

Detailed Workflows & Wireframes

Client: Red River Solutions

Project: Corporate Website

Feature: Wireframes & Workflows

Version: 1.9

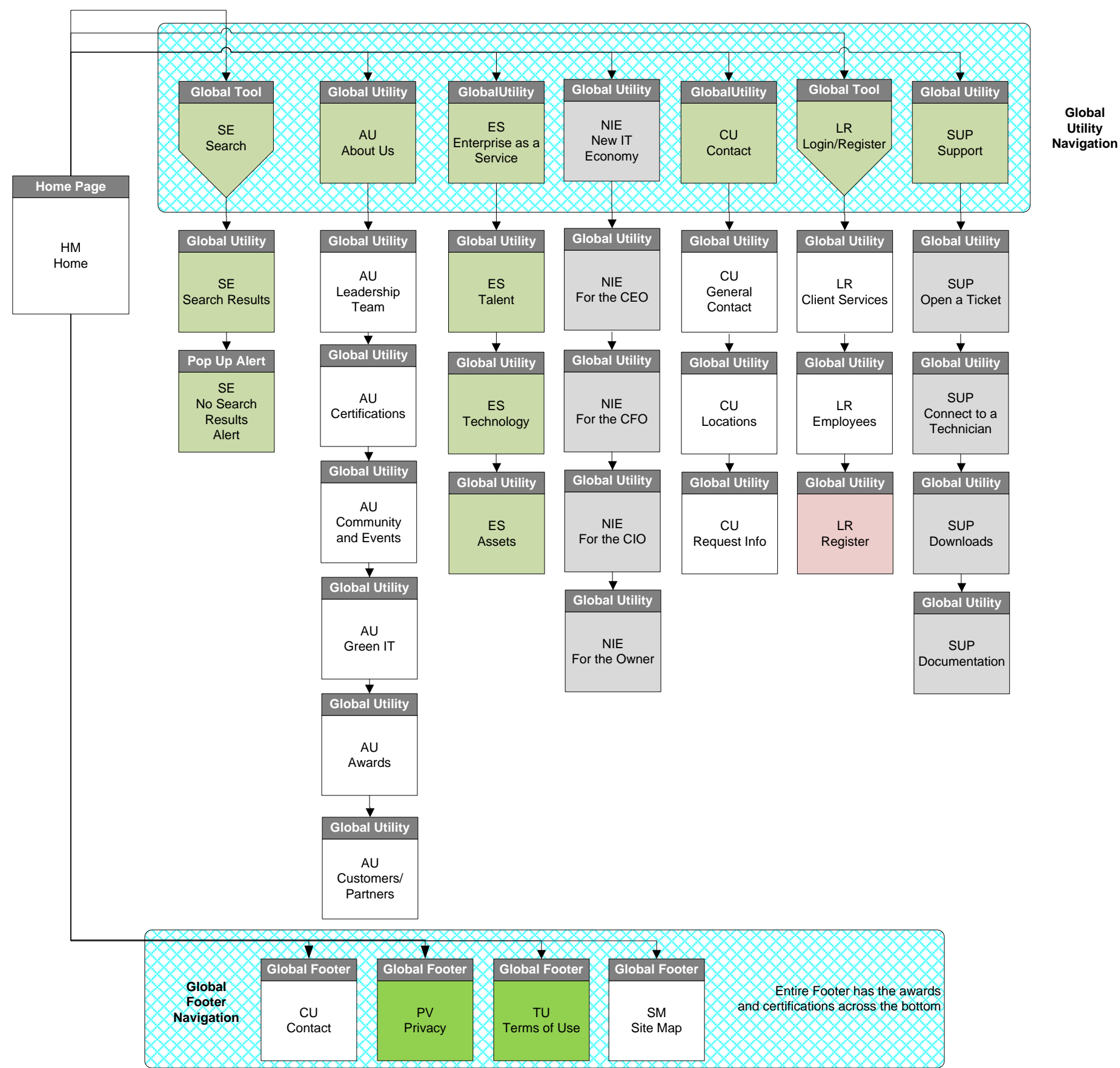
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Signature	Date

