



Statement of Qualifications

Background and Organization

Airtop Technology Group, Inc. (Airtop) was established in 2005 and specializes in providing Professional Information Technology Advice and Solutions. Some of the key features of Airtop are:

- ❑ Extremely knowledgeable, professional and ethical staff
- ❑ Experienced business leaders and IT professionals
- ❑ Specializing in enterprise systems
- ❑ Skilled with Windows, Unix and Open Source environments
- ❑ Refined systems with a proven track record
- ❑ Providing professional IT advice, analysis and management
- ❑ Access to top industry partners
- ❑ Existing clients include ECO:LOGIC Engineering, California Backyard, Casual Classics, Northwest Hydraulic Consultants, and other enterprise organizations

Airtop staff is highly skilled and capable of providing IT services; we strive to be more than IT consultants; our goal is to become Trusted IT Advisors. To realize this goal we live by our mission statement:

“Airtop Technology Group, Inc. is a company whose mission is to provide Information Technology services and solutions with professionalism and experience you can count on.”

Our main strength lies in our experience. Businesses are looking for companies they can trust to get the job done efficiently and we have the skills and experience to make that happen.

Airtop Technology Group, Inc. offers expert Information Technology advice, services, and solutions. We bring the experience you trust for the smooth operation of your enterprise environment.

Experience and Services

Airtop is experienced with many technologies including:

- ❑ LAN/WAN Networking Technologies
- ❑ BackOffice Technologies: Server, Database, E-Mail, Web, etc...
- ❑ Applications: Office, Accounting, Engineering, etc...
- ❑ Telecommunications and Video Conferencing
- ❑ Process Development and Improvement
- ❑ ERP, CRM, and CMS
- ❑ E-Commerce
- ❑ Help Desk
- ❑ Asset Management
- ❑ Wireless Technologies
- ❑ Infrastructure Security
- ❑ Video Surveillance

Business System Design, Engineering & Implementation. Many businesses benefit from greater functionality with a lower cost of ownership by investing in systems like Microsoft’s Active Directory domain structure and Exchange e-mail systems. Airtop can help you determine what the benefits of adding systems like these would be. If you need an entire IT system we can develop it for you to meet your business goals.



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Network Design, Engineering and Implementation. Our engineers have been designing and implementing LAN and WAN solutions in diverse business environments since the 90's. We have worked with networks ranging from a single LAN with a handful of users to WAN/LAN solutions for a network as large as 23,000 users spread across 40 countries. Whatever your size, our experience guarantees the best solution for your business.

Database Design, Engineering and Implementation. Databases, Enterprise Resource Planning, and Customer Relation Management systems play a critical role in information technology today. They require a skilled staff to design, develop and maintain. We can provide you with the experience and resources you need to make sure that your data management systems give you the best return on your investment.

Analysis and Documentation. We can give you a full analysis of your IT systems and infrastructure to make sure you have a clear understanding of your current investment and position. After completing a systems analysis, we can provide you with documentation for your systems. This documentation is useful for ongoing management and disaster recovery.

Project Management. Our IT professionals have the tools and training to execute your project from planning to completion, meeting your business goals in a timely manner.

Preventive Maintenance. Preventive maintenance cuts costs by reducing downtime and emergencies. We will put industry

proven maintenance procedures into place to keep your systems running smoothly.

Contract Review. Meeting the terms, conditions and license requirements of software manufacturers can be confusing and expensive. Our contract review service makes sure that your purchase meets your needs on equitable terms.

Advice and Recommendations. We can provide you with suggestions to help you meet your information technology needs and business goals.

IT Staffing and Help Desk Support. Many of our clients prefer to leave the IT work to the professionals and we support that with our custom IT staffing solutions. Each of our staff brings the resources and support of our entire organization.

As businesses make use of IT systems to maintain daily operations, effective Help Desk resources become a vital part of resolving issues quickly. We can offer you experienced Help Desk resources to effectively address your business needs.

Video Surveillance. Many of our clients have realized the need or benefit of deploying video surveillance system over their IP network. To aid in this Airtop has become certified through Panasonic's iPro reseller program.

Wireless Communication Systems. We have deployed and managed wireless systems ranging from single access points for network connections to Metropolitan wireless networks for Internet Service. We also have experience in deploying 900MHz solutions for Public Agencies.

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Project Experience

Supervisory control and data acquisition (SCADA) Network analysis, re-design, and implementation for ECO:LOGIC Engineering Operations division at the City of Lincoln Waste Water Treatment Facility (WWTRF).

At the request of the WWTRF operations management Airtop investigated several issues, the most critical being system security and regular communication failures between the SCADA PLC devices and the servers. Airtop started by analyzing and documenting the entire network.

Using the data gathered along with recommendations from The President's Critical Infrastructure Protection Board, and the Department of Energy, Airtop re-designed the network and security systems.

Airtop provided the new design and recommendations to the plant managers and was given the clearance to implement the recommendations. The most critical issues of security and communication failure were addressed immediately. Airtop is continuing to improve the systems, providing further monitoring and actions as needed.

