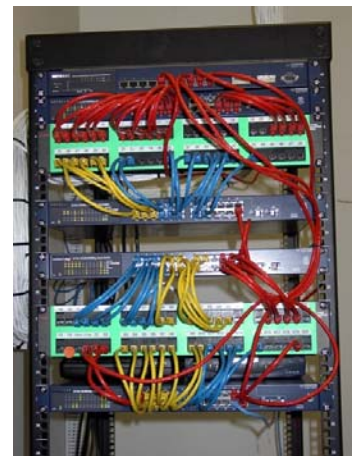


## NETWORK ENGINEERING

The DeVineWare network engineering principal is keep it simple and affordable. We listen to exactly what your needs are and then deliver accordingly. Most small to medium size winery's networks have less than forty to fifty network computers (in many cases less than twenty) and do not need all the bells and whistles that expensive IT companies will recommend. We deliver a solution that fits exactly what you were asking for and what we believe you truly need. Never do we recommend some cookie cutter solution that is the same for every client. Let's face it; we are in the agricultural business and the last thing we want to spend thousands of wasteful dollars on our computer networks.

Our experience in all facets of winery IT and the fact that we are also owners of our own winery, gives us the knowledge that other IT companies do NOT have; which is, what most wineries really need is a relatively simple network where you can get to your work. We don't want to set you up, so that you are overly dependant on us. Many solutions are so complex that you are constantly calling your IT company because something else has broken on your overly engineered network.

We have found that our niche or what differentiates DeVineWare from our competitors is our focus is on the small to medium size winery. We keep controls on the number of clients that we accept to work with and therefore are able to keep our promise of the highest quality service.



### **Summary of our Network Engineering services; who benefits:**

Comprehensive menu allows our winery clients to pick and choose which services are right for them. You may mix and match these services for a customized solution for your winery.

- **Customer service** is always the most important piece that we make sure our clients have access to seven days a week. Regular on-site visits, Phone technical support or instantaneous remote access support is available for you, where our qualified engineers will take care of any support issue
- Our **Advanced Server Setup** team can setup or manage your server/s with reliable backup, maintenance, domain management, and security control

# DEVINEWARE

Building Brands for the Wine Industry

- We work on a very affordable hourly basis or by service contract to perform **Workstation or laptop maintenance** and with all this experience we will make sure that all your computer user's are up and running and efficient as they should be
- **Email administration** is the most important application that you can use to communicate with your distributors, brokers or direct customers, so we are very proud of our 24x7 never fail track record.
- The wine industries need for **secure Remote Access and Virtual Private Networking** is probably one of the most frequent requests that we receive. The travel schedule within the industry and the need to work from multiple locations has been the driving force for these requests, and we have implemented these features for almost all of our clients
- We offer and have years of experience in the **support and maintenance of applications** most commonly used in the wine industry, for instance applications like: AMS, QuickBooks, VinNow, EVT Retail, Nexternal, Wine Maker's Database and many customized production systems
- There are many **wireless applications** that we have either setup or do ongoing support of, and with all the newer emerging technology in this area we are performing many upgrades of legacy wireless systems

Although not the most romantic part of what we do, the DeVineWare network engineering team is passionate about this piece and is here to listen, help you plan for large network implementations or small ad-hoc requests.

# DEVINEWARE

---

Building Brands for the Wine Industry