

An old new Parallon!

A lot of changes took place at Parallon in the past few years. We have restructured our company to focus on our Service Level Management products and IT advisory services in the USA. On January 2012, the Middle East operation based in Dubai was sold to Emirates Technology Group (Emitac) and the Middle East consulting business was merged with Emitac's Enterprise Management division. Due to the Greek financial crisis, we shutdown our European operation in Athens and the HP consulting team was absorbed by Cognity Solutions. We are no longer partners of Hewlett-Packard. Although Meg Whittman, the current HP CEO, seems to be doing a great job turning the company around, however, the turbulence at HP in 2010/2011 had a negative impact on the HP Software business and we decided to end the decade long relationship.

Exciting developments have been taking place in the enterprise IT arena with cloud services growing fast and companies moving to the cloud. We have been waiting for this moment to develop our on premise SLABus solution to a cloud SLA management solution be able to reach out to thousands of customers around the world. The cloud SLA Management service will be a low cost monthly based and this enables us to address Small and Medium Business (SMBs) besides our traditional large enterprise Telecom clients.

Our OCIO advisory practice in the US is flourishing due to the partnership with the Mason Harriman Group (MHG). Parallon is working with MHG on the IT operations transformation project of the National Institutes of Health in Washington.

Our advisory consulting practice feeds our software division with real world IT feedback and that helps our products meet the needs of the real world. We do not have to guess what you need!

We believe 2016 will be an exciting year for our company and we expect to launch our Cloud SLA Management solution.

Best Wishes for a happy prosperous new year to you and your families.

Kind Regards,

George Petrides
Group CEO
Parallon Systems
george.petrides@parallonsystems.com

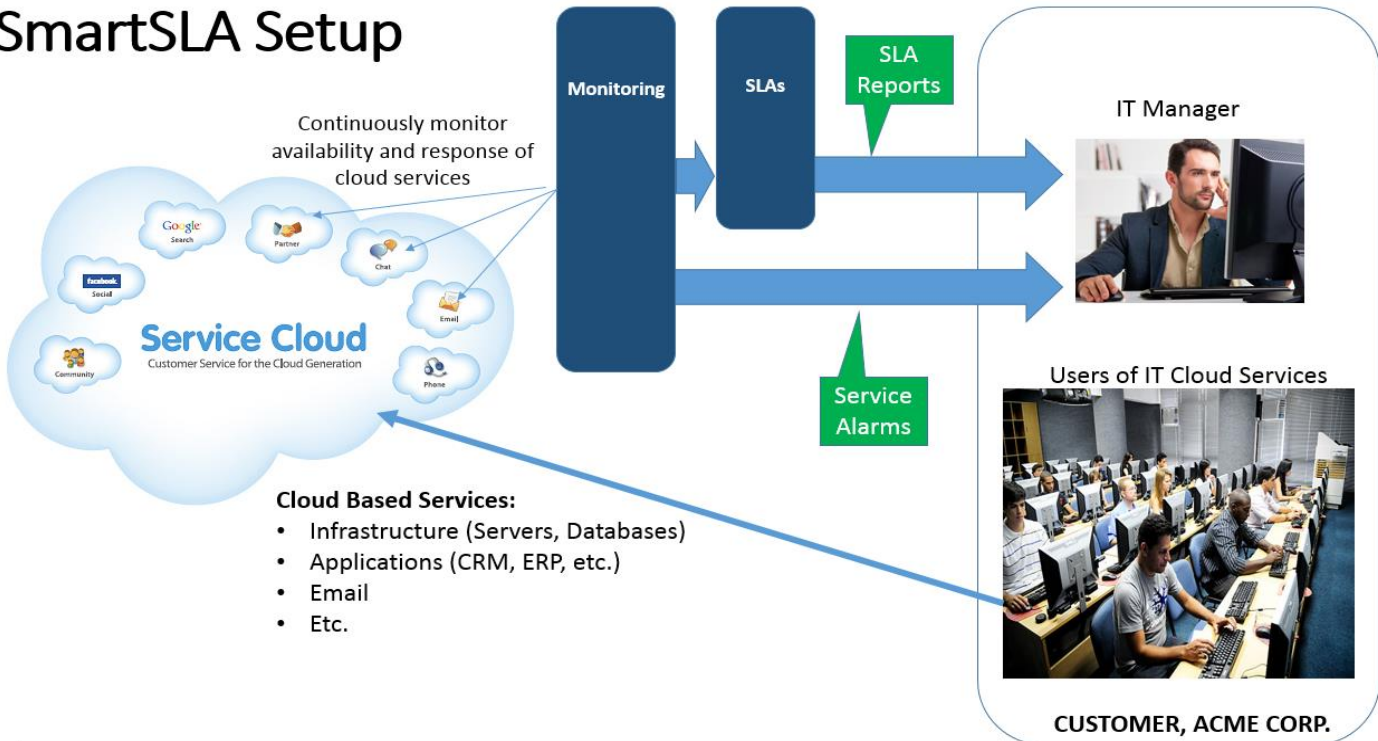


SmartSLA

The cloud has entered the IT enterprise space it is rapidly growing. From infrastructure to applications with all kinds of buzzwords in between (SaaS, IaaS, aPaaS, etc.), companies are 'moving to the cloud' and lowering their costs. While such a move makes business sense, it is still an immature offering in terms of business. Cloud providers regard SLAs as a something they have to offer, however, in the majority of cases there is no transparency and accountability in regards to the performance of the service. Just to use an analogy, it is similar to a building not having an electricity meter and the customer has to rely on what the power utility company claims. If cloud was a utility like electricity, how do you know how your service is performing? How do you negotiate with a cloud provider if the service is not as per the agreed SLA in your contract? Do you feel like a customer in a taxi operating without a meter?

