



VERTICAL

IT Operations for Higher Education

CIBER's end-to-end offerings reduce costs, simplify management, expand resources, enhance efficiency and help refocus your resources where their expertise benefits you most.

We provide the right mix of outsourced, managed and IT project services to deliver the greatest business value. These services are divided into two practice areas: Outsourcing Solutions and Technology Solutions.

CIBER's outsourcing solutions help reduce risk, lower cost of ownership, streamline IT management and minimize downtime throughout an organization. Our experts can help improve user community and IT infrastructure support without upfront investments or management hassle. This frees your internal resources to focus on the new initiatives that add the greatest value to your institution. We will keep you up and running while you concentrate on extending the capabilities of the investments you've made in administrative systems.

As a public company with a strong balance sheet and an extraordinary track record of long-term relationships with world-class enterprises, CIBER can solve your outsourcing problems.

Investing Your Resources Wisely

Enable your technology investments to run at maximum ROI by using CIBER for your technology maintenance. You have a significant investment in your ERP and in your highly-trained staff, so provide them with the opportunity to make the most out of your ERP system through extension and enhancements, without the worries of system maintenance. CIBER has the resources to maintain and manage your systems so you can use your internal talent in more cost-effective and productive ways to generate more valuable results.

CIBER Help Desk Services

Our world-class help desk services will help you dramatically improve customer satisfaction and significantly reduce costs at the same time. CIBER's fully integrated help desk offers a single point of contact for all services and support. We offer:

- Unsurpassed expertise in managing and optimizing help desks
- 24/7/365 national, international coverage
- Precisely the services you need – delivered onsite or remotely
- Problem resolution services across heterogeneous technology platforms
- SLA-based, fixed and variable contract options
- The ability to seamlessly integrate individual services with your resources or deliver a fully integrated service desk

We integrate best practices in process engineering, knowledge and incident management, SLA negotiation, metrics, communication and more.

High Value Outsourcing Options

CIBER will customize the precise mix of remote and onsite services to give you maximum confidence and business value. We deliver Tier 1 and Tier 2 support for any infrastructure or application, on a per-call or fixed-fee basis. Our services integrate seamlessly and cost-effectively with your in-house capabilities, quickly

extending world-class support wherever and whenever you need it.

- Enterprise, proprietary, vertical and collaborative applications
- Basic network administration
- Tier 1 and Tier 2 support for infrastructure and applications, encompassing networks, servers, storage, security and desktops

Remote Help Desk

We can take responsibility for all your support calls – helping you refocus on your business, as you instantly leverage our management expertise, technical expertise, scalability and call management systems.

Onsite Help Desk

Already invested in systems and tools? We'll provide the missing pieces to lower costs and enhance customer satisfaction. We can supplement your existing resources with expert managers and staff, specialized technical knowledge, even best-practice call management methodologies and standardized operating procedures.

CIBER Maintenance Services

CIBER's maintenance services keep you up and running, minimizing downtime in even the most complex heterogeneous environments – nationwide. This isn't just a promise: it's a core competency backed by CIBER's world-class technical expertise and decades of experience supporting the world's leading companies. Services include:

- Single point of contact
- Emergency Response Team (ERT) services for fast assistance
- Comprehensive break-fix/dispatch services

Our reliable break-fix dispatch services include beginning-to-end problem resolution covering your entire multi-vendor technology environment: switches, routers, servers, desktops and virtually any infrastructure component.

CIBER Data Center Services

CIBER provides comprehensive Data Center services through our data centers offering state-of-the-art redundancy and reliability. We offer high-availability services and application operations for solutions such as SAP, PeopleSoft, Oracle, Exchange, Lotus Notes, Citrix and many others. We also provide the facilities for secure data replication and disaster recovery services.

CIBER Monitoring and Management Services

For networks, systems, applications, security, and storage . . . including the flexible, powerful and exceptional value of CIBER's FlexiMon™ monitoring solutions. . . all delivered by experts with unsurpassed managed services experience.

We dramatically reduce business risk, combining decades of experience with a strong process orientation that drives consistent excellence and constant improvement. Our solutions include:

Root-Cause Problem Resolution

Managing and monitoring IT infrastructure has never been more challenging – or more crucial. CIBER has your solution. Our fully integrated, 24/7/365 services cover everything from basic monitoring to advanced root-cause applications and systems analysis that identifies problems fast, so we can solve them fast, increasing your institution's productivity.

Server and PC Lifecycle Management

With CIBER's turnkey solution, we can manage your entire network and non-network based assets, deliver new and updated software and manage patches and vulnerabilities across your enterprise. It's easy to implement, requires no capital investment and provides powerful tools for long-term planning.

CIBER's Technology Solutions

CIBER's Technology Solutions practice brings together unsurpassed expertise in core IT areas that simply must run well. In addition to an impressive offering of help desk, network operations and managed services, CIBER provides consulting services in the following core IT areas:

Network

- LAN / WAN / Wireless

Server & Systems

- Directory Services / Operating Systems
- Messaging & Collaboration
- Server Based Computing

Storage

- Storage / Storage Management
- Storage Networking (SAN/NAS)
- Backup & Recovery

Security

- Policy Development
- Penetration Testing
- Intrusion Detection / Prevention

Desktop

- OS and Application Deployments

About CIBER, Inc.

CIBER, Inc. (NYSE: CBR) is a pure-play international system integration consultancy with superior value-priced services for both private and government sector clients. CIBER's global delivery services are offered on a project or strategic staffing basis, in both custom and enterprise resource planning (ERP) package environments, and across all technology platforms, operating systems and infrastructures.

Founded in 1974 and headquartered in Greenwood Village, Colo., the company now serves client businesses from over 60 U.S. offices, 20 European offices and four offices in Asia. Operating in 18 countries, with 8,000 employees and annual revenue of approximately \$1 billion, CIBER and its IT specialists continuously build and upgrade clients' systems to "competitive advantage status." CIBER is included in the Russell 2000 Index and the S&P Small Cap 600 Index.



5251 DTC Parkway Suite 1400
Greenwood Village, CO 80111
800.242.3799

© 2008 CIBER, Inc. All Rights Reserved.