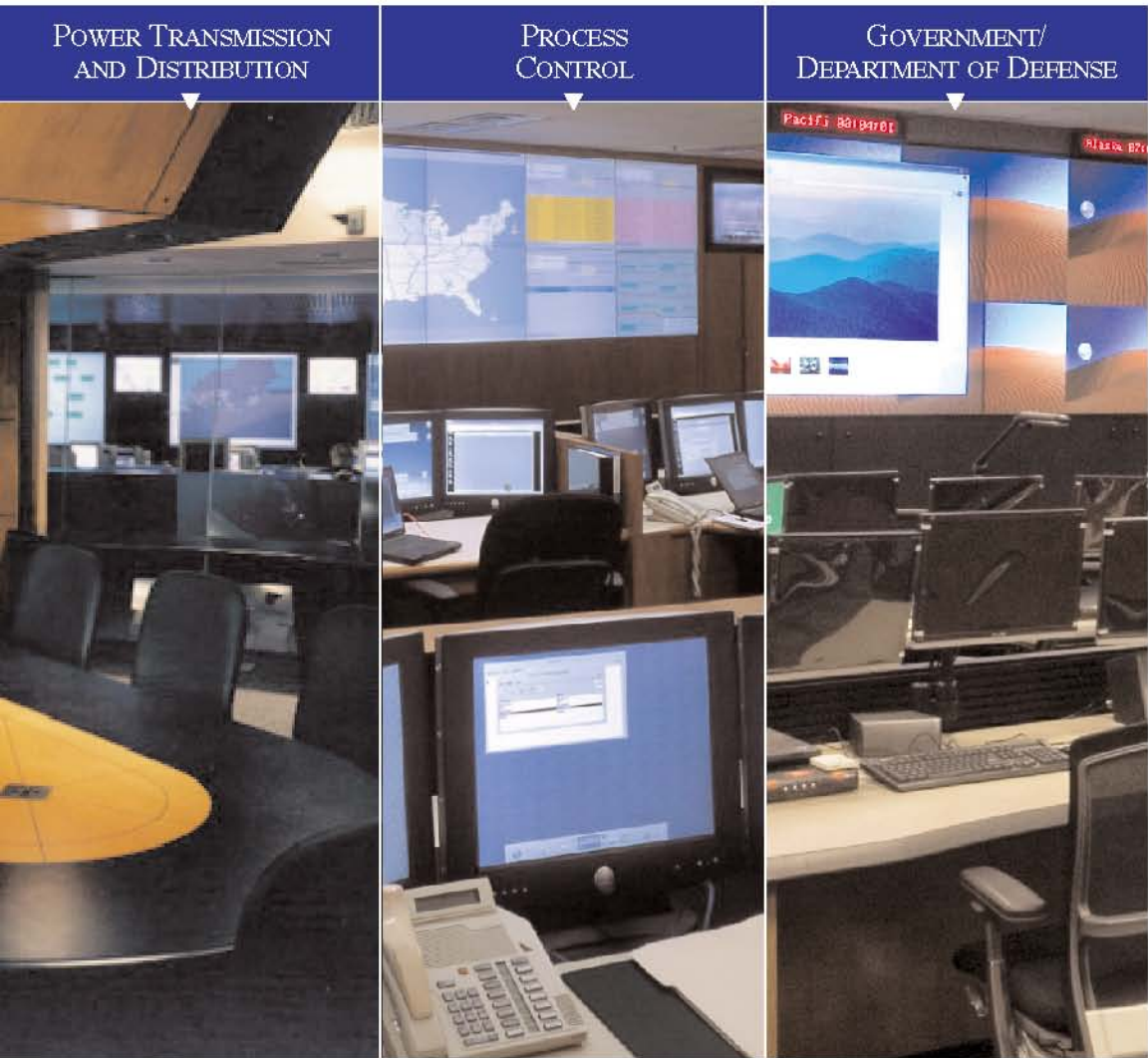


COLLABORATION

...defined



CRITICALSPACE
SOLUTIONS

Col-lab'-o-ra'tion (n.)

