



Smart Thinking Works

INTRODUCTION

SureSkills is a company integrating business, people, and technology: we consult, we implement, we manage and we train. Established in 1993 and headquartered on Dublin's Fitzwilliam Place, and with offices in Belfast we are a unique, independent, owner-managed company that puts smart thinking to work on your behalf.

Smart Thinking Works

Smart systems power successful businesses. SureSkills sees your business performance, your people and your technology as one interconnected system. We tune your technology and your people, so you can drive your business.

“Systems have structure, behaviour and interconnection. You need to tune all three to drive a business. That’s the SureSkills’ insight, which gives us the edge.”

Brian Kinsella
SureSkills Managing Director

Smart

Whole systems thinking IS smart thinking. We look at your organisation as a network of subsystems of technology and people, with your business purpose at the centre. From that broad perspective we see the infrastructure, people behaviours and interconnections that need to be aligned and managed to make your business perform.

Thinking

We understand that to increase the success of your organisation we improve the performance of your people. That’s why we offer the widest possible range of technology training AND we focus on the business skills to impact your business at a strategic level. When we train your people we are looking for more clarity, more performance, and better business alignment.

Works

At the technology level we focus on designing, implementing and managing all the infrastructure necessary to drive your business:

- **virtual systems**
- **network infrastructure**
- **desktop applications**
- **messaging solution**
- **disaster recovery and business continuity**
- **service management processes**

SureSkills IT Solutions

Our people bring a perspective that can help you get more from current infrastructure, migrate successfully to new systems, and protect you from technology disaster.

We design creative solutions around Virtualisation, Storage, Disaster Recovery and Business Continuity for small, medium and enterprise-sized organisations. We work on IT budgets, infrastructure and systems planning, contract negotiations, applications licence renewals, risk and security assessments and technical documentation.

And we do the project implementation.

Infrastructure Build

We do the build work, specialising in distributed networks with data replication needs, distributed authentication and system integration, active directory design, implementation and transition from existing Microsoft platforms and others, such as Netware.

Infrastructure Migration

We specialise in systems migrations, with a focus on virtualisation. Our consultants design, implement and transfer live systems to VMware, Hyper-V and Citrix virtual infrastructure ensuring business continuity. We protect your virtual IT systems through local snapshots, hardware replication, software replication and SRM.

Storage Solutions

We design storage solutions. Design and implementation of centralised storage solutions is based primarily on EMC and Dell EqualLogic platforms. The implementation phase will normally require migration activity to move from local storage or legacy SAN technology.

Disaster Recovery

We ensure you stay in business, offering IT specific disaster recovery point solutions up to full business continuity strategies encompassing procedural, IT and end user issues.



Data Lifecycle Management

We care about your data management. We design and implement data backup, recovery and archive/HSM delivered on Backup Exec, CommVault and Microsoft products.

Messaging Solutions

We ensure you get the message, with design and implementation of standalone and local and site resilient mail solutions primarily based on Microsoft Exchange (from 5.5 up to 2010) with integration of the added value components to offer businesses real productivity gains.

Security

We protect your IT systems, keeping your business critical applications and data secure from internal and external threats. With the proliferation of data and the business demands for access anywhere through multiple devices it is critical that information is secured appropriately while still being accessible.

Multi layer solutions incorporating encryption, access control, auditing, virus protection and threat detection enable your business to operate in confidence.

“We’ve been working closely with SureSkills for over 10 years now during which time I have been particularly struck by SureSkills pro-active approach and flexibility to both anticipate, meet and exceed the business needs of our customers.”

Dermot O’Connell
General Manager, Dell Ireland

Service Management

We think about the whole system: people, processes, and technology and how they contribute to the business. That requires a different way of thinking about managing IT systems that is less to do with the technical details of the system and more about fine tuning the processes and the interaction of IT systems and people with the business and customers.

Ask if your IT systems:

- **meet business requirements**
- **satisfy customer service benchmarks**
- **align with best practice**

Then give us a call.

SureSkills' Service Management Professionals apply a combination of real world experience, certified best practice consulting, and education to align your IT systems with your business goal. We have taken the best from certified classroom knowledge - ITIL, PRINCE2, PMBOK, MSP, COBIT, Six Sigma, and P30 - and blended it with in-depth IT knowledge and management experience.

Our service models are dynamic, from general advice to structured guidance and assessment. We engage, daily, with multinationals and single office businesses, customising our service model to the problems they present. We do more than give advice, our team can fully manage your IT Services and environments.

“I recognize the excellent work ESMI has done over the years in Ireland with ITIL and PRINCE2, and now at SureSkills there is a clear plan to grow ITIL Service Management and PRINCE2 Project Management services in Ireland and beyond”

**Richard Pharro,
CEO, The APM Group**



Service Management

IT Strategy Generation

You have a business mission, vision, and goals. We can align your IT systems and people with the broader business purpose and articulate that alignment in your IT strategy.