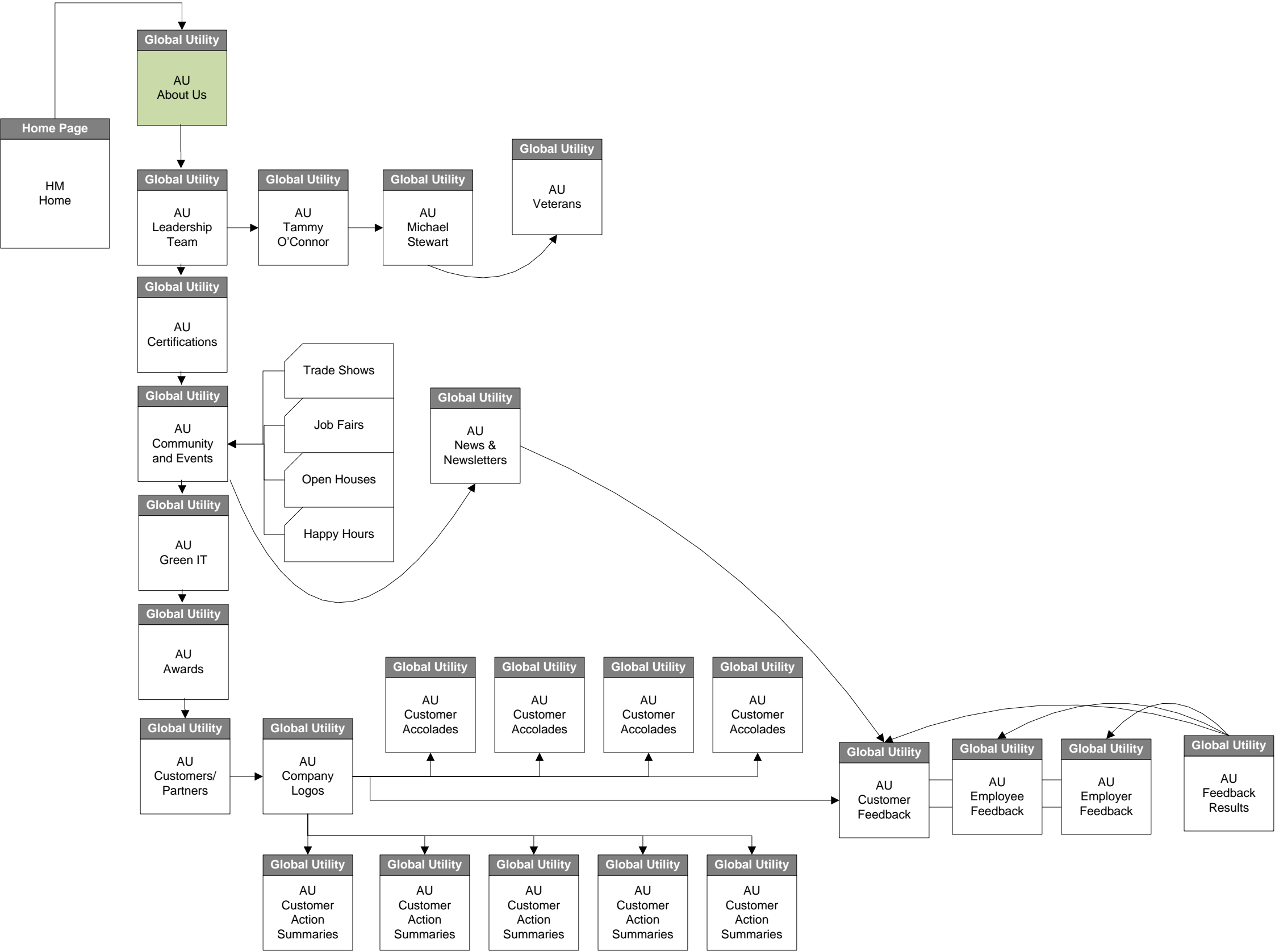
Legend, Notes

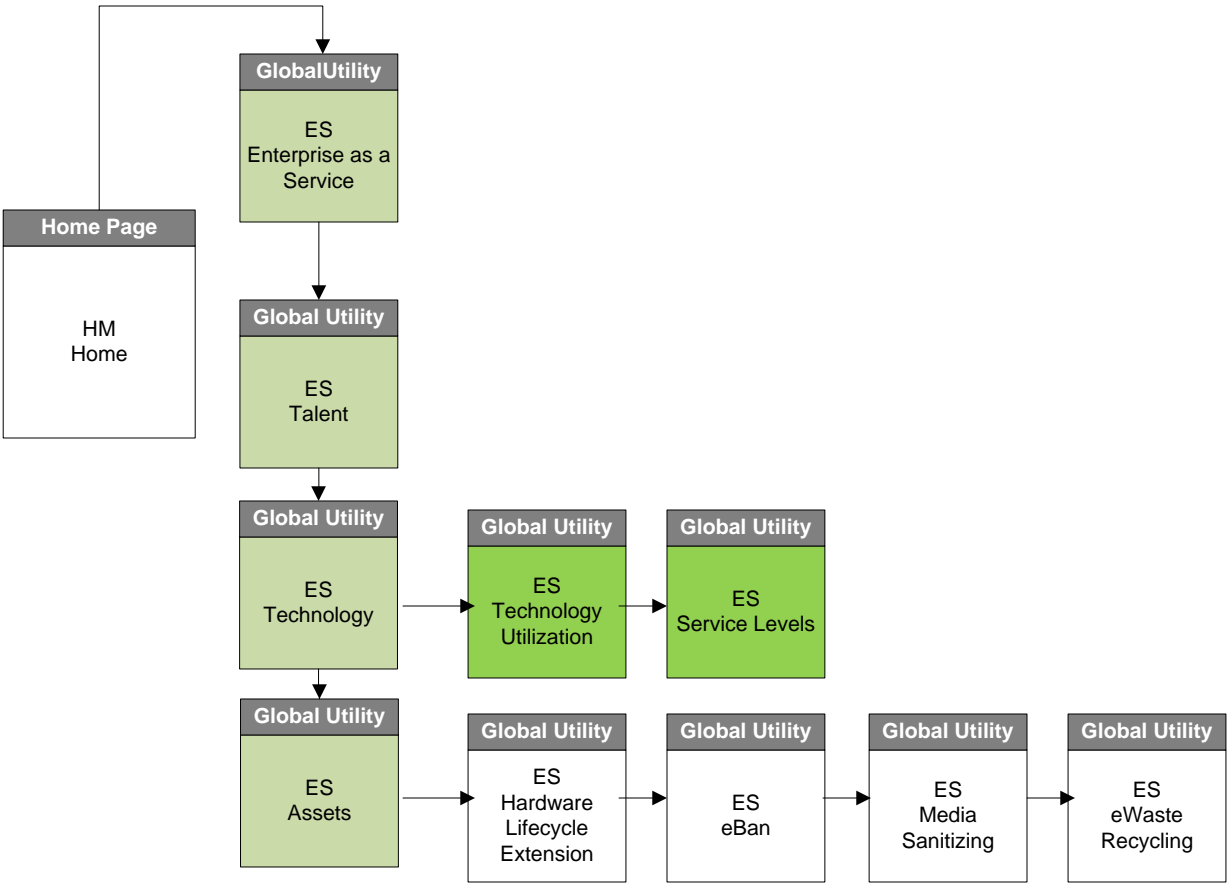
Date	Version	Description	Author
9/24/08	1.0	Initial Draft	Faith Warren
9/29/09	1.2	More Pages	Faith Warren
5/1/09	1.3	Updated to include all pages on site for review	Faith Warren
5/4/09	1.3	Additions to pages	Faith Warren
5/5/09	1.4	Login and Register Process	Faith Warren
5/8/09	1.5	EaaS Pages	Faith Warren
5/11/09-5/13/09	1.6-1.7	Many Changes and Additions	Faith Warren / Tammy O'Connor
5/14/09	1.8	Additional Pages Added	Faith Warren

Notes
<p>Purpose</p> <p>This document is intended to provide a skeleton view of the pages within the site. It provides a visual representation of the components within each page and their logical navigational context. These wireframes serve as a conceptual framework on which the site look and feel will be developed.</p>
<p>Templates</p> <p>This site is designed to be developed with the use of reusable page templates. There are templates provided in this document that specify the components available to each wireframe. Each page within the site should conform to one of the provided templates. Exceptions to this may include the homepage or 3rd party hosted pages.</p>
<p>Selected Pages</p> <p>This document contains wireframes for selected pages within the site, but not all pages within the site. The pages selected were chosen so as to provide a thorough set of examples that the remaining pages can follow. See the Template Guide for a complete list of pages and their corresponding templates.</p>
<p>Layout</p> <p>These wireframes provide a framework for understanding the components and behavior of individual pages. They do not indicate design or appearance. The size, shape, and placement of individual components may vary according to the design concept that will be chosen by the client.</p>
<p>Functionality</p> <p>Some pages within the site contain functionality beyond the display of content. Where necessary, explanatory text, workflows, or additional wireframes will be provided to fully illustrate this functionality.</p>
<p>Workflows</p> <p>Workflows are intended to represent the steps that a user would take to accomplish a specific task on the site. Workflows are provided in this document for a select set of tasks which involve interaction or functionality that needed additional explanation.</p>
<p>Content</p> <p>Page titles, headers, labels, and content copy included in these wireframes are for example only. The example copy is included in order to indicate the context and purpose of the components of these pages.</p>

Symbol	Description
<div>Inactive Nav Tab</div>	Unselected navigation points in the primary or secondary navigation
<div>Active Nav Tab</div>	Selected navigation point in the primary or secondary navigation
<div>> Tertiary Navigation > <u>Tertiary Navigation</u></div>	Tertiary navigation points. Selected navigation point is bold . Unselected navigation point is <u>underlined</u> .
<div>Content Label</div>	Main content areas of a page.
<div>Content Label</div>	Interactive or animated content area. Label suggests navigational path.
<div>Text</div>	Additional information
<div>Lorem ipsum dolor Lorem ipsum dolor</div>	Important navigational links, such as content, utility and footer links.
<div></div>	Indicates that content continues to the end of the page, followed by any global elements that would normally appear at the bottom of the page.
<div>Page or Page Component</div>	Used in workflow diagrams to represent a page or page component within the site.
<div>User Action</div>	Used in workflow diagrams to represent a user action, such as clicking a link or button.








Page ID: General Notes:
Home

Template Name:
Primary Page Layout (A)

6:37am Tues. Sept 27, 2009

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Red River Solutions

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About Us

Enterprise as a Service

New IT Economy

Contact Us

Support



Promoting and Supporting Your Competitive Position

Every business and government agency is faced with tough decisions on how to best utilize the cash and resources committed to technology and communications.

Red River Solutions makes those decisions easier by delivering any combination of talent, technology and asset management from a menu of on-demand resources within the Enterprise as a Service™ solutions set.

Technology

* Full or fractional management of your:
Infrastructure
Applications
Help Desk, Service Desk, Action Desk
Network Operations Infrastructure

* On-demand mobilization of your:
Core Business Applications
Desktop Applications
Security and Control
Disaster Recovery and Contingency Planning
Human Capital Management

* Automation of:
Security and Compliance (including PCI)
Media Sanitizing and Asset Re-imaging
Access Control and Authentication

Get more information about Technology Services

Coming Soon


pic

What Services do you want?
Click here to send us a list of things we can do for you!

Are you an existing client? How do we measure up?
Click here to fill out an online survey and grade our performance.

Coming Soon

Talent



Project based resources available for implementations, reimplementation's, upgrades and problem resolutions.

- ERP - Enterprise Resource Planning (Oracle,SAP, PeopleSoft)
- Microsoft Projects
- Custom Application Development
- Networking/Infrastructure & Security
- CRM (Customer Relationship Management)
- Data Warehousing
- Database Administration
- Sarbanes-Oxley Compliance


* Disaster Recovery / Business Continuity

Upload your resume.

Upload a Job Requirement.