To work together, especially in a joint intellectual effort.

The need to collaborate on mission critical applications is more apparent today than ever before. The new generation of business leaders and tactical operators have been trained to work collectively and rely on one another's areas of expertise. With people becoming increasingly specialized in relational technologies, the ability to efficiently share data real-time has become a requirement.

Historically, the ability to share video across IP networks has been financially and technically inconceivable. With the ever-decreasing cost of computing, routing, and bandwidth, this world of true collaboration is becoming a reality. The need to share a common operating picture of a situation is increasingly important to multi-disciplinary personnel. Having a clear picture of what the challenge is from multiple perspectives gives the front line the ability to quickly achieve business continuity and/or save lives.



ABOUT US

In today's mission-critical operating environments, accessing and utilizing critical visual information to create a common operating picture is paramount to an organization's ability to respond quickly and effectively to the dynamics of ever-changing situations.

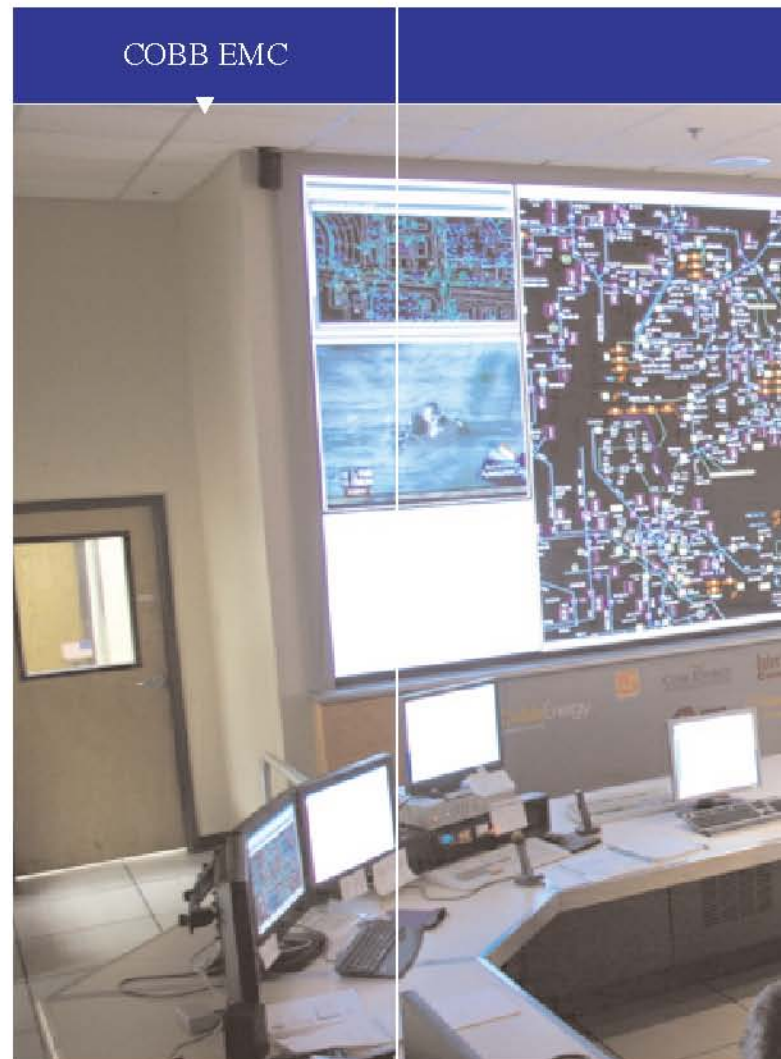
Command centers, network operations centers, 911 facilities, and process control centers all share three common requirements:

- 1) enhance situational awareness,
- 2) increase response times to critical events, and
- 3) mitigate or limit the loss of property, life, and investment

At **CRITICALSPACE SOLUTIONS**, we understand this need.

