

**Web Age Interactive Design
Technologies, LLC**

Software*Sales*Support*Service

IT Professional/Consultant

Bill 'Smokey' Stover

5560 Murfreesboro Rd

Lebanon, TN 37090

615-257-0985

wstover@bellsouth.net

Web Age Interactive Design Technologies, LLC

Software*Sales*Support*Service

IT Professional/Consultant

Bill 'Smokey' Stover

- 1. Systems – Sales**
- 2. Software – Sales**
- 3. Support – HW/SW**
- 4. Service – On-Site/Carry In/Contract**
- 5. Training – All Departments**

Web Age Interactive Design Technologies, LLC

We plan to sell the very best PCs, Hardware, and Software at the very best Prices. We will accomplish this through a number of marketing methods. We have the necessary agreements and partnerships in place in order to do this competently and confidently. We plan to Maintain and Service everything we sell through a number of pricing methods. We have the Experience and Computer Industry Knowledge and Understanding required to get this job accomplished. The more product we sell and the more hours we work, the less expensive the entire Computering Experience will be for every individual and business.

Web Age Interactive Design Technologies, LLC

How do we plan to accomplish this Business Plan?

The Sale !

- 1. Each and every System will be Configured by Smokey and You the Customer after thoroughly Analyzing Your specific needs and requirements. You will purchase exactly what you need now but with built in growth potential.**
- 2. Through strategic Partnering, we will purchase the very best of everything in Computering from two very experienced PC/System Builders.**
- 3. All Off-The-Shelf Software you order will be Integrated with Your System Hardware, Tested and Delivered to you.**
- 4. We will Install, Setup, Configure, and Checkout Your System to the point where we both know that everything You ordered is functioning properly.**

Web Age Interactive Design Technologies, LLC Initial Services Provided

- **1. Serve as Network Administrator during:**
 - **1. Planning**
 - **2. Installation**
 - **3. Configuration**
 - **4. Checkout/Acceptance**
 - **5. Maintenance**
- **2. Assist in Hiring Proper People/Time**
- **3. Training of new people/new positions**

Web Age Interactive Design

Technologies, LLC

Future Services Provided

- **1. Serve as Consultant in following Areas:**
 - **1. Warranty Service**
 - **2. On-Going Maintenance/Service**
 - **3. Analyze for New Systems/Requirements**
 - **4. Checkout/Acceptance of New Systems**
 - **5. HW / SW / NW / Op Sys / Apps / Suites**
- **2. Assist in Hiring Proper People/Positions**
- **3. Training of New People/or/Existing Positions**

Web Age Interactive Design Technologies, LLC

Fee Schedule/Hourly Charge

- **1. On-Site Service:**
 - **1. All Types of Service - \$40.00 Per Hour**
 - **Portal to Portal – Mileage – \$.34 Per Mile**
- **2. Carry in Service:**
 - **1. All Types of Service - \$40.00 Per Hour**
- **3. Warranty Service:**
 - **1. By Pre-Arranged Agreement**
 - **2. By Pre-Arranged Contract**
- **4. Contracted Service**
 - **1. Pre-Arranged Monthly Maintenance/Service**

Web Age Interactive Design Technologies, LLC

Long Term/Contracted Consultant

- 1. 20 Hours Per Week - \$40.00 Per Hour
- 2. Any Hours over 20 and to 30 Hours Per Week – \$35.00 Per Hour
- 3. Any Hours over 30 and to 40 Hours Per Week – \$30.00 Per Hour
- 4. Any Hours over 40 Hours Per Week – \$50.00 Per Hour
- 5. Contracted 20 Hours Per Week – 3 Months Minimum - \$35.00 Per Hour

Web Age Interactive Design Technologies, LLC Computer Maintenance

- **I started to work for IBM in 1968 as a Computer Field Engineer. Big Mainframes were built by IBM and sold to or leased to big corporations. These BIG Mainframes were maintained by Customer Engineers. Customer Engineers were employees of IBM on 'loan' to these BIG companies. I maintained 4 to 5 of these BIG systems.**

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Small Systems - BIG Problems

- **Most IT Departments today maintain many small Servers and Workstations in the form of PCs and other Small Systems and other Network Equipment. Distributed work load and processing has caused Hardware and Software Problems to be manifest in ways never imagined and at magnitudes which are almost unmanageable by Information Technology Professionals.**

Web Age Interactive Design Technologies, LLC

Help Desk - Small Systems

- **The Help Desk has surfaced as one way to deal with the Small Systems Problems. Most companies are now wrestling with big financial decisions in dealing with the Help Desk and the many types of problems encountered in Computer and Network, Hardware and Software Maintenance. How do we maintain Hardware, Software, Applications, and Data while training our valued employees to cope with technology?**

Help Desk – In-House/Outsource

- **There are two ways to manage this Problem**
- **1. Purchase all necessary Support Items and hire all necessary personnel and then spend whatever resources necessary to maintain all Equipment and Software and train In-House Personnel.**
- **2. Hire a Highly Qualified, Service Oriented Person/Company and Outsource the Help Desk/Service Operation.**