System analysis, recommendation, implementation, and management for California Backyard (CBY). Performed a complete systems analysis of CBY's IT infrastructure. Gathered information on all software, hardware, telecommunications equipment, and services. Began developing a system administration binder with documentation of all software and hardware configurations as well as company policies and procedures.

Recommendations implemented include:

- ❑ Standards for Active Directory
- ❑ Policies and procedures
- ❑ A comprehensive backup strategy
- ❑ Standard maintenance schedules
- ❑ Documentation for MPLS WAN
- ❑ Hardware and software inventory
- ❑ Integrate credit card processing into sales procedures (requiring coordination with POS software developers)
- ❑ Perform Payment Card Industry (PCI) security audit required by CBY's merchant bank
- ❑ Verify compliance with all 3rd party application providers' recommended system requirements

California Backyard has chosen to retain Airtop as their sole source for all IT needs rather than employing any IT staff.

Our responsibilities under this arrangement include all facets of daily operations requirements for the IT department including help desk, analysis, design, project management, process development, and more.

900MHz wireless system upgrade for ECO:LOGIC Engineering Operations division at the City of Lincoln Waste Water Treatment Facility (WWTRF). The City of Lincoln WWTRF used 900MHz radios with serial communications connecting the SCADA systems at all of the remote sites to the main SCADA system. The serial system was not performing at an acceptable level so we replaced it with an IP based system. From this project the WWTRF operators realized the following benefits:

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- ❑ Increased bandwidth to the remote sites.
- ❑ The time span from when a SCADA event happens at a remote site to when the operator gets the alarm and then completes the required adjustment went from 10-15 minutes down to 3-5 seconds.
- ❑ The remote sites have been vandalized in the past. With this new high bandwidth system we can now deploy video surveillance equipment as needed to the remote sites.

Video Surveillance system upgrade for ECO:LOGIC Engineering Operations division at the City of Lincoln Waste Water Treatment Facility (WWTRF).

The City of Lincoln WWTRF had a closed circuit security system that had failed and didn't have any support. We specified and implemented an IP based system that will work over the entire SCADA network including remote sites. This is an ongoing project but to date they have realized the following benefits:

- ❑ Increased flexibility in camera deployment with lower per deployment costs.
- ❑ Increased flexibility of monitoring and camera control for remote on-call operators.
- ❑ Improved recording functionality and image quality.

Project/Contact/Billing management system for ECO:LOGIC Engineering.

ECO:LOGIC had a Microsoft Access database system which had been created in house. ECO:LOGIC had outgrown the capabilities of Access. A few of the biggest issues were:

- ❑ The employees entered their time and expenses into Excel then submitted a printed copy which was then entered into Access by the accounting staff. The accounting staff would then generate the reports and invoices from Access. There were getting to be too many employees for the accounting staff to keep up with all the data entry
- ❑ The Access database was routinely crashing and corrupting itself from all of the demand
- ❑ The Access database system was not designed to be transactional and lacked the needed reporting capabilities

Airtop engaged with Kore Technologies to design a solution (WebTeam Pro). Airtop operated as the project manager and performed duties such as data migration, testing, and level one support. Although this application continues to grow we were able to accomplish all of the primary goals with the first full release of the application. The primary achievements were:

- ❑ WebTeam is built on Microsoft SQL and .NET technologies providing robust enterprise level capabilities and scalability
- ❑ WebTeam provides a single system for entering and managing all of the project, customer, vendor, contact, time, expense, and billing related data
- ❑ The new system is web based allowing employees to enter their time and expenses directly into the system, then the accounting staff simply reviews and approves the time and expenses

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- ❑ The time, expense, and billing data are now transactional
- ❑ The reporting capabilities are far superior

Ticketing System for Quality Asset

Preservation. Quality Asset Preservation is an asset protection company involved heavily in the recovery, protection, and preparation of bank-owned homes for re-sale.

Airtop worked closely with Quality Asset Preservation to develop a process that allows Quality Asset Preservation to use technology to streamline the intake, assignment, tracking, and closeout of the work orders that define the scope of work on a particular home.

Once a process was created, Airtop developed a web based application to track work orders through their life cycle. The process and tracking application have helped Quality Asset Preservation to execute work orders with substantially less overhead and errors than before.

WAN design and deployment for

ECO:LOGIC Engineering. ECO:LOGIC has several offices throughout California and Nevada with employees frequently traveling between offices. ECO:LOGIC employees needed to be able to move between offices without any disconnect.

Airtop designed and deployed a WAN solution which solved the employee needs. As an added benefit Airtop reduced the cost of management by extending the control of the IT department enjoyed at the main office to every location over the WAN.

Designed and implemented a system to facilitate offsite data backup for Airtop clients. Throughout the various configurations and implementations of our clientele, Airtop discovered a common need amongst them; the need for a secure, comprehensive and cost effective offsite backup solution.