With more than 20 years of experience designing visual display solutions to meet the needs of the mission-critical community, we bring a foundationally solid portfolio of knowledge supported by real-world experience to your project.

CRITICALSPACE SOLUTIONS takes an independent and unbiased approach to the recommendations and technology specification we provide and can do so because our design engineers are restricted from participating in manufacturer's incentives and the resale of products – we have only your requirements and project objectives in mind. We will work with you and your teams to develop a solution that will meet your budget and project requirements.



MARKET STRATEGY

Beyond delivering comprehensive collaborative communications systems, we understand that successful projects have the following three elements in common:

- Risk mitigation
- Predictability
- Cost control

We consistently meet and exceed our clients' needs and objectives in these areas by:

- 1) taking the time to educate all parties involved regarding the nature of cutting-edge visual technology
- 2) researching, reviewing, and making suggestions regarding the options that exist, and
- 3) anticipating challenges at the front-end so that issues can be addressed before they become problems.

Simply put, our strategy/process can be summarized in three broad steps:

- 1) Planning: We plan the project in exhaustive detail, keeping a constant eye on the long-term goals of the client. We deliver a clearly defined statement of work and a written price warranty.
- 2) Design: We design the project in complete detail, down to the last cable and connector. At the end of this step we deliver the completed construction drawings, an accurate equipment list, a detailed project implementation schedule, a final budget, and an acceptance test plan.
- 3) Build: We build the facility according to the plans developed. We deliver the completed system on-time and on-budget, and fully tested. Training is then conducted, the acceptance test plan is performed, final as-built documents are turned over, and a Certificate of Completion is signed by all parties.

Simply put, **CRITICALSPACE SOLUTIONS** has the stability, approach, experience, and staff to provide our clients with superior engineered design-build visual collaboration solutions for mission critical environments – solutions that will serve as models for information display and exchange.

We approach each project with thorough needs analysis, design engineering, and implementation coordination that ensures the creation of cost effective visual experience in 24/7/365 total reliability network control environments for clients in telecommunications, public and private utilities, public safety, federal government and defense, transportation, and data distribution, including Internet hosting and co-location facilities.



*"The **CRITICALSPACE SOLUTIONS** team helped us get through the entire upgrade without major disruptions to our critical operations."*

Cobb EMC, Marietta, GA

OUR SERVICES

DESIGN/CONSULTING SERVICES

CRITICALSPACE SOLUTIONS works with its clients to provide fee-based design consulting services for the implementation of collaborative visual communications technology. Let us put our more than 20 years of design expertise to work for you during the design and specification of your mission-critical visual-display requirements.

As an industry leader recognized for its well-rounded ability to address all aspects and issues surrounding the design and implementation of large-scale visual-display systems, we at CRITICALSPACE SOLUTIONS work as advocates for our clients by offering a thorough and thoughtful visual collaboration strategy, and the resulting technology to support that agreed-upon strategy.

Being and advocate for our customer allows our team of professionals to work with an assembled design and construction team to insure seamless facilities integration, while serving the end-user client's technical needs by exploring all available visual collaboration technology in the marketplace.



Initial Design Phase Client Deliverables

- Needs analysis/technology options/education
- Preliminary design and budget package

Design Phase Client Deliverables

- Produce a comprehensive visual display bid specification and scope of work. Produce detailed supporting technical documentation. Produce all specification drawings. Provide a detailed itemized list of components/technologies.
- Provide all electrical, HVAC, heat-load, lighting, and other associated support infrastructure requirements, drawings, and details.

Post Design Phase Client Deliverables

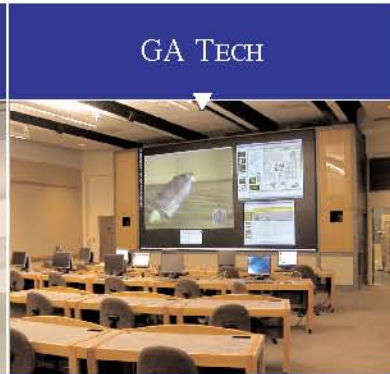
- Provide client list of potential bidders. Assist in the evaluation and selection process of bidders.
- Coordinate design implementation with selected bidder to ensure the specification is met.



