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Maptes SM

Advanced Projects

Real World Examples and Explanations

Who are we?

Maptes Advanced Projects, LLC is composed of top hands-on technical experts from the Internet Industry. We have a wide variety of backgrounds, though all have experience in at least one Tier 1 Internet Backbone, one non-IT based company, and one large corporation. Some also have Department of Defense experience. Average experience level for all our consultants is over 10 years, for our partners over 20 years. We know exactly what is required to operate, design, deploy, support, and maintain a network. We know the protocols that can be delivered over the Internet. We know how voice, video, and data go end to end, and have experience with service and customers in these arenas. We are experienced in management and program management. We know what processes are required in detail and how to implement and train them, we can select, program manage, and build the systems and software needed to keep the network running. Individually, we have performed mergers and due diligence on network and network dependent companies. We have designed and set-up the processes and systems for much of the current backbone Internet in our prior careers.

What have we done?

We have specialized in accepting small and short contracts and sub-contracts, and have delivered well beyond expectations and in time frames well below those of larger companies. We have also become the bolt-on, as-needed, super-experts for a few companies. We can take contracts for 10 hours or for 10,000+ hours and can scale using our formidable resources and contacts.

Example #1: I bought this company with a network. How do I make it work? What do I really have? (Alternatively: All my IP and IT staff left. What will I do now?)

We received an email from a customer who had purchased the assets of a company which had offices all over, but centered in Minnesota. We had two consultants on the phone for a few hours (a free initial consult) and developed a quick plan to find out what resources were deployed, how they were connected. The customer wanted to know how to bring the routers, switches, and services up to par without further hardware investment. They had several Tellabs, Cisco, Foundry, and Nortel devices from the acquisition, and some were functioning, using IP, ATM, Private Line, Frame Relay, and Ethernet over T-1s, DS-3s, and Gigabit Ethernets connected over two providers. That day we had a contract to them, it was signed, and we sent a consultant to the HQ in Minnesota, and used another at a home office as the support team. In five days we produced a series of diagrams, spreadsheets, and presentations, for management and engineering, showing exactly what devices they had, how they were configured, what their network looked like now, what it should look like, and which devices should be moved and decommissioned. We determined with a minor modification (using an internal BGP schema in lieu of hundreds of static routes, and a change of some addresses to public space in lieu of private space) they could remove 25% of the hardware and save hundreds of hours a year in

maintenance due to the simpler ,and more secure, design. We obtained all this information using a combination of specialized techniques, tools, and processes. Our experience saves you time. The customer was so happy they enacted a second contract to allow Maptes to do the redesign. As a result, they had a new design in place in another week.

In two weeks Maptes took this customer from "what do I do with it?" to "Wow this works nice. We now know exactly what we have and how to use it."

Example #2: What do our firewalls really do?

Another customer was panicked when their end customer asked for an audit of their firewalls. We came in as a bolted-on asset, invisible to the end customer. Our customer had very minimal documentation, and no real structure to maintain configuration control and data acquisition. We developed the audit documentation, formats and all. We developed configuration management processes and procedures to keep a watch for network operation and security. We worked with their software developers to keep their firewalls backed up, and to make the data from the firewalls available to various corporate databases. The end customer was impressed, as was our customer, who used Maptes to improve their own reputation. For less than half of what a big consulting company would have charged, and in less then a month, they had everything they needed to keep on the straight and narrow for their PIX firewall network.

Example #3: What does this company have?

We have experience with due diligence at a real world level. We will tell a customer the real technical story for companies that operate or have Network/IT and Software assets. We also have experience as individuals in running Engineering, Operations, and IT groups, and can design processes and org. charts for a 'New co.'. We have been there, done that, and know how to make a merger for Internet/network based companies work at the real world level. Our experience can give you that voice of reason, clear from undue influence. Will their network mesh with ours? Will their software work in our context? Can we adapt our provisioning and monitoring systems and processes seamlessly? What should the new network/IT organization look like? We can help provide the information you need to make the tough calls.

Example #4: Using CI Security tools, how do my routers measure up?

We helped this customer out by building their policy documents, comparing what they had to the NSA/CIS Benchmark, tailored the automated tools to incorporate their policies with the benchmark so they could measure their own devices regularly We also provided guidance and helped them push configuration files out to their routers to fix risks. We also assembled a few simple PERL tools for the customer's engineer to use.

Summary.

We can help you get the answer! We will take what the big boys told you were a waste of their time. We do not use anything less then experienced experts. We will not overcharge, and will not waste your time or money. We get in, get the job done, make you happy, and get out, leaving you much better for the effort. We will not put you into consultant hell. We live by word of mouth, and want you to recommend us, not curse us. We can contract for a fix set of hours, weeks, or indefinitely. Ten hours to Ten-thousand.