Parallon has been developing SLA management solutions for Telecom Managed Services Providers (MSP)s for the past 10 years and as experts in the SLA Management Area we are developing the first cloud SLA Management solution to help customers around the world with managing the cloud services that support their business. In 2016, the SmartSLA v5.0 will be available for customers to subscribe to as a service and pay by number of SLAs managed by month. Measuring/Monitoring the IT services will be performed by either third parties who offer cloud monitoring services or from the client's on premise tools as shown in the image below:

SmartSLA Setup



SLABus

Our SLA Management solution will be celebrating a 10 year anniversary in 2016. It is currently managing close to 10,000 complex SLAs at Etisalat in Dubai for the network managed services clients. It is a mature enterprise class product that supports all the Service Level Agreement management functions:

SLA Configuration

- SLA Template Management
- Report Management
- SLA Near Breach Alert Management

SLA Provisioning

- Automatic provisioning of SLAs through integrations to Telco provisioning systems
- Automatic Service Desk configuration

SLA Administration

- Customer Management
- SLA Dashboard
- SLA Management
- Calendar Management
- Outages and Justifications Management

SLA Bus System Administration

- User Administration
- Batch Job Management

SLA Financials

- Production of CDR billing records for automatic Telco billing and refund management

SLA Reporting and Customer Dashboard

You are logged in as: slabus



SLA BUS

Menu

SLA Configuration

- SLA Template Management
- Report Management
- Alert Message Management

SLA Administration

- Customer Management
- SLA Dashboard
- SLA Management
- Additional dates
- Outage Justifications By SLO
- Outage Justifications by Incident
- Planned Maintenance

System Administration

- User Management
- Background Jobs
- View Log

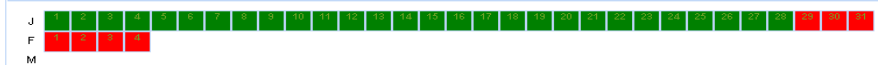
SLA Reports

- Generate Reports
- Reports Repository

- Logout

Home / Dashboard (ABU DHABI HEALTH AUTHORITY AL AIN HOSPITAL HLC 161 - SLA - SLM Project Trials GPON Link for Account # 1333310759 and Product Desc IPVPN Pr) / SLO Measurement Detail

Cross Tab - Choose one of the following Days



Measurements: 2011 / 2 / 3

Info		
State: Unlocked		
Incidents: (IM135769 Node: AAN-OJI-HO01:0:2:2)		

Timestamp From	Timestamp To	Justification
2011.02.02 23:10:24	2011.02.03 07:00:00	
2011.02.03 07:00:00	2011.02.03 19:00:00	
2011.02.03 19:00:00	2011.02.03 23:09:37	
2011.02.03 23:10:23	2011.02.04 07:00:00	

New Justification

Customer: JIMI HOSPITAL HLC#322
 Domain Type: link
 SLA Metric: [53]link_availability_12x7
 Justified by: slabus
 Justification Date: 2011.02.05 00:44:20 +0400

Description:

From (year/month/day hh:mm:ss):

To (year/month/day hh:mm:ss):

Justify Outage

Mason Harriman Group Partnership

Since June 2015, Parallon has partnered with the Mason Harriman Group to offer IT operations advisory services for the Office of CIO (OCIO) of US Government agencies. Mason Harriman Group is a Management Consulting firm that utilizes former CXO's as advisers or consultants. Having risen to C-Level positions within their companies or the Government based on their excellence and experience, they are ideal resources to support the business' IT needs. Their range of experience includes Independent Verification and Validation, Strategic Planning, Operational Review and Efficiency, Quality Improvement, Application Development and Program Management & Support.

Currently Parallon is engaged with Mason Harriman supporting the IT Operations Transformation of the Center of Information Technology for the National Institutes of Health in Bethesda, Maryland.

More info about Mason Harriman at www.mason-harriman.com

Contact: Teddy Vagias, CEO vagias@mason-harriman.com

What happened to the old parallon.com domain?

The HCA group has created a new division for it's healthcare consulting business called Parallon Business Solutions. HCA has offered to purchase the parallon.com domain in 2012 and we have sold the domain to Parallon Business Solutions.

Since the sale, we have been operating with domain parallonsystems.com and the email address format has remained the same firstname.lastname@parallonsystems.com



North America

Parallon Systems of Summit, Inc.
43 Passaic Avenue
Summit, NJ 07901, USA

Tel: +1- (973) 906-1339

Europe, Middle East and Africa

Parallon Systems (EMEA), Ltd.
28 John Kennedy Ave., 4th Floor
Nicosia, CY-1087, CYPRUS

Tel: +30-6973018090