Get information about additional Talent

Asset Management



* Hardware Lifecycle Extension

* E Ban (NIST Certified)

* Media Sanitizing

* eWaste Recycling

Open a Data Destruction Ticket

Get more information about Asset Management

Coming Soon


A

Our clients give us an A for performance!

Business Rules:

Functional Descriptions:

RR - Detailed Wireframes 1.9.vsd
May 26, 2009

Red River Solutions


Page ID: General Notes:
AU - About Us

Template Name:
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About Red River Solutions

Red River Solutions' main focus is to solve business problems for customers through talent, technology and asset management.

Headquartered in Dallas, Texas USA, Red River Solutions Supports local, regional, and national clients in the talent, technology, and asset management space. Clients are leveraging the IT resource optimization methodologies of Red River Solutions to lower total cost of ownership and improve operational competitiveness.

We took it upon ourselves to seek out areas of technology and talent that would enable change for our clients by finding more money in their operations that can be applied to dynamic solutions where talent is still readily available. Through this process we have achieved service and product superiority by packaging best of breed solutions to common problems for all companies.

Red River Solutions feels that it is our responsibility to understand our customer's needs. We are proactive with our customers by continually communicating with them and discussing innovative solutions which will help control costs and improve productivity. We want to understand your organization and the specific needs of each department. This allows us to be more effective in our solution efforts and offers you a much greater ROI.

Red River Solutions has been in business since January 2004. In 2007and 2008 Red River Solutions was named one of the top 100 fastest growing, private companies in the Dallas Fort Worth Metroplex by the Dallas 100. In 2008, Tammy O'Connor, CEO of Red River Solutions, was a finalist for the Ernest and Young Entrepreneur of the Year. The company was also ranked 5th in the Co-America Collin County 60 in 2008. Red River Solutions is HUB certified by the State of Texas, woman owned and certified by the Women's Business Enterprise National Council (WBENC), and NCTRCA Certified.

Certification

- HUB Certified by the State of Texas
- WBENC Certified (Women's Business Enterprise National Council)
- NCTRCA Certified - North Central TX Regional Certification Agency
- NIST Certified

Recognition

- 2007 & 2008 Dallas 100 Fastest Growing Privately Held Companies
- 2008 Comerica Bank Collin County 60 Fastest Growing Companies
- 2008 Ernst & Young Entrepreneur of the Year Finalist

Memberships

- DIR - Department of Information Resources
- TechServe - (Formerly NACCB National Association of Career Consultant Businesses)
- WBC (Women's Business Council - Southwest Council)
- OAUG (Oracle Applications User Group)

Press Releases

- Magazine Article - D Magazine
- Press Release - Top 100 List
- D CEO : Magazine Article - Tammy O'Connor

Business Rules:

Functional Descriptions:

Page ID:

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AU - Leadership


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CEO : Tammy O'Connor

Tammy O'Connor, the CEO of Red River Solutions has twenty plus years of staffing industry experience. Her roles have included positions such as Agency Manager, Recruiting Manager, Director of Business Development and Vice President of Operations. Her attention to detail and commitment to customer service has enabled her to build strong relationships with clients. She believes that relationship building is paramount to the service industry and that relationships must be nurtured before they result in successful partnerships.

Prior to co-founding Red River Solutions, O'Connor's main focus in information technology was selling Oracle consulting services, which she did for over five years in Dallas/ Ft. Worth and nationally. Prior to her entry into the technology arena, Tammy's experience was in the healthcare field where she successfully managed a division of a large corporation that placed physicians on temporary assignments throughout the United States. She was responsible for the day-to-day operations of this division and managed many of their large government contracts where her team was responsible for on-going physician coverage. She also has three plus years experience managing a placement agency, where she was responsible for placing candidates on a permanent basis in the Dallas/ Ft. Worth area.

O'Connor attended the University of Oklahoma where she pursued her Bachelor of Business Administration, with an emphasis in Business Management. She was a finalist in 2008 for the E&Y Entrepreneur of the Year (Southwest Region), and is an active member of the Woman's Business Council. She is also a committee chair for the Dallas Chapter of TechServe (formerly NACCB).



President : Michael Stewart


Michael D. Stewart is the President of Red River Solutions and brings fifteen plus years of information technology experience to Red River Solutions. His experiences include designing and building sales models in conjunction with marketing programs that focus on solution selling for specific clientele. Since co-founding Red River Solutions in 2004 he has focused on streamlining the back office operations while helping to build the ERP projects division within the organization.

In the 1990's Michael Stewart successfully opened and managed thirteen new markets in the United States and the United Kingdom. He started a resale division generating \$500,000 in Oracle license sales in 1996 and by 2000 he was Vice President of Sales generating \$70 million in total solution sales. These sales include the entire staffing and management of the projects, Oracle license, Sun hardware and Oracle education credit sales. His team was Oracle's largest reseller two years in a row and named the North American partner of the year in 1999.

He uses his past experience to grow and manage Red River's marketing, partnerships and sales. After he served in the United States Marine Corps where he received medals for his participation in the Liberation of Kuwait, Stewart graduated from Northern Arizona University earning a Bachelor of Arts, with an emphasis in Business Management.

Red River Solutions is a self funded ERP recruiting and projects based organization that employs individuals with an average fifteen years of IT experience possessing specialized business acumen dedicated to their skill sets. Everyone at Red River believes that given a detailed job description, in conjunction with our knowledge of a customer, we will find the perfect person for that job at a rate that fits the particular solution. The right candidate. The right price. The right solution.

Leaders of the Pack



* Leverage mature resources

* Higher levels of cash utilization

* Environmentally superior operations

We Operate In The Same Manner As Our Clients


The dynamic application of computing and communications resources delivers an environment where each dollar is utilized more fully. Red River Solutions functions as an on-demand and shared technology resource operation, in the same manner we suggest and support for our clients.

The development and delivery of the Enterprise as a Service™ solutions set was a direct result of how Red River Solutions sought to operate computing and communications at the lowest possible and predictable cost, with the highest and most predictable performance.

Arriving at a high utilization model required leadership and a commitment to the business plan and not merely a technology road map. Selecting and integrating on-demand technologies, arriving at a balance between competitive capabilities and legacy support, while constantly evaluating processes to simplify transactions was possible because of our long history in ERP and process re-engineering.

Cash flows and working capital are the direct result of better utilization of technology resources. Your leadership will appreciate our ability to guide and support an environment of lower costs and an improved computing and communications experience.

Followers of the Pack



* Over customize and complicate


* Not enough accountability

* Negative total economic impact

Functional Descriptions:

RR - Detailed Wireframes 1.9.vsd

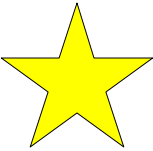
May 26, 2009



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Page ID:
AU - Certifications

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New Page

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HUB - State of Texas Historically Underutilized Business



State of Texas
Historically
Underutilized
Business

A "Historically Underutilized Business" is an entity with its principal place of business in Texas, and is at least 51% owned by an American woman who resides in Texas and have a proportionate interest and demonstrate active participation in the control, operations and management of the entity's affairs.

In accordance with Texas Administrative Code §111.13, each state agency shall make a good faith effort to utilize HUBs in contracts for construction, services (including professional and consulting services) and commodities purchases.

The Statewide HUB Program provides HUB certification for minority and woman-owned businesses in the State of Texas. Vendors seeking certification as a HUB are required to submit a completed HUB certification application and supporting documentation, affirming under penalty of perjury that their business qualifies as a HUB.

WBENC - Women's Business Enterprise



Certified
WBENC
Women's Business Enterprise

WBE (Women's Business Enterprise) is an independent business concern that is at least 51% owned and controlled by one or more women who are U.S. citizens or Legal Resident Aliens; whose business formation and principal place of business are in the US or its territories; and whose management and daily operation is controlled by one or more of the women owners.

Being certified as a WBE means that a business concern has gone through a rigorous and stringent certification process to confirm the business is owned, managed, and controlled by a woman or women.