Business Value Alignment / Measurement

Our Business Value Service provides the tools to monitor and manage business value provided by IT.

Baseline and Gap Assessments

The baseline and gap assessments provide an objective external assessment to validate current state, identify opportunities to improve, or provide a reference against which planned initiatives can be measured.

IT Management Frameworks

Effective IT service management requires the blending of diverse best practice frameworks. ITIL, PRINCE2, COBIT, Six Sigma, CMMI, ISO20000, ISO2700x.

ITSM Mentoring / Knowledge Transfer

IT Leaders frequently find themselves without an advisor to provide perspective. Our ITSM Mentoring Service provides personal development plans, certified education programmes, and knowledge transfer coaching.

Business Continuity Planning

We help organisations identify and address exposure to internal and external threats, and create a plan for you to stay in business in the event of disaster.

Change Management

Change can hurt before it makes things better. SureSkills provides a comprehensive consulting and training programme in all aspects of change to minimise the disruption and maximise the return.

“As a result of these ITIL initiatives, we have been able to reduce the attainable target for a typical call to the Service Desk by 40%. This is a tremendous achievement for Dublin City Council.”

Brian Curtis,
Head of Information Systems,
Dublin City Council

Configuration Management

The more you grow, the less you know... unless you are managing the recording and updating of your hardware and software. SureSkills offers expert configuration management to help you manage your operational performance.

Service Delivery Issue Resolution

When things go wrong we can work with your team to investigate and resolve specific quality of service or service management issues.

Programme and Project Management

Much of our work in Programme and Project Management focuses on implementation and rollout, using the PRINCE2 and MSP methodologies. Our experience adapting public frameworks and standards is particularly beneficial for small and medium size organisations.

We can train your people AND we can supply experienced project managers to get the job done.

Best Practice

Technology Training

Your IT processes and systems are as good as the people using and managing them. That's the whole systems point of view, putting technology training on a level with systems design, implementation and management. If you have people who create, manage or use applications or technology we can help them do it better.

Expert trainers

Many of our trainers also consult. That means when they are not in the classroom they are out with clients, designing and implementing systems. All our trainers have their own personal development plans to ensure they are at the leading edge of the technologies they teach.

Real world experience

We encourage our trainers to bring their real world experience into the classroom through workshops, case studies, and hands-on labs. We have our own on-site labs where delegates can build, configure and tear down technologies - drilling into complex issues in their own time.

Strong Follow up

We believe in strong follow-up, offering our on-line learning portal, and the opportunity for further coaching and mentoring on-site.

Contact us if you are looking for

Office and Desktop Applications

- Microsoft Office and Desktop
- Other Desktop Training
- ECDL, EqualSkills & IC3
- Microsoft Windows OS

Technical IT Training

- VMware
- Microsoft Server Technologies
- Microsoft Development Tools (.NET)
- Cisco Products
- Microsoft SharePoint
- Dell Products
- CommVault