In many situations the data resides on mobile and remote sources (field offices, small remote locations and company laptops). Implementing backup systems using physical media such as tapes and disks for remote offices and mobile users is expensive to deploy and requires dedicated user cooperation to manage effectively.

As a solution Airtop created FileSafe Backup, LLC; a secure online data backup solution that allows corporate workstations, servers, remote office, and mobile users to safely backup and restore critical business data anytime, anywhere as long as they have adequate access to the Internet.

FileSafe Backup quickly became a cost-effective solution for most of Airtop's clients. After several successful implementations among Airtop's clientele, we began offering our product to the general public for both commercial and private use as a paid subscription service. FileSafe Backup offers the following benefits with each subscription:

- ❑ **Multi-source backups:** Multiple installations can protect multiple sources of data under one account. You are only limited by the amount of storage space provided by your subscription level.

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- ❑ Strong data encryption: All data is encrypted BEFORE transmission to FileSafe's backup servers.
- ❑ Data encryption is chosen by the user: Only the user can decrypt their data. Not even FileSafe can read the data stored on its backup servers.
- ❑ Multiple backup types: Support for Full, Incremental and Differential backups
- ❑ Advanced enough for system administrators yet easy enough for home users
- ❑ Advanced backup capabilities: Retention settings allow users to restore previous versions of backed up data
- ❑ Platform independence: FileSafe Backup is available for all major operating systems – Windows, Linux, Solaris, Novell and Mac
- ❑ Advanced email and database backup: Exchange Email support for complete database backup or brick-level backup. Broad support for major database platforms – Oracle, MS SQL and MySQL

FileSafe has been used successfully in various data restoration episodes, including complete system failure.

Airtop designed, implemented, and manages FileSafe's network and server infrastructure. The Airtop team researched and procured all needed software, hardware, and services needed for a full service offering to the public.

Under Airtop's leadership, FileSafe is quickly becoming a source for data protection for businesses of all types and sizes and offers a

vital data protection service for corporate and home users.

WAN design and deployment for Child Abuse Prevention Council of Placer County (CAPC). CAPC has several offices in Northern California that require interoperability to allow access to critical applications and data stored at their main office. Due to the nature of their data, CAPC needed a system deployed to meet their needs while maintaining HIPPA compliance.

Airtop designed and deployed a WAN environment for CAPC connecting all the offices together allowing employees to have accesses to critical resources while maintaining HIPPA compliance.

Linux to MS Windows environment conversion for Northwest Hydraulic Consultants (NHC). NHC was operating on a Linux based domain environment, providing domain style user management and resource security. As NHC grew they needed an enterprise level directory services to better meet their needs.

Airtop designed and deployed a Microsoft Active Directory domain for NHC allowing central management of users and resources while providing an easy to use system for the users moving between sites.

The implementation of Microsoft Active Directory also provides a better foundation for future integration of Microsoft based back office systems.

Data Storage Array and backup solution for Northwest Hydraulic Consultants (NHC). NHC deals with a high volume of GIS and AutoCAD data for many organizations including the Army Corp of Engineers and



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FEMA. Due to the high volume and extreme size of their data NHC needed a system that could organize their data in a central location allowing secure access while maintaining a reliable backup and archive method for all projects.

Airtop designed and implemented a reliable and scalable HP enterprise storage and backup solution. This system is scalable to 22TB and will backup the full 22TB in 12 hours allowing full backups to be completed as needed in a timely manor.

This system also allows high throughput to the network with the ability to sustain GB speeds. This solution allows NHC to better organize their project data and provides a secure environment to meet their high demands.

WAN deployment for Sierra Council on Alcoholism and Drug Dependence. Sierra Council has several offices in Northern California and needed a cost effective solution for inter-office connectivity. Each office needed access to server resources located at their main office. Their existing infrastructure consisted of a 56k Frame Relay based WAN solution that was becoming costly and did not provide the remote locations with reliable access to critical resources.

Airtop designed and configured a cost effective WAN solution for Sierra Council that boosted their inter-office connectivity while maintaining a secure environment for all critical data.

Thin client deployment for Sierra Council on Alcoholism and Drug Dependence. Sierra Council needed a cost effective solution that provided a secure, small

footprint, computing environment for counselors requiring access to critical company data and applications.

Airtop Designed and implemented a Microsoft Terminal Server environment consisting of application servers and thin clients. Airtop designed custom Linux based thin clients that allowed Sierra Council to utilize their old equipment in their new environment during the transition. This greatly reduced the cost and time of deployment for new systems within the organization allowing Sierra Council to provide a faster more efficient computing environment to all employees at a very low per user cost.

CRM for On The Spot Grooming. Airtop is involved in an ongoing process, working with On The Spot Grooming to build a web based application to help manage their client database and scheduling.

At the direction of On The Spot, Airtop developed the application, business practices, and policies to allow roughly 10 employees (groomers) to manage 7,000+ clients and nearly 10,000 pets.

The development included migrating data from multiple sources into the new application and is planned to include a content management system that presents a public interface for clients to create appointments.