WBENC is the Women's Business Enterprise National Council and is comprised of 14 regional partner organizations. All of the partner organizations adhere to WBENC's stringent Standards and Procedures in their certification programs.

The Women's Business Enterprise National Council (WBENC) is the nation's leading third-party certifier of women's business enterprises (WBEs) for the private sector. In partnership with women's business organizations throughout the United States, WBENC provides access to a national standard of certification and provides information on certified women's businesses to purchasing managers through its Internet database, WBENCLink. WBENC certification is recognized and accepted by the majority of the major corporations across the U.S.

NCTRCA – North Central Texas Regional Certification Agency



NCTRCA

The NCTRCA only request the minimum documentation that will support the ownership, management, and controlling role of the disadvantaged/minority/women owners and key employees.

The certification standards of the Agency are based on Title 49 CFR Part 26 and the guidelines of the U.S. Department of Transportation, the Federal Aviation Administration, the Federal Highway Administration, and the Federal Transit Administration.

The NCTRCA will accept certification from the Small Business Administration under their 8(a) program and other DOT certified certification agencies. If the firm is an 8(a) or other DOT certified firm, it should complete a certification application and provide a copy of the original certificate/letter verifying the company's status.

TechServe – Formerly NACCB Certification



TechServe
ALLIANCE
Formerly NACCB

TechServe Alliance is a collaboration of IT services firms, clients, consultants and suppliers dedicated to advancing excellence and ethics within the IT services industry. Hundreds of IT staffing, IT solutions and IT consulting firms and tens of thousands of affiliated professionals, count on TechServe Alliance to keep their leadership informed, engaged and connected. TechServe members represent diverse IT fields, but they have several things in common:

- Collaborative networking & knowledge-sharing for the collective benefit of all
- Keen understanding of operational & market trends that impact their performance
- Commitment to fair business practices & high ethical code of conduct standards
- The Voice of the Industry

TechServe Alliance serves as the voice of the industry before the policymakers and the national and trade press. Through our annual legislative conference in Washington, D.C., daily monitoring of congressional activities and serving as the go-to resource for press inquiries on industry issues, TechServe Alliance represents the interests of both those who provide as well as those who rely on IT services.

A Collaboration Serving All Industry Stakeholders by providing access to the knowledge and best practices of an entire industry and tapping the "collective scale" of hundreds of companies, TechServe Alliance supports its members in the efficient delivery of best-in-class IT services for clients and exceptional professional opportunities for every IT consultant.

DIR – Department of Information Resources



DIR
Department of Information Resources

Almost forty years ago, the Texas Legislature began to address the challenges associated with agency management of information resources. Responsibility for the review of information resources expenditures has been assigned to various regulatory agencies through the years. In 1989, the Legislature enacted Chapter 2054, Texas Government Code (the Information Resources Management Act) which comprehensively addressed major aspects of information technology (IT) management. This legislation established DIR to coordinate and direct the use of information resources technologies by state agencies and provide the most cost-effective and useful retrieval and exchange of information within and among state agencies, and to Texas residents and their elected representatives.

DIR's responsibilities and authority have evolved since its creation. Most recently, the 79th Texas Legislature signaled a clear mandate for the state to restructure the roles and responsibilities for its investment in information and communications technology. DIR responded to this mandate in its 2005 State Strategic Plan for Information Resources Management. In that document, DIR established five statewide goals:

- Reduce Government Costs
- Drive Effective Technology Contracting
- Leverage Shared Technology Operations
- Promote Innovative Use of Technology that Adds Value
- Protect Technology and Information Assets
- Ten statewide objectives underpinned the realization of the five statewide goals.

DIR continues to ensure the effective and efficient use of public funds by promoting opportunity and economic prosperity for the state's citizens through the successful application of statewide services and technologies that are beneficial, secure, accessible, and utilize a statewide shared infrastructure.

House Bill 1516 broadened the scope of commodities for which DIR is able to negotiate favorable pricing, including hardware, software, and technology services. Additionally, the legislation mandated state agencies' participation in procuring these commodity items through DIR. House Bill 1516 also directed DIR to develop, in consultation with the Legislative Budget Board and State Auditor's Office, the Texas Project Delivery Framework guidelines and forms. State agencies must prepare Framework documents for major information resources projects. Each agency's executive director, project manager, and employee in charge of information security must approve these documents.

RR - Detailed Wireframes 1.9.vsd

May 26, 2009

Page ID:
AU - Awards


General Notes:



Template Name:
Primary Page Layout (D)

6:37am Tues. Sept 27, 2009

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2007 & 2008 Ranked in the Dallas 100 Fastest Growing Privately Held Companies



2008 Comerica Bank Collin County 60 Fastest Growing Companies, ranked Red River Solutions 5th.



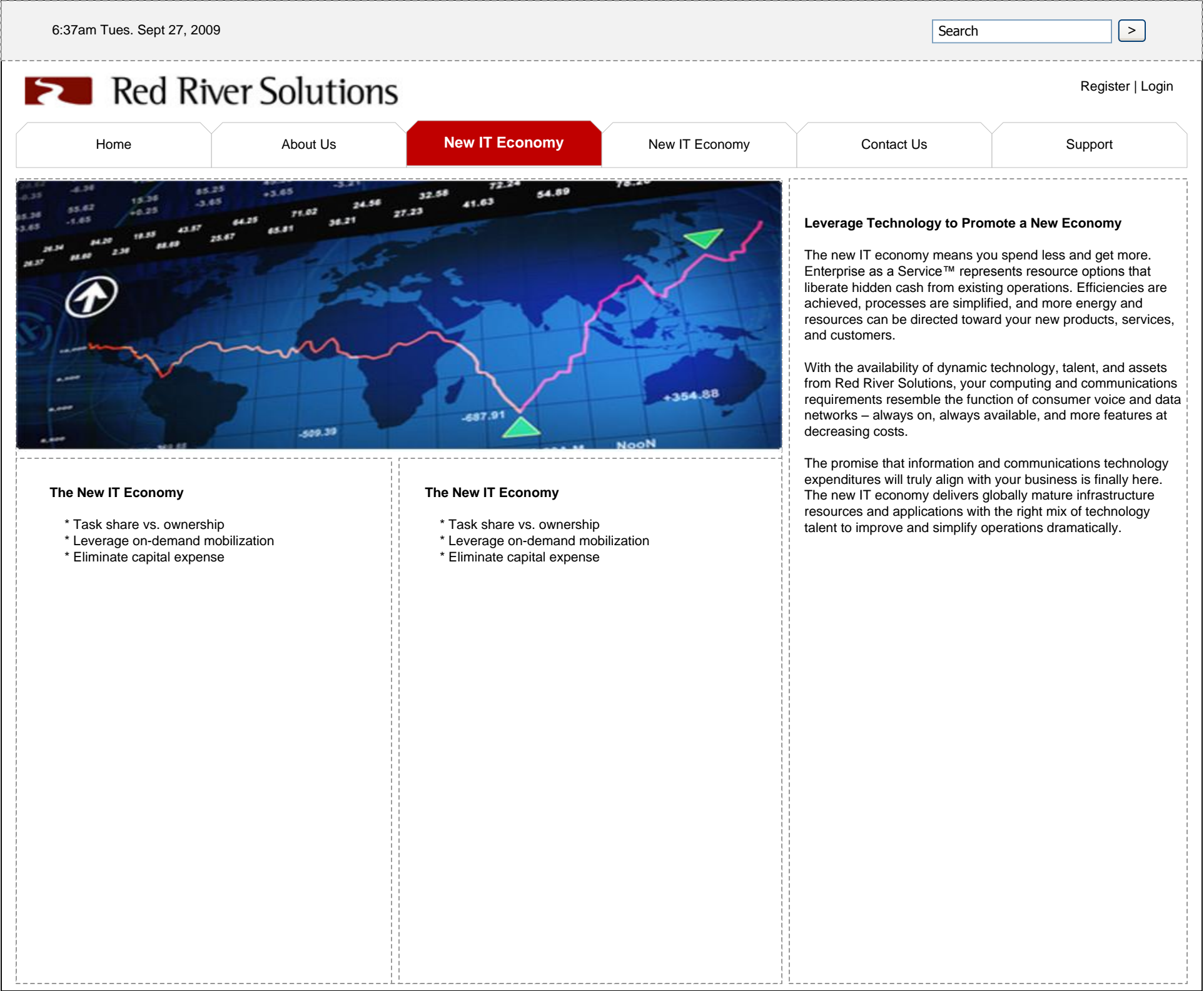
2008 Ernst and Young Entrepreneur of the Year Finalist

