



B.S.M.S.™

Business Solutions Management Suite

MODULE HIGHLIGHTS

SecureCARE

- Email Encryption
- Email Archive
- Hardware Control
- Document Management
- Website Filtering
- Data Discovery
- Clipboard Monitoring
- Application Access
- Fingerprinting
- File Shadowing
- Screen Capture
- Print Control
- Content Profiling

ProcessCARE

- Data Migration
- Workflow Automation
- Electronic Employee

IntelliCARE

- Behavior Analytics
- Website Monitoring
- Application Usage
- Application Performance
- Custom Applications

SupportCARE

- Helpdesk Remediation
- "Sense" Errors
- PC DNA
- Problem Recreation
- Auto-Fix Errors
- Task Functions
- Desktop Control

Centralized Console

- Policies
- Reports
- Alert History
- Event Search

The Challenge

We are an information driven society that is more collaborative than ever, providing open information access between employees and customers while navigating the challenges of protecting that information from global competition and in accordance with laws, regulations and industry best practices. Support activities have grown in volume and complexities, while IT budgets have decreased, placing added stress on already taxed systems and personnel. As a result, many organizations are still in fire fighting mode, combating compliance issues, data breaches, disparate systems and antiquated manual processes within their business and IT operations.

The Solution

The CTH Technologies Business Solutions Management Suite (BSMS) platform provides an integrated 4 in 1 management solution. It was developed for organizations that are looking to achieve process efficiencies, enhanced security and risk mitigation, simplifying adherence to compliance regulations and automating IT and help desk operations. Replacing disjointed activities and disparate systems with an integrated and cohesive solution's platform is the driving force behind the development of CTH Technologies' BSMS offering. BSMS capture and record events (CARE) technology will give you an insight to what you have never seen before, the last 18 inches of the user's desktop. BSMS stands alone in its ability to capture what the user does at the desktop.

CTH Technologies' Business Solutions Management Suite empowers you to:

- Solve complex business problems
- Manage performance to achieve measurable business objectives
- Anticipate and manage change
- Achieve Government compliance while securing your data
- Analyze end-user actions for productivity & process improvement
- Monitor & manage application performance
- Compare installed software applications with actual end-user usage

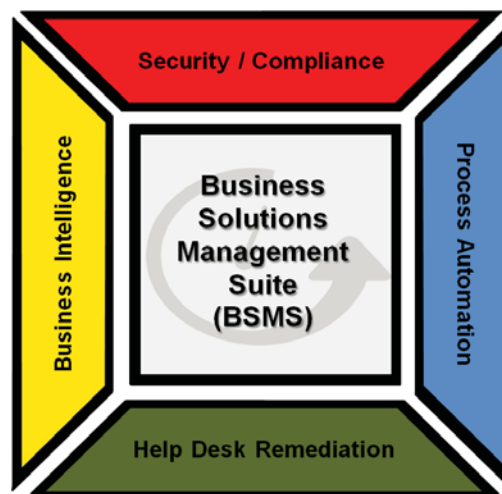
BSMS Modules

SecureCARE - Data Loss Prevention (DLP) - Security & Compliance

ProcessCARE - Data Migration, Workflow/Process Automation and Integration

IntelliCARE - User Behavior Analytics, Application Performance & Utilization Analytics

SupportCARE - Helpdesk Remediation, Auto-correct common errors

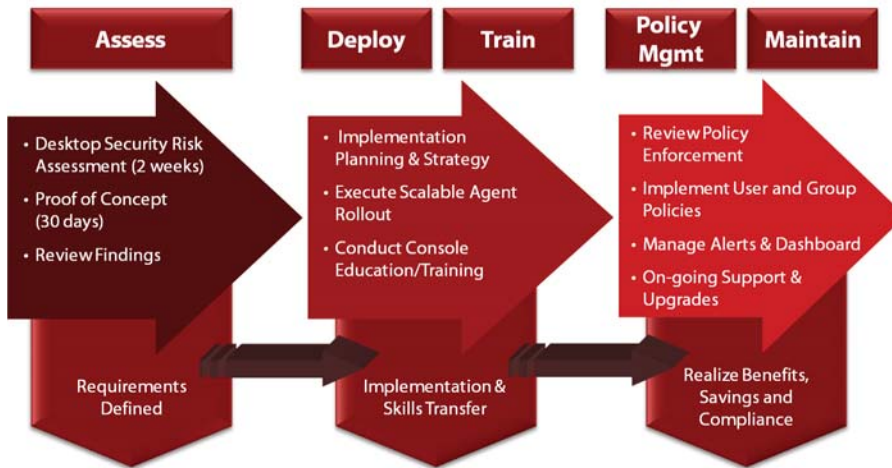


Security/Compliance - SecureCARE

Why the SecureCARE Solution?

SecureCARE is revolutionizing Data Loss Prevention (DLP) by combining technology and process to move businesses from passive detection to active enterprise information protection. SecureCARE is easy to install, deploy, implement and manage. It is an all-in-one information protection and content inspection software security solution that provides a total cost of ownership advantage to any size organization.

