified IT Professional: Database Administrator (MCITP:DBA)
- Microsoft Certified IT Professional: Enterprise Administrator (MCITP:EA)
- Microsoft Certified Solution Developer (MCSO)
- Microsoft Certified Systems Administrator (MCSA)
- Microsoft Certified Systems Engineer (MCSE 2003)
- Microsoft Certified Systems Engineer (MCSE 2003+Security)
- Microsoft Certified Systems Engineer (MCSE 2003+Messaging)
- Microsoft Certified Systems Engineer (MCSE 2000)
- Microsoft Certified Systems Engineer (MCSE NT)
- Microsoft Certified Technology Specialist (MCTS)

Cisco Certifications

- Cisco Certified Design Associate (CCDA)
- Cisco Certified Design Professional (CCDP)
- Cisco Certified Internetwork Expert (CCIE Routing & Switching)
- Cisco Certified Internetwork Expert (CCIE Security)
- Cisco Certified Internetwork Expert (CCIE Voice)
- Cisco Certified Internetwork Professional (CCIP)
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP)
- Cisco Certified Security Professional (CCSP)
- Cisco Certified Systems Instructor (CCSI)
- Cisco Certified Voice Professional (CCVP)

Apple Certifications

- Apple Certified Desktop Technician (ACDT)
- Apple Certified OS Technician (ACOST)
- Apple Certified Portable Technician (ACPT)
- Apple Certified System Administrator (ACSA)
- Apple Certified Support Professional (ACSP)
- Apple Certified Technical Coordinator (ACTC)

Security Industry Certifications

- International Council of E-Commerce Consultants Certified Ethical Hacker (CEH)
- Certified Information Security Manager (CISM)
- Certified Information Systems Auditor (CISA)
- Certified Information Systems Security Professional (CISSP)
- Certified Information Systems Security Professional (CISSP)
- Certified in Risk and Information Systems Control (CRISC)
- GIAC Certified Intrusion Analyst (GCIA)
- GIAC Reverse Engineering Malware (GREM)
- GIAC Systems and Network Auditor (GSNA)
- GIAC Web Application Security (GWAS)
- Information Systems Security Architecture Professional (ISSAP)
- Information Systems Security Engineering Professional (ISSEP)
- Systems Security Certified Practitioner (SSCP)

Sun Microsystems Certifications

- Sun Certified Network Administrator in Solaris (SCNA)
- Sun Certified System Administrator for Solaris (SCSA)
- Sun SNIA Certified Systems Engineer (SCSE)

Juniper Networks Certifications

- Juniper Networks Certified Internet Associate (JNCIA)
- Juniper Networks Certified Internet Professional (JNCIP)
- Juniper Networks Certified Internet Specialist (JNCIS)

Computing Technology Industry Association (CompTIA) Certifications

- CompTIA A+
- CompTIA CTT+
- CompTIA Network+
- CompTIA Security+
- CompTIA Server+

Other IT Industry Certifications

- Checkpoint Certified Systems Associate (CCSA)
- Checkpoint Certified Systems Engineer (CCSE)
- Citrix Certified Administrator (CCA)
- Citrix Certified Enterprise Administrator (CCEA)
- Certified Novell Administrator (CNA)
- Certified Novell Engineer (CNE)
- Certified SonicWALL Security Administrator (CSSA)
- IT Infrastructure Library Foundation Certification (ITIL)
- Master Certified Novell Engineer (Master CNE)
- Nortel Networks Certified Support Expert (NNCSE)
- Nortel Networks Certified Support Specialist (NNCSS)
- Red Hat Certified Engineer (RHCE)
- Red Hat Certified Technician (RHCT)

About Progent's Founder

Les Kent has more than three decades of experience as the head of IT integration and development companies. Before founding Progent, Les was President of Allin Corporation, a publicly-traded IT consulting and integration company with offices in four states. Les has been a Microsoft Certified Systems Engineer since 1994 and a software engineer since 1975. As a technical editor of *InfoWorld* magazine and a member of the magazine's Review Board, Les published 34 reviews and technology articles. The interactive TV system designed by Les and based on Windows and SQL Server has been deployed by the world's leading cruise lines including Carnival, Celebrity, Royal Caribbean, Cunard, and Norwegian. Les also developed the interactive TV systems used in hundreds of hotels worldwide, including the Las Vegas MGM Grand, the world's largest hotel at the time. Les was also the technical architect for the application that won Microsoft's "Best Application of the Year Award" in 1996.

Conclusion

Progent offers fast online access to certified experts for integrating products from all major information technology vendors including Microsoft, Cisco, Apple, VMware, and Oracle. Whether your business is a small office looking for comprehensive IT outsourcing services or a large corporation in need of a reliable co-sourcing partner, Progent has the service delivery model plus the depth and breadth of expertise to provide enterprise-class services at prices small businesses can afford.

If you are interested in using Progent's information technology outsourcing or co-sourcing services, call 800-993-9400, send e-mail to information@progent.com, or visit Progent's web site at www.progent.com.