Business Rules:

Functional Descriptions:

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NIE - New IT Economy

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Page ID:

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ES - Enterprise as a Service


Template Name:

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Enterprise as a Service™

TALENT

TECHNOLOGY

ASSET MANAGEMENT




Talent

- Project based resources available for implementations, reimplementation's, upgrades and problem resolutions.
- ERP - Enterprise Resource Planning (Oracle,SAP, PeopleSoft)
- Microsoft Projects
- Custom Application Development
- Networking/Infrastructure & Security
- CRM (Customer Relationship Management)
- Data Warehousing
- Database Administration
- Sarbanes-Oxley Compliance
- Disaster Recovery / Business Continuity

[Upload your Resume](#)
[Upload a Job Requirement](#)
[Get Information About Additional Talent](#)

Asset Management



- Hardware Lifecycle Extension
- EBAN
- Media Sanitizing
- eWaste Recycling

[Open a Data Destruction Ticket](#)
[Get Information on Asset Management](#)

Promoting and Supporting Your Competitive Position

Red River Solutions makes those decisions easier by delivering any combination of talent, technology and asset management from a menu of on-demand resources within the Enterprise as a Service™ solutions set.

Technology

Full or fractional management of your:

- Infrastructure
- Applications
- Help Desk, Service Desk, Action Desk
- Network Operations Infrastructure

On-demand mobilization of your:

- Core Business Applications
- Desktop Applications
- Security and Control
- Disaster Recovery and Contingency Planning
- Human Capital Management

Automation of:

- Security and Compliance (including PCI)
- Media Sanitizing and Asset Re-Imaging
- Access Control and Authentication

[Get More Information About Technology Services](#)

Business Rules:

Functional Descriptions:

Page ID: ES - Talent Resources


General Notes:

Template Name: Primary Page Layout (C)

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Talent Resources

Talent is not merely people. Companies are people, yet talent drives innovation and success. Measuring ROI related to talent performance has been difficult in the past, yet the dynamic application of the right talent, under the right circumstances, and at the right times will generate the means to measure effectiveness.

As a seasoned talent agility management firm, Red River Solutions has distanced itself from the parity in the consultant placement, contract support, and permanent placement markets because of a reputation for quality work and measurable ROI. This occurs by focusing on acquiring or managing only the most talented people at the best cost. Red River Solutions is the best choice for talent management.

Our ability to provide the most cost effective talent for each requirement is the result of a proprietary talent pool management platform supported only by senior recruiting and sourcing professionals. Unique and difficult placement requirements or the creation of entire teams of project specific talent are equally supported with our highly effective systems and international network.

For Fortune 50 and SMB enterprises alike, our seasoned team of talent agility specialists makes it easy for clients to dynamically apply or remove talent across a wide range of technology and operational practice areas.

Our consultants perform in a wide array of positions, such as:

- Project Managers
- Team Leads
- Architects
- UI & Creative Designers
- Business Analysts
- Functional Analysts
- Developers
- Technical Leads
- Technical Support
- Database Administrators
- IT Auditors
- Network Engineers
- System Administrators

Talent – your most expensive resource. Only when aligned correctly to the task will talent become your most powerful asset. Use us for projects, implementa-tions, design, engineering, and support.

Talent

Red River Solutions specializes in the placement of Information Technology professionals on a contract, contract-to-perm and permanent basis. Clients across North America, ranging from Fortune 500 corporations to enterprising small businesses, turn to us to find proven, skilled technology professionals across a broad range of practice areas. We provide entire teams of professionals for project based services as well as consultants on a staff augmentation basis. We provide consultants for implementations, upgrades, architecting, application maintenance, process analysis, security analysis and infrastructure projects.

Employers

Fill your positions quickly with highly qualified and experienced individuals.

- Employers Login (New Employers May Register Here!)
- Downloads

Candidates

Find a position that is an ideal fit for your talent and expertise.

- New Candidates
- Existing Candidates Login
- Show All Jobs
- Downloads

PRACTICE AREA SPECIFICS

Red River Solutions provides technical talent in the following areas:

- ERP (Enterprise Resource Planning)
- EAI (Enterprise Application Integration)
- Microsoft.net Technologies
- Custom Application Development
- Networking/Infrastructure
- CRM (Customer Relationship Management)
- Data Warehousing
- Database Administration
- Sarbanes-Oxley Compliance

Business Rules:

Functional Descriptions:

Page ID: ES - Technology Resources


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Technology Resources

IT agility is often referred to as an oxymoron. Due to the demands of legacy system support, and technology integration complexity, the ability to achieve an agile or dynamic resource environment can seem impossible.

Red River Solutions recognizes that IT cultural changes must be in place and that technology challenges must be overcome or most companies will not achieve competitive form. Technology based enablers are now available from Red River Solutions to support a natural migration to a Service Oriented Architecture.

The primary enabler for achieving IT agility is more cash. Freeing up cash from a budget that is already in place represents the only means of better IT performance under times of economic stress for many businesses. More cash can be immediately liberated for these and many other important initiatives by integrating technology agnostic automation platforms.

Technology and talent in the right combinations are your path to profitability.

[Computing Responsibility Service Levels](#)
[Data Center Capabilities](#)

NOC

With our state of the art Network Operation Center let us help you focus more on managing your business and not on your IT infrastructure. Our NOC capabilities include Servers, Storage, PC, Network, VoIP, Printers, PBX, Applications, Security Devices, and more.

Sales, Support and Data Center Locations

Arizona	Arkansas
California	Colorado
Florida	Illinois
Louisiana	New York
New Jersey	Texas
Canada	

Right-sourcing vs. Outsourcing

Outsourcing has long been a consideration for businesses and governments not interested in or capable of owning the infrastructure or operation of a computing or communications network.

Enterprise as a Service™ is functionally similar, yet the client actually increases their ability to control processes and measure the business results of their spending more tangibly than traditional outsourcing.

Red River Solutions delivers a *unique* right-sourcing balance between task sharing and resource sharing where bad processes or bad business operations are never moved into the services environment—unlike outsourcing. The advanced access control and high-utilization networking capabilities that Red River Solutions operates and manages is done so within state of the art facilities located across the United States of America and Canada. Right-sourcing creates an environment of resource agility and business plan predictability for businesses and government agencies. Imagine a menu of capabilities that can be quickly incorporated to address your obvious short-comings in operations or budget, and the same menu to be utilized to change the way you operate over time. You will flat-line expenses and gain more control over computing and communications access (security), business continuation, and compliance, while improving performance and the customer experience.

Technology – should successfully and succinctly facilitate a transaction, and of itself not become the corner-stone basis of a business roadmap decision. Use us for on-demand, hosted, and on-premise application & hardware support - [including recovery](#).

TECHNOLOGY

Red River Solutions provides a managed services solution for outsourcing your entire IT infrastructure, giving you a fully managed enterprise caliber IT department in one package. Working closely with a company's existing IT team, Red River Solutions delivers to customers the following services: application hosting, server management, software maintenance, help desk, provisioning, security, training, backup, disaster recovery, and more.

Performance

The North American network and resources available to the clients of Red River Solutions include replicating facilities on each coast and Canada.

Operations centers and service desk resources operate 24x7xforever in every time zone including support for internationally dispersed organizations. Each center is staffed with ITIL certified and technology specific expertise to assure the highest availability of the appropriate support at the lowest fractional cost – aligned perfectly with your operational needs. Our operations are certified and audited to ISO, SAS 70, SOX 404, HIPAA, and GLB standards.