SecureCARE Implementation Methodology



Functional Capabilities & Benefits Include

- Provides protection for Data at Rest, in Motion and in Use
 - Robust integrated DLP feature set
- Agent based security tool
 - 24/7 real-time enforcement of policies
 - Encrypt or block e-mail if sensitive data is discovered
 - Monitor or block print jobs
 - Monitor or block social networking and websites
 - Secure all end-point devices
 - Policy follows remote/mobile workforce on or off network
- Easy to manage
 - Create and customize user security policies
 - Real-time alerting and reporting
 - Checklist configurable dashboard
 - Manage compliance requirements and audits
 - 40+ built-in reports
- Easy to deploy and scalable to any size organization



Business Intelligence - IntelliCARE

Why the IntelliCARE Solution?

The IntelliCARE module is a comprehensive, easy to use workforce optimization software solution. The solution provides unprecedented visibility into performance operations, user behavior analytics and application performance and utilization data.

Benefits include

- Enhanced Performance: provides an understanding of the “real” user experience, workflow and cycle times
 - The ability to capture and analyze workforce data in a timely manner (remote & mobile workers)
 - Improve workforce performance and productivity
- Reduces Risk: greater management insight and can more effectively manage regulatory and security compliance
 - Manage software license reconciliation and recovery
- Greater Control: provides timely information, accurate and consistent data
 - Streamline and improve the employee appraisal and review process
 - Understand the “true” user experience
 - Make better decisions faster

Functional Capabilities

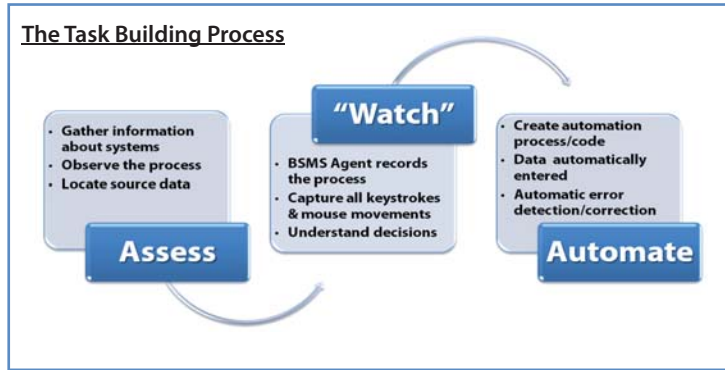
- Know what the user is really doing
- Understand what the user is experiencing
- Measures & analyzes application performance
- Deliver alerts on any performance or policy violations
- Software compliance and usage reports
- Audit friendly; GLBA, PCI, SOX, HIPPA, etc.



Process Automation - ProcessCARE

Why the ProcessCARE solution?

ProcessCARE, focuses on automating workflow processes and provides comprehensive data migration capabilities. Our solution enables organizations to design, execute, monitor and continuously improve business processes that span organizational boundaries and computer networks. ProcessCARE leverages existing IT assets and applications to accelerate information flows, reduce operational errors, eliminate redundant data entry tasks and costly delays in processing. Additionally, ProcessCARE can perform single and multi-directional data migration between any source and any target destination. An end-user can enter data into one application and the task can move that data to multiple systems/applications, such as; a web form, mainframe emulator, database, xml file and send an email.

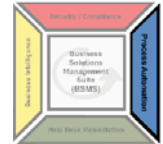


Benefits Include

- Streamline inefficient processes and operations
- Enable a wide range of automation imperatives: data aggregation, integration, migration and system/application monitoring
- Centralizing the management, control and security of automation
- Eliminates errors associated with manual processes
- Reduce dependencies on expensive programming resources
- Restructure and process data during migration so that its accurate and clean
- Gain integrated access to disparate data
- Enhance process compliance capabilities to industry and government standards

Functional Capabilities

- Event logging & error handling
- Modular task creation
- GUI based
- Automation (database, email, ERP)
- Built-in script support
- Event & user based triggers
- Native terminal emulation
- Runtime support
- Secure FTP & HTTP
- Data access & transformation
- WMI support
- Automated problem resolution



Help Desk Remediation - SupportCARE

Why the SupportCARE Solution?

The SupportCARE module is an innovative tool that can automate incident and problem management support processes. SupportCARE can cost-effectively reduce the number of incidents handled, trouble tickets generated, improve resolution time and prevent future incidents from occurring all while improving IT staff efficiency.