DESIGN-BUILD SERVICES

CRITICALSPACE SOLUTIONS provides turn-key design-build services for the specification and implementation of visual display solutions in the mission critical environment. With more than 20 years of design-build experience, CRITICALSPACE SOLUTIONS has been a trusted partner to companies across the nation to fulfill their project needs from concept through deployment.

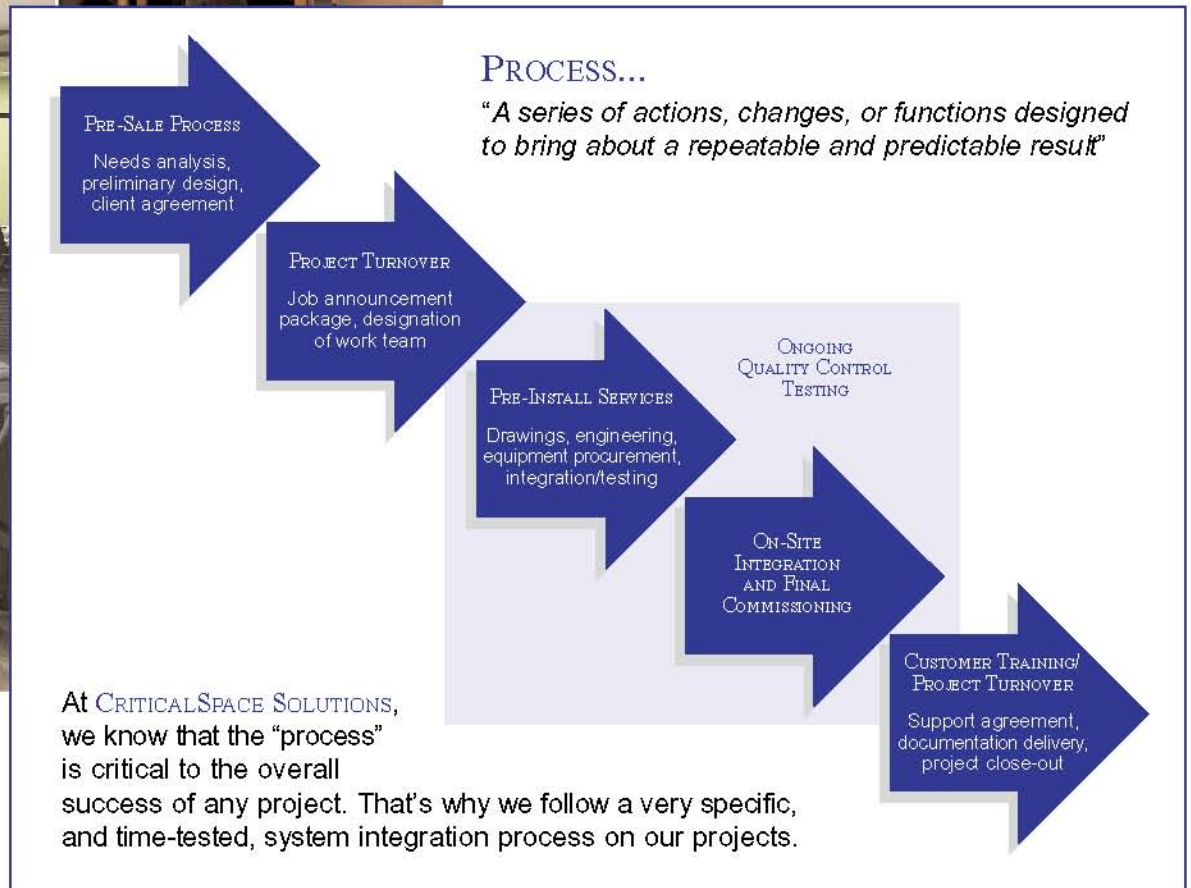
With a staff of more than 100 technology professionals, CRITICALSPACE SOLUTIONS can not only design your next visual display solution, but can also deliver full-scale implementation of the technology.