Operate Your Enterprise With Services

Example technology resource components of the Enterprise as a Service™ solutions set include:

- * Full or fractional management of your:
 - Infrastructure
 - Applications
 - Help Desk, Service Desk, Action Desk
 - Network Operations Infrastructure
- * On-demand mobilization of your:
 - Core Business Applications
 - Desktop Applications
 - Security and Control
 - Disaster Recovery and Contingency Planning
 - Human Capital Management
- * Automation of:
 - Security and Compliance (including PCI)
 - Media Sanitizing and Asset Re-imaging
 - Access Control and Authentication

Functional Descriptions:

Page ID:
ES - Service Levels

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Support

Leverage Technology
Use Your Talent

bronze

Leverage Technology
Share Our Talent

silver

Leverage Technology
Use Our Talent

platinum

Leverage Technology
Use More of Our Talent

gold

Included in monthly plan

Your people will task share with us to keep costs low

Your people will do the work and/or add resources from Red River Solutions at discounted rates

Feature	Bronze	Silver	Gold	Platinum
24x7x365 device/application visibility	<div></div>	<div></div>	<div></div>	<div></div>
24x7x365 device/application service monitoring	<div></div>	<div></div>	<div></div>	<div></div>
automated performance & incident ticketing/reporting	<div></div>	<div></div>	<div></div>	<div></div>
baseline device & operating system configuration confirmation	<div></div>	<div></div>	<div></div>	<div></div>
base line security device configuration confirmation	<div></div>	<div></div>	<div></div>	<div></div>
workstation or server level patch maintenance (automated only)	<div></div>	<div></div>	<div></div>	<div></div>
additional operating system or hardware patch maintenance (scheduled)	<div></div>	<div></div>	<div></div>	<div></div>
device/application up/down notification - level one engagement	<div></div>	<div></div>	<div></div>	<div></div>
level one trouble identification - based on metrics	<div></div>	<div></div>	<div></div>	<div></div>
level one response - reboot or restart (only) if possible	<div></div>	<div></div>	<div></div>	<div></div>
escalate troubles beyond level one to level two	<div></div>	<div></div>	<div></div>	<div></div>
level two trouble identification - based on trouble ticket	<div></div>	<div></div>	<div></div>	<div></div>
begin root cause analysis available with utilities	<div></div>	<div></div>	<div></div>	<div></div>
level two response - basic configuration resets	<div></div>	<div></div>	<div></div>	<div></div>
level two response - connectivity troubleshooting	<div></div>	<div></div>	<div></div>	<div></div>
escalate troubles beyond level two to level three	<div></div>	<div></div>	<div></div>	<div></div>
continue root cause analysis with expertise	<div></div>	<div></div>	<div></div>	<div></div>
solve faults, bugs, routing errors, reconfigurations (up to 5 hours per month)	<div></div>	<div></div>	<div></div>	<div></div>
root cause solution work around plan (beyond level three ticket resolution)	<div></div>	<div></div>	<div></div>	<div></div>
work around plan execution and required additional resources	<div></div>	<div></div>	<div></div>	<div></div>
on-site hardware repair/replacement	<div></div>	<div></div>	<div></div>	<div></div>
application support (MS Office) and/or core business applications	<div></div>	<div></div>	<div></div>	<div></div>

With the availability of highly mature and advanced IT resources on a fractional basis, enterprises and service providers can create blended models of resource, task, and responsibility sharing to meet any computing or computing-based business requirement more effectively and at a lower cost. Every possible IT resource for any enterprise is now available fractionally in an on-demand service model for management within the Enterprise as a Service™ solutions set.

There is no reason to buy your own network - Just use ours.

Business Rules:

Functional Descriptions:

Page ID:
ES - EBAN

General Notes:



New Page

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BENEFITS

Simultaneous Multi-drive Clearing

Labor Savings

Accurate Automatic Reports

Produces Hardware Manifest

Confirms Operable Hard drives

Wipes In-Chassis or Loose Drives

HIPAA, GLB, SOX, FACTA Support

PROVEN

Core Code Used Millions of Times

DoD 5220.22M Compliant

NIST 800-88 Compliant

Third Party Audit Tested

Data Unrecoverable by Forensic Software

COMPATIBILITY

Wipes SCSI, IDE, PATA, SATA

32-bit and 64-bit x86 computers

Runs on Windows® platforms

Destroys FAT, VFAT & NTFS

Runs on Unix® based platforms

Destroys ReiserFS, EXT & UFS

FLEXIBILITY

Facilitates raw database downloads

Great for inventory management

Precise data transfer into ERP platforms

Parses into XML reports

Integrates into security strategies

Integrates into asset reimaging strategies

Leader in secure chain of custody processing

Facilitates GEEP ethical asset disposal

Only one open source media sanitizing utility continues to be utilized millions of times over by satisfied technicians, and Enterprise Boot and Nuke - EBAN - is the world leading mass drive wiping program built upon that technology.

Single device management is inefficient - whether during maintenance or end-of-life processing - compared to the simple to use, highly automated, sanitizing and reporting platform EBAN.

As media technologies advance, traditional means of sanitizing such as Degaussing become ineffective. When taking responsibility for compliance or your client's data security effectiveness, risk is mitigated by utilizing the advanced capabilities of EBAN.

Business Rules:

Functional Descriptions:

RR - Detailed Wireframes 1.9.vsd
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Page ID:
ES- Recovery

General Notes:



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Unique Features

- Trusted Communication Service between – employees, clients, vendors and the media
- Integrated *Inbound & Outbound* Notification & Messaging
- A "Crisis Communication ID" for each member/user
- Online Document Storage & Distribution System
- Teleworker Tracking and Time Keeping
- Human Resource and Corporate

Property Mapping

- World's First Real-Time Disaster Recovery and Business Continuity Vendor Directory & Crisis Service

Manager Console

Organizational Structure

Communications Tree

Instant Visibility To Who's Checked In

Facility View - Status and People

Trusted Community - vendors, customers, media

Message Center - wide scale and/or personal

Broadcast - company messages

Broadcast - to multiple devices

Broadcast - to multiple email addresses

Broadcast - to text and mobile devices

Broadcast - to multiple family members

Document Storage - response & recovery plans

Real Time Reports - information at all times

Interval Check In - set parameters for communicating

‘Always On’ Recovery System

Red River Solutions offers the only “true” in-bound and outbound messaging solution for use in either normal human capital management scenarios or during challenging operational events.

By combining all modes of standard communication with the web and a touch-tone based phone system, you are in command quickly and accurately of secure communications and account-ability between management, employees, clients, vendors and the media.

It is imperative today to have the tools necessary to achieve and maintain communication, accountability and recovery not only as a company or organization but also as a community.

Communication not only with employees but also with critical clients and vendors is essential when recovering your business and imperative when recovering a community.

Inbound Strategies Versus Outbound Strategies

In the past, crisis communications relied solely on outbound notification. Events like Hurricane Katrina taught us that infrastructures are damaged or disrupted-leaving gaps in the recovery plan and ultimately jeopardizing continuity of operations.

Fundamental changes are required to have true accountability of human assets and the ability to re-mobilize a workforce that cannot receive broadcast communications. Empower the employee/user to communicate via the Internet or simple 800 number dial-in access on an inbound strategy, and resource planning and recovery can begin immediately.

Easy to Get Started

Building employee/user profiles is easy. Most data can be imported from existing HR or other databases and quickly aligned with your continuation or recovery plans.

If your operation is at risk of operational challenges anywhere in the world - we can help.

Business Rules:

Functional Descriptions:


Page ID: General Notes:
ES - Asset Management

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Asset Management

Red River Solutions provides national and international eWaste and eScrap services that achieve a zero landfill objective without smelting, chemical, or toxic processes.

Often, our clients have areas of their business where electronics have been end-of-life processed, yet not properly disposed of. Reverse logistics and certified destruction is a cost saving and easy project to get started on right away.

★ Take more control of your user environment and the desired business benefits of lowered costs and improved performance will follow.

The following questions are designed to help gauge your level of control in key computing and communications areas:

How does your technology staff/talent or associated resources contribute to or detract from cash flows or operating margins? Can you control their levels of utilization?

