

▶ IT Information available in the CI Technology Database

Systems & Servers

- Manufacturer and Model of Servers
- Total Non-PC Computer Systems
- Total Mainframes
- Primary Mainframe Operating System
- Total IBM AS400 Systems
- Total Workstations
- Total Servers (including LAN and Internet servers)
- Total Internet Servers
- Total PC Servers
- Plans to Purchase New System or Server

E-business

- Number of Employees Accessing Internet (ranges)
- Method to Connect to the Internet
- Internet Applications

PC

- Manufacturer of Laptops
- Manufacturer of Desktop PCs
- Manufacturer of Thin Clients
- Total non-server PCs including Apples and Laptops
- Total Laptops
- Total Thin Clients
- Total Planned Purchases of PCs/Thin Clients

Printers

- Manufacturer of Printers
- Total Printers
- Total High-Speed Printers
- Plans to Purchase a New Printer

LAN

- LAN Topology
- Total Nodes Attached to LANs (excludes servers)
- LAN Operating Systems
- LAN Equipment

Software

- CRM/SFA Software
- ERP Software
- Financial Software
- Systems and Network Management Software
- Operating System
- Relational Database Software Packages
- Programming Languages

Networking

- Number of Remote Locations Connected to Private Network
- Carriers for Network Lines
- Maximum Speed of Data Communications Lines
- Long-Distance Carrier
- Virtual Private Network
- Plans to Develop New VPN or Internet Solutions

Communications Equipment

- Manufacturer of Phone Systems
- Total Extensions Available on Phone Systems
- Presence of Call Centre or Telemarketing Group
- Call Centre for Inbound / Outbound Calling, or Both
- Plans to Purchase a New Phone System

Storage

- Total System Storage (in gigabytes, includes legacy DASD, LAN and Internet storage)
- Manufacturer of Storage equipment
- Structure of Storage systems (NAS/SAN)
- Plans to Purchase new Storage Equipment

Outsourcing

- Use of External Service Provider to maintain IT requirements
- Type of service
- Plans to Outsource a Service



We make it happen.

Harte-Hanks

Wyvern House, Wyvern Way
 Rockingham Road, Uxbridge UB8 2XN
 Freephone: 0800 960 216
hartehankseuro@harte-hanks.com
www.europe.hartehanksmi.com
www.harte-hanks.com/europe