GA TECH

Our turn-key approach provides design, product acquisition, project management, integration and field installation, and post installation services.

As an industry leader recognized for its real-world technical experience, CRITICALSPACE SOLUTIONS will work with your teams to provide a fully operational system that meets your requirements and predefined budget.



We feel that it is important for you to know what the CRITICALSPACE SOLUTIONS system integration process includes... it helps us to maintain precision and professionalism... we think that you'll notice the difference that it makes.

CUSTOMER SUPPORT SERVICES

Life-cycle management across your enterprise

You invest significant amount of time and money implementing visual collaboration tools within your mission-critical facility. We help you protect your investments while insuring confidence and extending system life-cycles across your organization, thereby reducing downtime and cost of ownership.

CRITICALSPACE SOLUTIONS staffs a comprehensive technical services department comprised of engineers and field service support personnel committed to effective, long-term service and maintenance – going well beyond traditional manufacturers' warranty/depot service programs.

The CRITICALSPACE SOLUTIONS Customer Support Agreement protects your investment with preventative maintenance as well as on-site diagnostic and field service support. Even after the initial warranty period has expired you are guaranteed predictable and controlled maintenance costs for extended life-cycle management throughout your enterprise.



Inclusive is our commitment to you as terms of the CRITICALSPACE SOLUTIONS Customer Support Agreement that you will receive these important advantages and benefits:

- Consultative system support from a dedicated service staff
- On-site preventive maintenance calls (two per year)
- Guaranteed response times (same day/next day)
- Quality service and workmanship from industry-certified technicians
- Parts and labor
- Software and firmware updates
- Ongoing user training as required
- Consistent audio and video quality
- Optimal system utilization
- Local and national service available

Our relationship with you goes beyond “break-fix.” CRITICALSPACE SOLUTIONS will support you with valued services including: design consultation, critical meeting support, on-going system training, meaningful technology updates, preventative maintenance and advanced system support through proper system diagnostics.

We would like to be your trusted advisor for all existing and emerging collaboration and communication technologies.



CORE VALUES

The driving force behind what we do

At CRITICALSPACE SOLUTIONS, we know that an important part of our success is maintaining high standards of excellence. The foundation for what we do, and how we go about doing it, is our set of Core Values. Communicated throughout the organization, and continuously reinforced, they represent the backbone of our decision-making, guide the way we interact with clients and our team members, and provide an “organizational compass.”

Recently simplified, the CRITICALSPACE SOLUTIONS Core Values are...

Integrity - On a base level, integrity at CRITICALSPACE SOLUTIONS means being honest with yourself and others

Dedication -For us, it is the act of committing, pledging, or engaging yourself to the greater cause

Competence - As a premium provider of services, our skill levels must exceed the competition

Importance of each team member - Promoting real respect and positive communication between each and every person at CRITICALSPACE SOLUTIONS

Balance - Keeping the interest of all parties – our clients, the company, and the team – properly represented

The long view - Remembering that long-term success is not accomplished through short-term solutions

COLLABORATION

Making the most of working together

At CRITICALSPACE SOLUTIONS, we have the focus and expertise to provide you with a completed project that exactly meets your needs. Our goal is to help you create a total environment that takes into account both the monitoring and control capabilities your demand and the attributes of the work space that will contribute to employee productivity and retention.

For more information on what we can do for you, please visit our web site at www.TICSS.net, call us at 1.800.554.5440, or call your CRITICALSPACE SOLUTIONS project consultant.



It all comes down to...
COLLABORATION



**CRITICALSPACE
SOLUTIONS**

Collaborative Visual Communications from
TECHNICAL INNOVATION

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