What are the total costs of ownership of your current technologies - maintenance, support, administration, upgrades, and change manage-ment? Are there any surprises when managing expenses, and can you take control by flat lining your expenses going forward?

Are there ever negative impacts upon profits or margins due to productivity losses as a result of hardware, applications, or complex processes? Are the processes and infrastructure responsible for productivity losses easy to control or change?

What about the full life cycle costs of the assets (hardware and peripherals) utilized to support the customer and user communities, and their hidden environmental risks? Is there a life cycle closed loop methodology in place to take control of data risk and environmental damage?

Would you like to understand how to gain more business control?

If any of these questions resonate within your business or agency, this may indicate a need for a conversation about how to gain more control.

Asset Management

Assets as a resource are primarily the hardware utilized at the desktop, servers, storage, and networking devices. For enterprises interested in maintaining ownership of computing, these assets are never able to perform financially against any expectations of depreciation or tax favorable management. A desktop will require up to 400% of additional expense beyond the initial purchase cost for maintenance and support over the life of the device, which can never be recovered on the balance sheet. By assigning the responsibility for computing around assets to the correct technology experts, almost all expense, including initial purchase can be avoided. At the end of the life of assets, additional capabilities become available including extension of the functional life, reuse, and recycling capabilities to recover investment from areas of the supply chain never before leveraged.

Asset Management Solutions

Red River Solutions provides the right solutions:

★

- Hardware Lifecycle Extension
- EBAN
- Media Sanitizing
- eWaste Recycling

★ Assets – can be limited or eliminated when operating within a dynamic infrastructure. Use us for media sanitizing, eWaste processing, and hardware life cycle extension initiatives.

Business Rules:

Functional Descriptions:

RR - Detailed Wireframes 1.9.vsd
May 26, 2009

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Email:

Name:

Subject:


EaaS Inquiry

Message:

Send

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1.866.756.EaaS (3227)

Sales, Support and Data Center Locations

Arizona

Arkansas

California

Colorado

Florida

Illinois


Louisiana

New York

New Jersey

Texas

Canada



Candidates

Please log in or register to view current project or employment opportunities. Red River Solutions is growing to meet the enterprise computing and communications needs of US and international clients.
[New Candidates Log in here.](#)
[Existing Candidates log in here.](#)

Employees

Please log in to take advantage of your on-demand service portal.
[Employee Downloads](#)

Employers

Please log in or register to automatically put our world class recruiting and project management teams to work for all of your talent requirements. Projects, temp to hire, or permanent – our pre-screened and hand picked candidates and talent assets are world class.
[Employer Downloads](#)

Open Positions

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Contact Information

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Contact Red River Solutions



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Functional Descriptions:

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Page ID:

General Notes:

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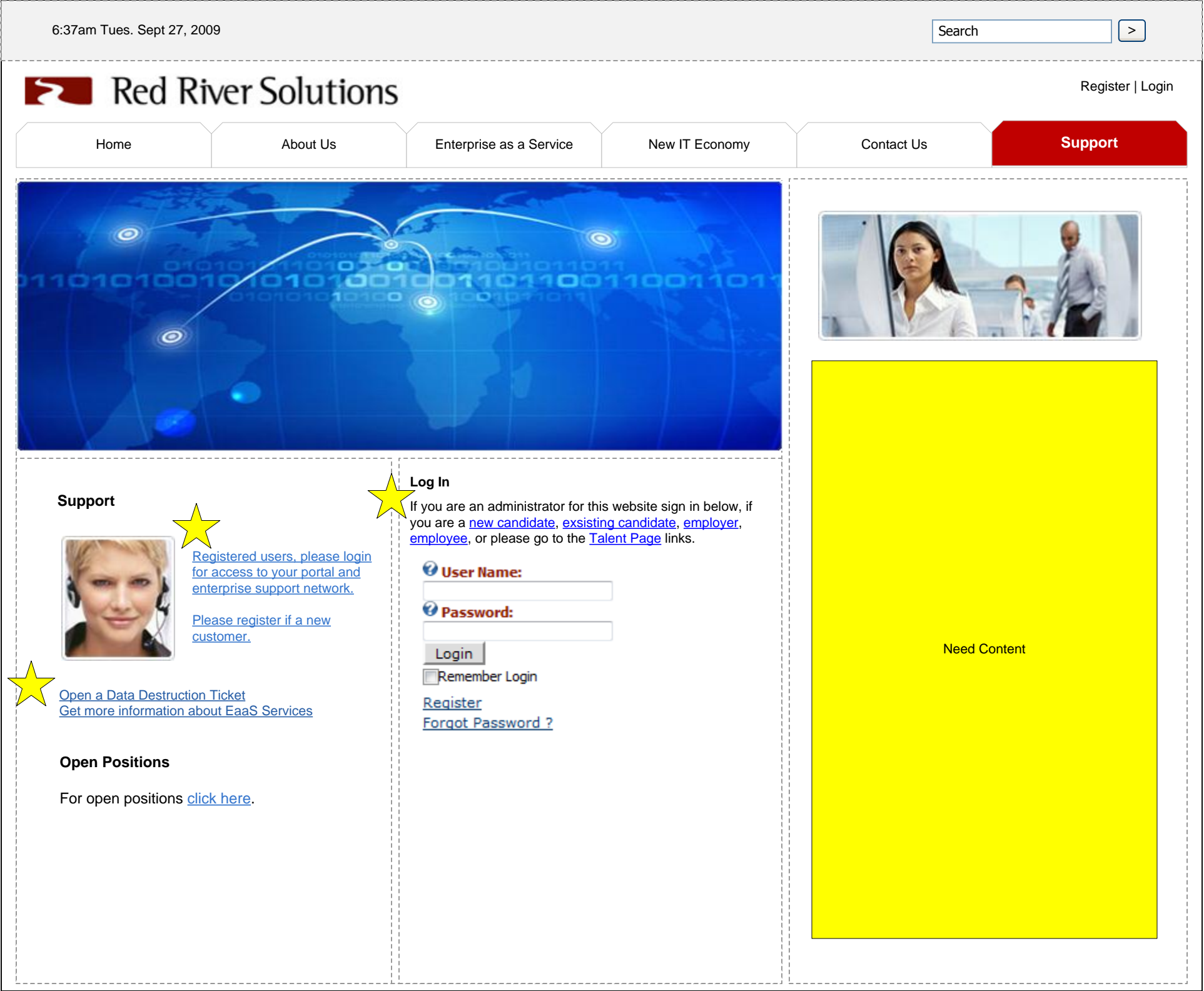
Page ID:

General Notes:

SU - Support

Template Name:

Primary Page Layout (A)



Business Rules:

Functional Descriptions:

Page ID:

General Notes:

MP1A - Register


Template Name:

Primary Page Layout (D)

6:37am Tues. Sept 27, 2009

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Preferred User Information


*Note:

Membership to this portal is Verified. Once your account information has been submitted, you will receive an email containing your unique Verification Code. The Verification Code will be required the first time you attempt to sign in to the portal environment. All fields marked with a red arrow are required.





User Name:







First Name:







Last Name:






Display Name:







Email Address:




Enter a password.





Password:





Confirm Password:



Register

Business Rules:

Functional Descriptions:

RR - Detailed Wireframes 1.9.vsd

May 26, 2009

Page ID:
MP1B - My Account


General Notes:
1. General error messaging will apply to page. If data is not valid, the system will refresh the screen and display a general error message above the data entry fields and will highlight the line item that did not have correct information.