Functional Capabilities

- Detailed PC DNA
- User actions that created the error
- Fix errors automatically when they occur
- Automate process at;
 - Login
 - Logoff
 - At specific time
 - Hourly
 - User invoked
- Customized messages
- User interaction
- Automated patch management

Agent Based Software - Benefits Include

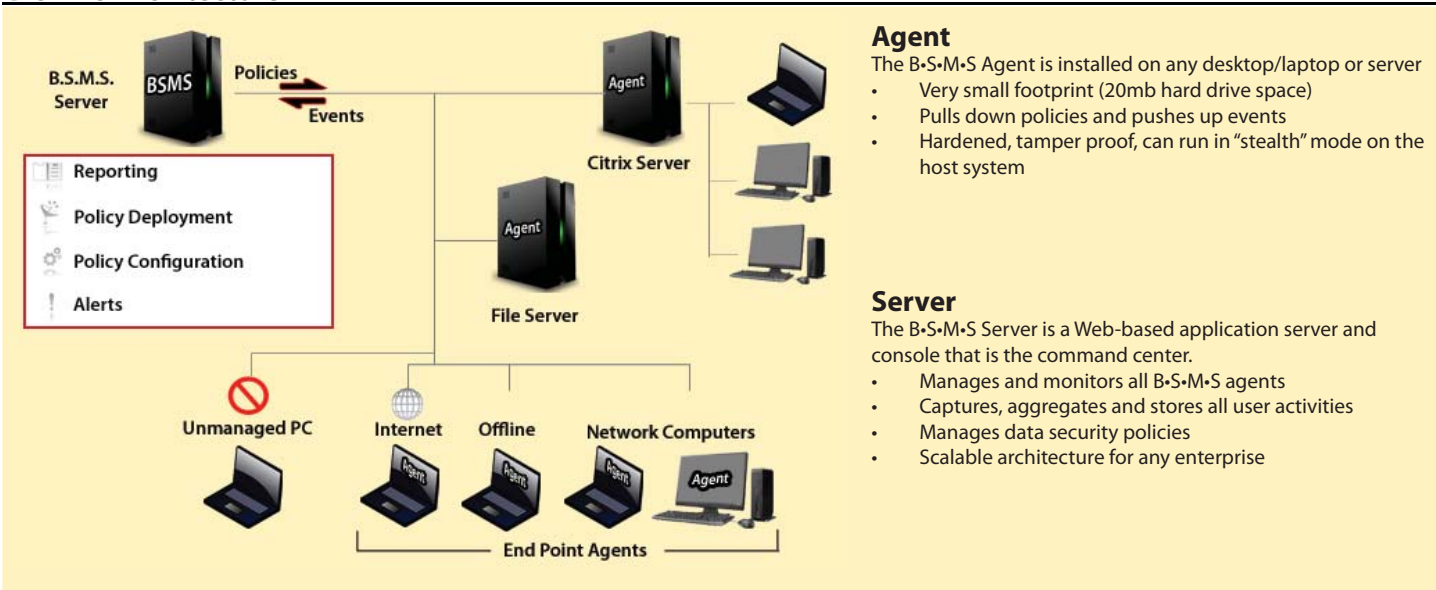
- Captures events, from all input sources in real-time
- Total size is less than 20mb
- Application runs hidden and protected from process kill
- Runs scripts and/or transmits the events based on the policy
- Policy is pulled down from the server by the agent
- Deployed by single install or from software management systems
- Less than 1% CPU utilization



Reactive Support	Proactive Support
Real-time awareness of issues incident communication and correction	Significant reduction in call volumes and trouble tickets
Improve key metrics such as first call resolution, mean time to repair, reoccurring incidents	Provide trend analysis data on IT support issues
Seamless integration with other service management solutions	Real-time support and remediation of local and remote users within minutes
Increase quality of service, end-user productivity and satisfaction	
Align service desk functions with business drivers	
Enable service desk consolidation	
Reduce overall support costs	



B.S.M.S. Architecture



Agent

The B.S.M.S. Agent is installed on any desktop/laptop or server

- Very small footprint (20mb hard drive space)
- Pulls down policies and pushes up events
- Hardened, tamper proof, can run in "stealth" mode on the host system

Server

The B.S.M.S. Server is a Web-based application server and console that is the command center.

- Manages and monitors all B.S.M.S. agents
- Captures, aggregates and stores all user activities
- Manages data security policies
- Scalable architecture for any enterprise

B.S.M.S. Centralized Management

The image shows two screenshots of the B.S.M.S. web interface. The top screenshot is the **Dashboard**, which features a navigation menu on the left and a main content area with several charts and data tables. The charts include **Alerts by Priority**, **Top Alert Rule Violations**, and **Top Alert Rule Violators**. The bottom screenshot shows the **Policies** configuration page, which includes a sidebar for navigation and a main area for editing a policy. The policy configuration includes sections for **Track all File HTTP/FTP Events**, **Block File Uploads**, **Block All Web File Uploads**, **Block Only Sensitive Web File Uploads**, **Block Web File Downloads**, and **Enable Web Site Blocking**. A table at the bottom of the policy page lists **URL Pattern or Meta Tags**, **Block File Upload**, **Hours Allowed**, and **Description**.

About CTH Technologies, Inc.

CTH Technologies now offers a unified Business Solutions Management platform that secures, simplifies and automates IT processes. It also improves decision making, provides performance analytics and integrates data workflows across all technology platforms. Security remains the lead focal point within our solution suite offering. Our technology provides Enterprise Information Protection solutions that enable sensitive customer, patient or company data to move securely within large enterprises or small businesses, greatly increasing collaboration, enabling business processes and meeting regulatory compliance requirements.