Project Management Skills

- PRINCE2 Certification
- PMP/PMI Certification
- Six Sigma

IT Training Accreditations

VMware Authorised Training Centre VATC

ITIL Accredited

PRINCE2 Accredited

Microsoft Gold Partner/CPLS

CommVault Authorised Education Centre

Dell Partner Education Services

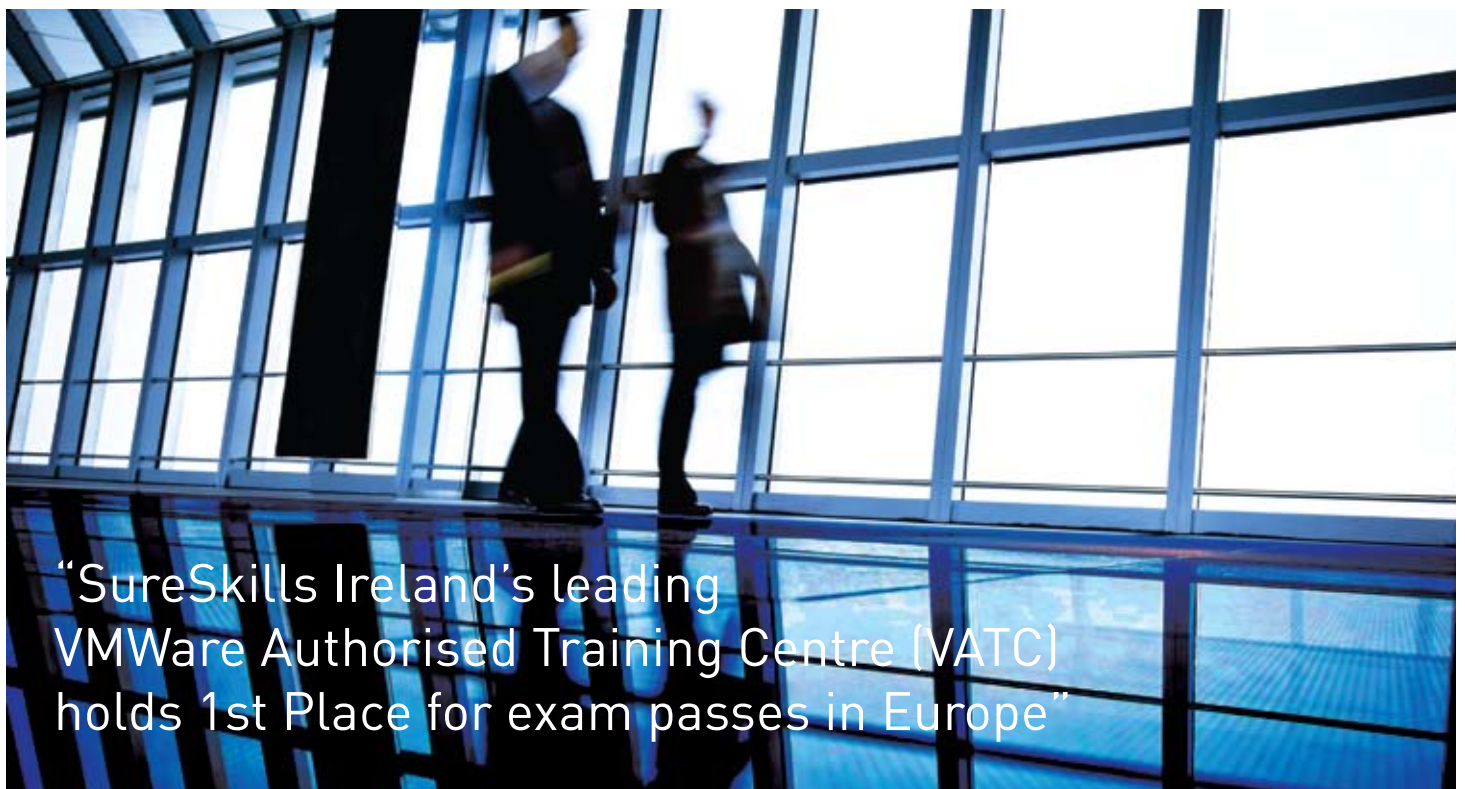
Thirdforce eLearning Partner

Cisco

IT Training Services

Managed Training Services

Custom Course Development



“SureSkills Ireland’s leading
VMWare Authorised Training Centre (VATC)
holds 1st Place for exam passes in Europe”