Template Name:
Primary Page Layout (D)

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Manage User Credentials


Manage Password

Manage Profile


Manage Services

User Name:


admin

First Name:


Administrator

Last Name:


Account


Display Name:

Administrator Account


Email Address:

admin@redriversolutior


Update

Created Date:


4/16/2009 12:48 PM

Last Login Date:


5/5/2009 7:46 AM


Last Activity Date:

5/5/2009 7:46 AM


Last Password Change:

4/16/2009 12:48 PM


Last Lock-out Date:

User Is On Line:


☐

Locked Out:

☐

Authorized:

☒

Update Password

☐

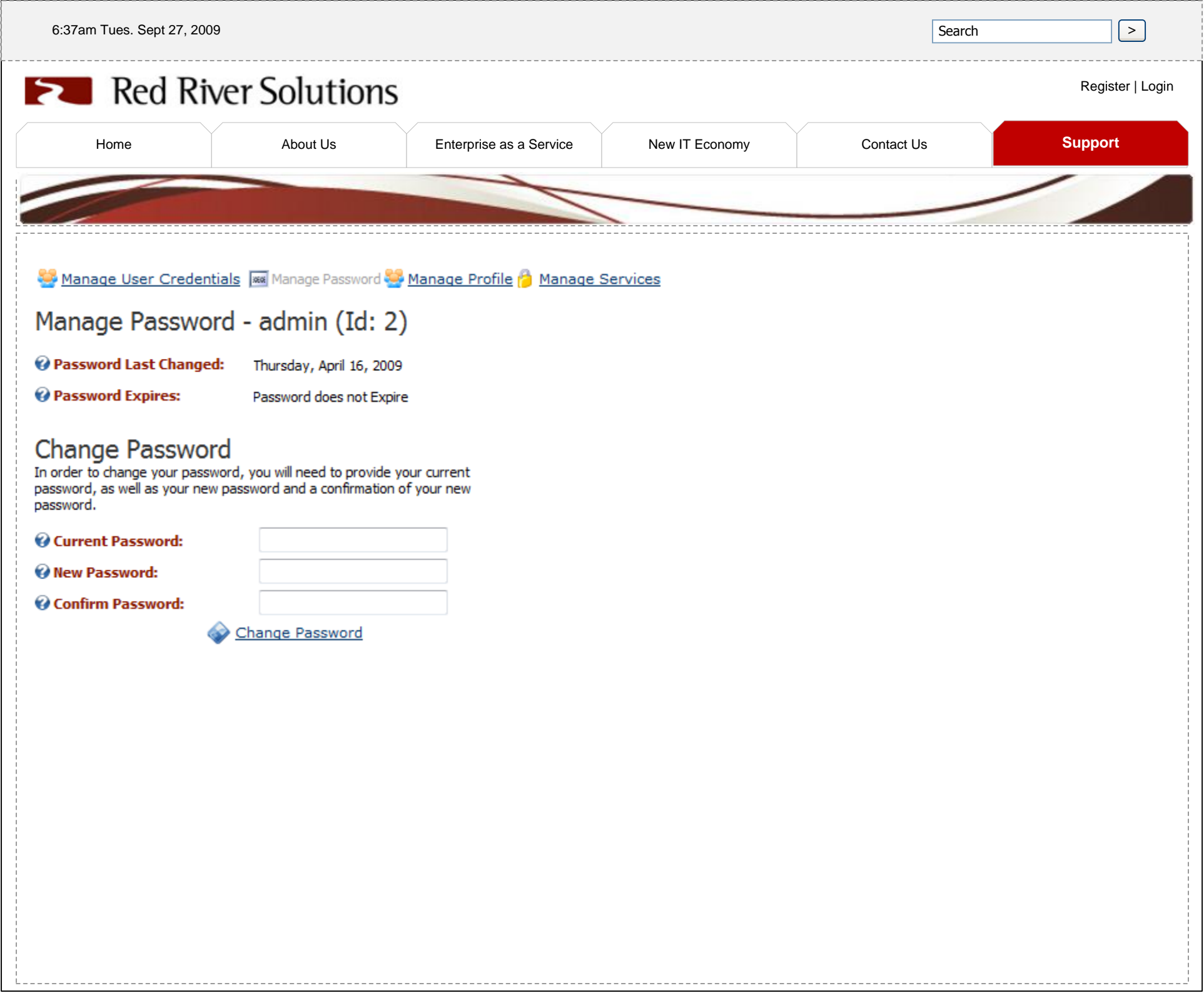
Business Rules:

Functional Descriptions:

RR - Detailed Wireframes 1.9.vsd
May 26, 2009

Page ID: General Notes:
MP1C - Manage Password

Template Name:
Primary Page Layout (D)



Business Rules:

Functional Descriptions:

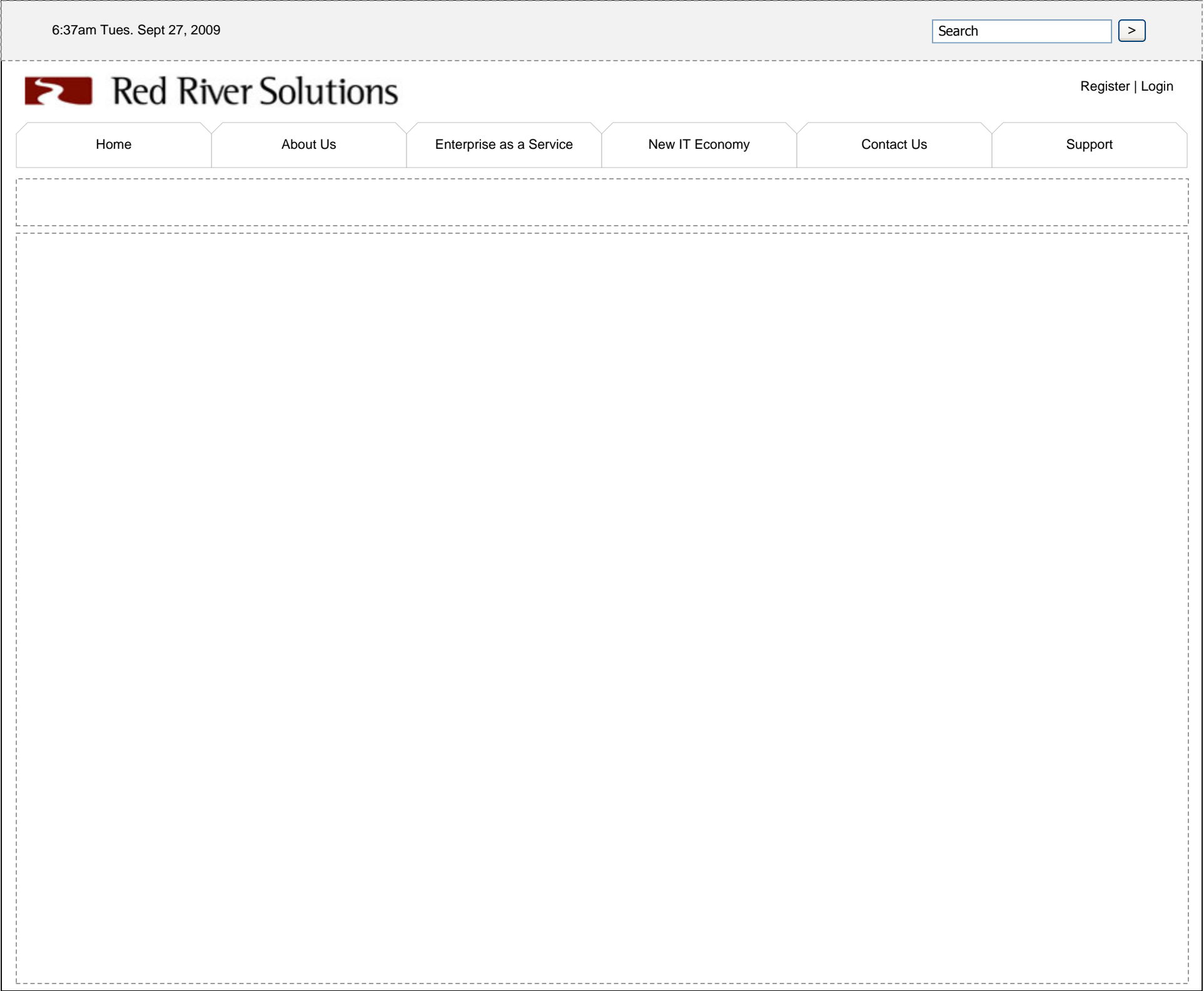
Page ID:

General Notes:

Page-28

Template Name:

Primary Page Layout (D)



Business Rules:

Functional Descriptions: