



Project Services

Technology complexity and rapid change make it difficult for IT organizations to keep pace—let alone take on major upgrade, conversion, software engineering, or virtualization projects.

Let us help.

Our Experience Sees You Through

Our project services give you maximum flexibility to deploy us as you need us. With hundreds of successful IT projects under our belt, we always work within your budget, your deadlines, and your objectives. And we always deliver measurable results—not vision, the bleeding edge, or future possibilities.

- **Experience**—we solve your issue and we add extra value, freely sharing our experience and other helpful information whenever we can. We often provide insight into a technology that you won't find in the vendor's manual.
- **Engineering strength**—we retain talented engineers, and their combined experience enables us to complete your project quickly, thoroughly, and as expected. We may not have seen it all, but we've seen plenty. If we cannot provide a solution or service, we'll tell you. Up front.
- **Streamlined processes**—we believe in streamlined processes, without reams of paperwork and cumbersome administrative requirements
- **Pragmatism**—we know what to expect, so we can avoid common pitfalls or failures associated with each of the technologies we work with. We also can maximize user adoption or help you gain internal support for a project.

- **Flexibility**—we work closely with you, whether you bring us in at the beginning of a project, or to help rescue a project. We can work with your team or take on sole project responsibility. We can also provide expertise that you may not have on staff.

Partnerships that Work for You

We work with vendors who deliver solutions that have been proven in the widest range of IT environments.

Cisco

- Unified Communications

Citrix

- XenServer
- XenApp

EMC

HP

Microsoft

- Windows Server
- Active Directory
- Exchange
- Office Communications Server
- Project Server
- SharePoint Server
- SQLServer
- System Center

NetApp

Red Hat

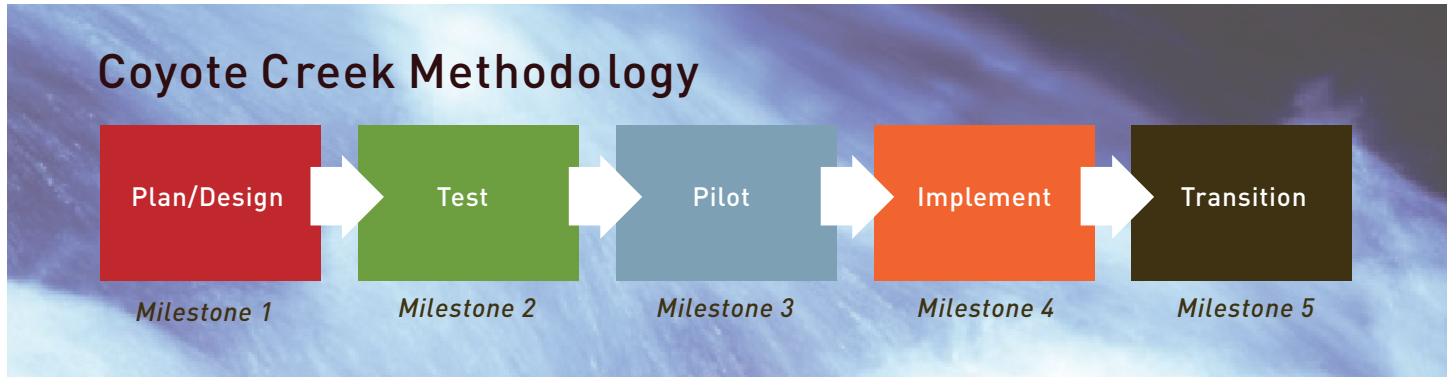
Sun

Symantec

- Backup Exec
- Enterprise Vault
- VMware**
- Server Virtualization

Our Disciplined Methodology

We follow a disciplined methodology for each project, which is designed to accelerate delivery of a fully tested, documented project. We typically perform phased deployments in order to minimize risk and assure successful transitions to your new solution, and we can also transition and remove old systems.



Plan/Design

The first phase includes an initial project assessment to articulate scope and objectives; analyze the existing environment; develop a conceptual design; perform risk assessment, gather requirements; develop functional specifications; create a detailed design; and formulate the implementation and plan.

Test

We lab-test our proposed design approach and functional specifications. This milestone evaluates the specific technologies and integration approach to make sure they will work.

Pilot

Using the tested design, we build a limited rollout environment to test the proposed configurations and processes in a realistic setting.

Implementation

This phase includes the physical execution of the project plan. We review actual performance, and ensure that your goals and management's expectations are met.

Transition

Upon completion, we formally turn over the solution to your team. You receive final knowledge transfer, turnover of procedures and processes, the project documentation repository, and any required training materials.

Coyote Creek Project Services

Installation, Conversion, Upgrades

Whether a greenfield installation, migration to a new technology solution, or upgrades with extensive impact to your users, we work within your existing IT architecture to make the transition as smooth as possible:

- Includes appropriate infrastructure assessment and architecture design to ensure success.
- Build a phased deployment to minimize risk, avoid business disruption, and encourage user adoption. We can also perform “big-bang” deployments if necessary to meet specific business objectives, but to minimize risk we conduct extra testing and piloting to help ensure maximum success.
- Thoroughly document the new solution so that your team can successfully manage it.
- Provide training and/or training materials.

Coyote Creek will work with you in any capacity required. For example, we can help with a design. We can perform design, testing, and piloting. Or we can take full responsibility for the project from start to finish.

Infrastructure Assessments

Business mergers, acquisitions, and normal growth can often result in an IT infrastructure that includes diverse systems and unknown integrations. We can assess hardware infrastructures, software deployments, application architectures, email and messaging systems, and other critical systems to evaluate performance or identify issues. We can also provide recommendations for adapting an infrastructure to support new business requirements.

Architecture Design

We often help clients assess and re-design system architectures in preparation for a major upgrade or conversion project. During an architecture evaluation or design, Coyote Creek combines best practices with extensive experience gained from hundreds of client projects to provide you with a real-world plan that includes recommendations for resources, priorities, and required expertise.

Project Management

Frequently, clients ask us to manage projects because they do not have the staff, bandwidth, or project management rigor to confidently undertake a major initiative in-house. With experience across many unique client environments, we are able to:

- Quickly identify unique company and cultural considerations and set accurate expectations
- Plan accurately and deliver according to schedule
- Ensure successful results through our proven methodology
- Avoid common pitfalls associated with each technology we work with
- Minimize paperwork to accelerate project completion
- Deliver tangible results quickly

Software Engineering

Coyote Creek provides custom software development for Microsoft ASP, .NET, and SharePoint projects to maximize your return on investment from these solutions or to integrate them with other existing systems.

Let Us Help

There are projects, and then there are successfully completed projects that quickly deliver the benefits you expect. Those are the kind of projects that Coyote Creek delivers. Call us today, and let us help you get the job done.

For more information, please call us at **888.269.6838**, or visit www.coyotecrk.com.