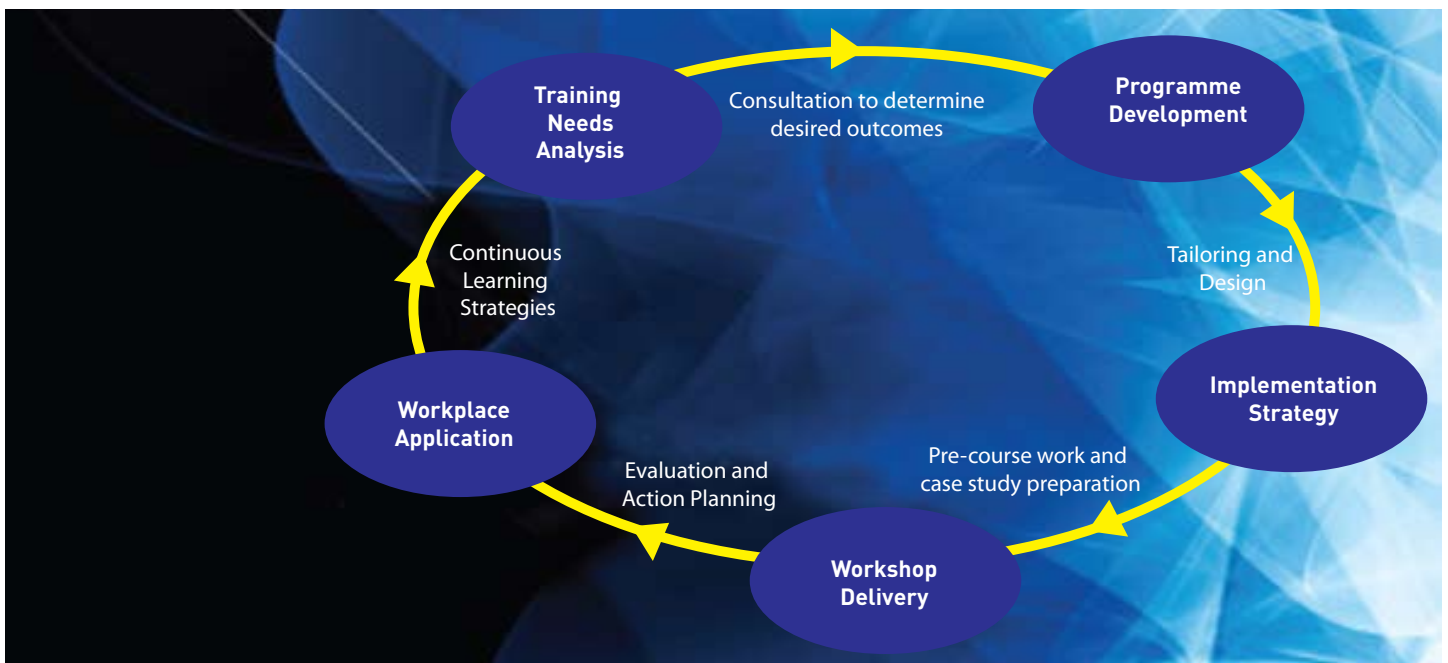
Business Skills

Once you see the system as a whole, business training makes sense. Your business purpose sits at the heart of a network of people, processes, and technology. Each has to perform. So we take a different approach, and offer best practice professional training and development alongside technology training.

Choose from...

- Personal & Professional Effectiveness
- HR, Training & Recruitment
- Leadership & Management
- Sales & Marketing
- Finance & Financial Awareness
- Online & Digital Marketing

- Six Sigma & Business Analysis
- Outplacement & Career Services
- Project Management, PRINCE2, PMP
- Programme Management, MSP
- FETAC, ILM & SME Training
- Customised / Tailored Training
- Online Blended Learning Solutions



You get a different experience from SureSkills business training because we are focused on the business outcome. All our experienced, approved and qualified training consultants engage with participants through direct formal training, discussion, teaching, coaching, mentoring and self-discovery.

We believe in the real thing: trainers with real world business experience; work-shops and group discussion focused on real-world business problems; and role playing of actual scenarios.

We do the follow-up, taking the learning out of the class-room and into the business

environment through coaching, on-line learning, and evaluation of outcomes.

And, we understand the importance of working together, credibility, accreditations, and the use of partnerships to achieve success. SureSkills Business Skills Training Division is a member of the IITD (the Irish Institute of Training & Development), an accredited ILM (Institute of Leadership & Management) training organisation, a member of the Irish Internet Association, a member of the Sales Institute of Ireland, a member of the Dublin Chamber of Commerce and an approved FAS / EI training organisation.

Courseware Design & Development

If you do not see what you need, let us build it. Because we have the real world experience as well as the classroom knowledge we design memorable impactful training courses. Our learning consultants create practical, business-outcome focused, and fun learning experiences that your people will remember and put into practice in your business.

Our offer has five components:

- Subject Matter Expertise
- Learning consultancy
- Complete learning package delivery
- Tutors
- E-learning competency

Subject Matter Expertise

There are two sides to SureSkills – training and professional services. We provide the technology experts and the business analysts to generate the source material and tie it into business objectives.

Learning consultancy

SureSkills' learning products are designed using strategies that help users learn successfully. We design to:

- Impart clear and direct learning objectives;
- Create high levels of personal motivation;
- Build understanding based on prior experiences and new information;
- Drill and practice key concepts and behaviours within a challenging environment;
- Include 'informal learning' aspects for learners to work and learn collaboratively.

Learning materials

We create the complete learning package:

- Facilitator and Participant Guides;
- Slide Decks;
- Technology Labs;
- Case Studies;
- Role plays.

Tutors

Our learning team can either Train the Trainer or deliver the material for you, throughout EMEA.

E-learning

Our learning consultants are skilled elearning professionals too, with strong experience of creating engaging learning on-line, and managing international deployment.

Project Management

In everything we do we are committed to quality product development and on-time project delivery. We have experience of rapid product development to high quality guidelines.





SureSkills Enabling Performance since 1993



DUBLIN

14 Fitzwilliam Place, Dublin 2.

Tel: 01 240 2222 Fax: 01 240 2233

Email: info@sureskills.com Web: www.sureskills.com

BELFAST

Callender House, 58-60 Upper Arthur Street, Belfast BT1 4GJ.

Tel: 028 9093 5555 Fax: 028 9093 5566

Email: niinfo@sureskills.com Web: www.sureskills.com

TEXAS

SureSkills Inc. USA, 1000 Heritage Center Circle, Round Rock, Texas 78664, USA.

Tel: +1 512 238 3098

Email: info@sureskills.com Web: www.sureskills.com