

# OUR VISION : A SHARED VISION OF SUCCESS

*THUNDERDOME SYSTEMS IS COMMITTED TO PROVIDING INDIVIDUALS AND COMPANY'S WITH ALL THE NECESSARY TOOLS AND SUPPORT TO CREATE A WINDOW OF OPPORTUNITY TO BRING THEIR BUSINESS INTO THE MARKETPLACE.*

*OUR PHILOSOPHY, SIMPLY PUT, RECOGNIZES THAT THE CLIENT IS THE MOST IMPORTANT MEMBER OF OUR BUSINESS RELATIONSHIP AND THAT EVERYTHING WE DO SHOULD REFLECT THAT.*

*IT IS ONLY BY ASSURING THE SUCCESS OF THE CLIENT, THAT WE ASSURE OUR OWN SUCCESS. WE DO NOT BELIEVE IN BUSINESS AS USUAL,*

*BUT RATHER.....*

*"BUSINESS AS IT SHOULD BE."*



**WORKING TOGETHER WITH OUR CLIENTS, WE STRIVE TO HELP THEM FULFILL THEIR INDIVIDUAL VISIONS OF SUCCESS.**

## SERVICES

NETWORK ADMINISTRATION  
SYSTEMS ADMINISTRATION  
SMALL AND MEDIUM BUSINESS SUPPORT  
WEB SERVICES

- HOSTING AND MAINTENANCE
- DESIGN AND DEVELOPMENT
- PORTALS/INTRANETS

CONSULTING

- BUSINESS ANALYSIS
- WORK FLOW ANALYSIS

COMPUTER AND E-BUSINESS SECURITY

- PENETRATION TESTING
- INCIDENT RESPONSE AND FORENSICS

SERVICE AND MAINTENANCE PACKAGES

## LIGHTNING..... ABOVE THE CLOUDS (THE THUNDERDOME)

THUNDERDOME IS OUR CAULDRON OF IDEAS. IT IS A LIGHTNING STORM ABOVE THE CLOUDS THAT DEFINES A PHILOSOPHY OF THINKING OUTSIDE THE BOX. IT IS A POWER AND BRILLIANCE THAT DRIVES THE CREATIVE ENGINE AND FUELS US IN THE MARKETPLACE. IT IS THE STAGING PLACE FROM WHICH WE LAUNCH OUR BUSINESS SYSTEMS IN THE 21ST CENTURY.

MANY CITE THE LATEST AND GREATEST NEW TECHNOLOGIES THEY CLAIM AS NEW DEVELOPMENTS. BOLDER DEVELOPERS ACKNOWLEDGE THAT MUCH OF IT IS TECHNOLOGY ALMOST HALF A CENTURY OLD. WE ARE ONLY NOW BEGINNING TO UNDERSTAND HOW TO IMPLEMENT THEM.

THE QUESTION THAT TRULY EXCITES US IS ARE WE BETTER SERVED BY THOSE SATISFIED WITH WHAT IS, OR THOSE WHO ARE MORE EXCITED BY WHAT IS YET TO COME?



## SETTING A HIGHER STANDARD

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# IS MY IT PERSON MAKING ME MONEY?



**These are the questions you need to ask yourself when considering whether your current support contractor is helping your business's bottom line.**

**Question:** Does your support contractor haggle about cost and talk to you in tech-speak?

**Question:** Does your support contractor make you pay the cost of their learning curve?

**Question:** Does your support contractor provide you with reliable straight answers, or do they distract you with discussions about other topics?

**Question:** Does your support contractor change prices at the last minute or engage in disputes over pricing?

**Question:** Does your support contractor understand your business challenges, or are they focused on theirs?

**If you answered "Yes" to any of these questions, then your IT person is not helping you increase your revenues. They are not helping your bottom line.**

## MISSION STATEMENT

WE STAKE OUR SUCCESS ON THE SUCCESS OF OUR CLIENTS, AND DEDICATE OURSELVES TO DOING EVERYTHING POSSIBLE TO ASSURE THAT SUCCESS.

WE HOLD OURSELVES TO A HIGHER STANDARD OF PERFORMANCE, AND COMMIT OURSELVES TO FINDING COST EFFECTIVE SOLUTIONS TO CLIENT PROBLEMS.

WE ARE COMMITTED TO THE HIGHEST LEVELS OF SERVICE DELIVERY AND MAKE EVERY CLIENTS' INTEREST OUR MOST IMPORTANT PRIORITY.

**Our mission is to set a higher standard of service delivery. Our guarantee ensures it.**

## OUR GUARANTEE

- We will only charge labor for actual work performed.
- We will always respond to clients in a timely manner.
- We will be committed to keeping costs down.
- We will tell you when talking becomes consulting in advance.
- We will not change price or plan without prior client approval.
- We will listen and be guided by client opinion and desires.
- We will always give straight and understandable answers to questions.
- We will document everything from start to finish and provide clients a copy.

## WHO WE ARE

With deep experience in Information Systems & Technology, **Thunderdome Systems** has the knowledge to improve current processes, consult on new revenue generation opportunities, and determine where technology fits best within your company. Our in-depth multi-industry expertise provides a robust suite of services to meet your needs.

Our style is to listen to our clients. After all, you have the expert knowledge of your business, and are aware of the subtleties that distinguish you from your competition. We combine our IT and process expertise with your knowledge to leverage a competitive advantage.

Our approach is to gather data before we devise a workable solution to your problems. It is common for our personnel to do extensive consulting with your principals to execute a complete fact-finding mission before proposing a solution. We bring our expertise together with your experience to facilitate information systems that allow you to focus on your core competency. The result: **efficiency & profitability.**

Other solution providers don't deliver on this principle, and we challenge you to compare us with to them. Our client retention rate shows their satisfaction, and the list of testimonials grows daily. They have come to realize that we truly stake the success of our business on their success and profitability.

## TAKING BUSINESS SERIOUSLY

Many company's seeking to expand their client base make promises about services or product quality just to get your business. It's a tendency to over promise and under perform, just to get new business.

We are firmly committed to our clients and put our success in their hands. They can decide on whether or not we deliver what we promise. But we have shown that we can help clients save between 35-50% on their IT costs.

We believe it is our responsibility as service providers, to show up when our clients need us, ready to provide on site service solutions, and with their best interests foremost in our minds. Our commitment to the client is the central focus of our business strategy.

## STRATEGIC PARTNERSHIPS

MICROSOFT SMALL BUSINESS SPECIALIST

WATCHGUARD CERTIFIED PROFESSIONAL

INTEL CHANNEL PARTNER

LINKSYS PARTNER CONNECT