Web Age Design & Your Corp In-House Helpdesk/Service

- **I have a plan which deals with all aspects of your overall computer/network service and maintenance problem.**

The Plan:

- **1. Train your key persons - super users.**
- **2. Install a Super Help Desk and Inventory/ Asset Management System.**
- **3. Hire and Train persons with Knowledge and Desire who will support your operation.**
- **4. Supervise/Improve/Interface/Train.**

Web Age Design & Your Corp Outsourced Helpdesk/Service

- **I have all necessary experience to put together a very responsive, professional, efficient, and effective Help Desk to support any size of Computer/Network Maintenance effort. I have experience with two major Help Desk Software packages and one 'home grown' package. I know who to hire and how to train necessary persons. If properly organized, managed, and funded, an Outsourced Help Desk will save BIG \$\$\$.**

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Bill Stover - IT Professional
Network Administrator
IT Coordinator
PC Support Manage
Help Desk Supervisor
Computer/Network/Communications

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Bill Stover - IT Professional Qualifications

- **1. Computer Industry Experience**
- **30+ years in Computer Industry**
- **Service with most major Companies**
- **On most types of Equipment and**
- **With most major Software/Systems**
- **2. Service in Management/Supervision**
- **Service as Rank and File/Lead**

Bill Stover - IT Professional

Special Traits/Character

- **1. Maturity - 30+ years/Any/All Positions**
- **2. Leadership - Proven Leader/Trainer**
- **3. Integrity - Loyal/Honest/Hard working**
- **4. Experience - 30+ years in Computers**
- **5. Productive - Self Starter/Motivated**
- **6. Trained - 30+ years in being trained**
- **7. Knowledge - Up-to-date/State of the Art**
- **8. Teacher - Able to train others**

Bill Stover - Positions Held

Management - Company

- **1. Area Field Service Mgr. - BunkerRamo**
- **2. Project Mgr. - U. of So. Cal.**
- **3. Process Control Mgr. - GeorgiaPacific**
- **4. Training Mgr. - GeorgiaPacific**
- **5. LAN Administrator - CA - DWR/DGS**
- **6. IT Coordinator - CA - DWR**
- **7. PC Support Manager - CA - DWR/CEC**
- **8. Help Desk Analyst - CA - CEC**
- **9. Systems Analyst - CA - CEC/DGSOFA**

Bill Stover - Positions Held

Hourly/Rank&File/Lead-Company

- **1. Sr. Field Eng. - Burroughs Corp.**
- **2. Sr. Field Eng. - Potter Inst. Co.**
- **3. Sr. Field Eng. - Data General Corp.**
- **4. Sr. Eng. Aide - Boeing Aerospace**
- **5. Sr. Field Eng. - Digital Eq. Corp.**
- **6. Instrument Tech. - IVEC(Refinery)**
- **7. Sr. Field Eng. - Wang Labs**
- **8. Control Sys Tech.(Lead) - CA - DWR**

Reasons to Use Bill Stover As Your IT Consultant

- **1. Wealth of Experience**
- **2. Proper Experience for each Job**
- **3. Less immediate impact in area of
Training**
- **4. Bill Stover can fill many positions
temporarily while you plan, install,
configure, and startup your system**

Bill Stover's Non-Specific Experience/Computer/Network

- **1. Mainframes - All Major Brands**
- **2. Mini-Computers - All Major Brands**
- **3. Micro-Computers - All Major Brands**
- **4. PC - All Major Brands**
- **5. Data Communications - All Brands**
- **6. Network Equipment - All Major Brands**

Bill Stover's Specific Experience Systems/Networking

- **1. Windows Servers/WorkStations**
- **2. Windows 2000 Workstations**
- **3. Unix/Linux Servers/WorkStations**
- **4. Cisco Routers**
- **5. 3Com/Bay Networks/Other Hubs**
- **6. Northern Telecom Meridian PBX**
- **7. CAT5/UTP Cabling/Patch Panels**
- **8. NICs - All Brands**

Bill Stover's Specific Experience

SYS SW / APPS SW / NW SW

- **1. WINNT 4.0/95/98/2000/XP – WS/Server**
- **UNIX/SUNSolaris/LINUX – WS/Server**
- **2. Office Professional - Including**
- **Word/Excel/Access/PowerPoint**
- **3. Browsers - MSIE/Netscape/Other**
- **4. TCP/IP – Microsoft/SunSolsticePC/Maestro**
- **Hummingbird**
- **5. Outlook/Outlook Express/Eudora Mail**
- **GroupWise**
- **6. Help Desk - Remedy/Track-IT**

Bill Stover's Special HW/SW Experience - Troubles/Analysis

- **Hardware/Software**
- **1. Sniffer - Network Associates**
- **Network General**
- **PC Based Hardware/Software**
- **2. EtherPeek and EtherPeek Tools**
- **Software Monitor/Analyzer**
- **3. Use Ping and TraceRoute Utilities**
- **in Troubleshooting Network Topology**

Bill Stover as IT Consultant

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