



## PRIMARY SERVICES

Software design and development including Internet and Intranet applications, Local Area Network (LAN) design & support, Database Analysis and Design, installation and support, Project Management and Multimedia Communications. Services are offered on an “as needed basis” using our “Service Request Form, or by term contract based upon the client’s requirements.

## BRIEF DESCRIPTION OF SERVICES

Since 1983, The C.L. Carter Co. has provided technology based business solutions using state of the art hardware and software. With over two decades of experience in the Information Technology field our expertise as problem solvers and solution creators is unsurpassed. Our goal is to work with clients and assist them in finding ways to be more productive, profitable, and more competitive with their endeavors.

C.L. Carter uses proven methods, tools and technologies to meet client business needs. The end result is a lower cost and more flexible means of remaining competitive for the client while meeting or exceeding the client’s information technology requirements. We define a solution, as a combination of hardware\software systems and methodologies that meet the core needs of client businesses. We use a six level enterprise model for providing this solution.

**The Development Model** describes the parts of the development process, including the development team, the testing process, source code control and development milestones and deliverables.

**The Business Model** describes issues such as expected return on investment, schedule constraints, available infrastructure and business polices.

**The User Model** describes requirements for the user interface, as well as user training and support requirements.

**The Logical Model** describes the structure of the solution including component modeling, data modeling and interface definitions.

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**The Technology Model** describes the technologies used to implement the solution, from server platform to development tools.

**The Physical Model** describes the physical distribution of the solution, including servers used and component location. This model is the culmination of the decision-making process for all other sub models.

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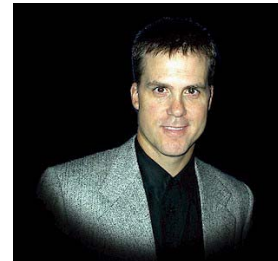


## MISSION/PHILOSOPHY

Our goal is to work with clients to help them find ways to be more productive, profitable and more competitive in their business endeavors. We accomplish this goal by joining the client business team, learning their business policies, goals and methods and then acting as a catalyst in implementing a derived solution. We make ourselves available to answer and solve the difficult questions and problems that confront business today with the implementation of their technology. We believe that excellence in business is only achieved through customer satisfaction and that technology is only part of the answer. We place a high emphasis on effective communication with management and the end user by listening to their needs and translating those needs into procedures, processes and tools that allow them to communicate and work more effectively.

## ABOUT THE PRINCIPAL

**Christopher Carter**, President and founder, has over twenty years experience in the information technology field. Entering the information technology field after college Chris has lived through the entire digital computer revolution from it's infancy with the introduction of the IBM personal computer right through to the present day internet. His tenure and experience working with computer systems, networks and software has given him an extremely broad based knowledge and skill set with small business and Fortune 500 companies alike. From providing computer network analysis and design, consulting, Internet strategies and support to clients across the United States, to state of the art object oriented programming methodologies and relational database management and design; Chris has assisted clients from a broad range of business communities with their business technology. His primary focus has always been service and satisfaction to the client. Elected Who's Who In Executives And Professionals in 1996-1997 for his outstanding contribution to the MAPS project and the Oklahoma City Chamber of Commerce, Chris has also been a featured speaker in The Society Of CPA's Seminar Series. He is also a Published Song Writer And Composer, Writer Member of A.S.C.A.P. and a Recently Published Novelist.



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## OUR CLIENTS

### **PUBLISHING**

- Ingram Industries, Nashville TN
- Lightning Source Inc., La Vergne TN

### **BUSINESS**

- Oklahoma City Chamber Of Commerce, OKC, OK
- Oklahoma City Convention And Visitors Bureau, OKC, OK
- Wade F. Carter And Associates, Tempe AZ
- Upland Gear, Phoenix AZ
- International Retail Computers, Baton Rouge, LA
- Kroger Inc., Accounting Systems, Nashville, TN

### **COMMUNICATIONS**

- Brooks Fiber Communications, OKC, OK
- Time Warner Cable, Danville, IL
- Cox Communications, OKC, OK

### **TRAVEL & TOURISM**

- Sweet Magnolia Tours, Nashville, TN

### **TEXTILES AND FLOOR COVERING**

- Interior Surfaces Guild, Phoenix, AZ

### **MEDICAL**

- Tulsa Eye Clinic, Tulsa, OK
- Indian Health Services Hospital, Rose Bud, SD

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## **SUPPORTED TECHNOLOGIES**

We support a wide range of software and operating systems including SQL Server, MS Exchange, ISA Server, Window 95, 98, NT, 2000, XP, Virtual Private Networks, DHCP, DNS, HTML, ASP, Visual InterDev, Visual Basic, Visual FoxPro, Microsoft .NET, Microsoft Office products... and others.

## **SERVICE OFFERINGS**

- Enterprise Resource Planning (ERP)
- Local Area Networking
- LAN Design and Engineering
- Hardware\Software Specification
- Installation and Integration
- Service and Support

## **SOFTWARE APPLICATION DEVELOPMENT**

- Relational Database Design And Engineering
- Workstation Software Design And Engineering
- Software Development
- Installation, Service and Support

## **WORLD WIDE WEB AND INTERNET**

- Website Design and Engineering
- Website Development
- Web Server Installation and Configuration
- Internet (Rich Content) Electronic Mail\File Transfer
- Internet Enabled Video Conferencing
- Virtual Private Networks

## **BUSINESS TECHNOLOGY SYSTEMS**

- Impact Analysis
- Business Technology Analysis
- Process Analysis and Reporting

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## **ACTUAL PROJECTS:**

### **Project Profile: Network Administration**

**Client:** Oklahoma City Chamber of Commerce

### **Project Description:**

OCC had a multi-server Novell network with approximately sixty workstations. The application environment was a non-congruent collection of personal and commercial applications that users managed locally for personal productivity. Management at OCC wanted assistance in managing their disparate application environment and providing a more secure, cohesive network to help eliminate down time. This project was a graduated implementation that spanned more than five years due to the cost constraints of the client. A generalized plan was presented to take control of the network environment and was implemented in stages as the clients budget permitted. Changes were made in the overall strategy, as the clients business needs changed. The network servers were reconfigured and the basic network design was changed to improve the scalability and performance of the network. Security measures were implemented to control access. Disaster recovery contingencies were created and implemented. User groups with specific role definitions were created to limit non-authorized users from having network level access to features not authorized by management. Application installation was placed in the control of the network administrator or their designee. Hardware and software support was provided on an ad-hoc basis. WAN access was implemented for access to business units located at different geographical locations.

**Role: Network Administrator**

### **Environment:**

Novell Netware 3.x, Windows 3.1, 95, a variety of personal productivity software including word processing, spreadsheets, small ISAM databases, Email, Accounting and VAR applications.

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## **Project Profile: Software Development**

**Client: Ingram Book Group**

### **Project Description**

IBG required a custom Client\Server software application to administer the flow of "Print On Demand" books through their computer-based book printing division, later known as "Lightning Source". An analysis was done working closely with clients own IT staff and a data model was designed and constructed that correctly modeled the clients business. Development work began using state of the art development tools. Project review and waypoints occurred during the process. This was to insure clients' business needs were correctly being addressed during the development and testing phases. The application was written using state-of-the-art Object Oriented Methodologies to the end that it could be "scaled" with the clients rapidly growing "Print On Demand" book business. Polymorphism of software components was supported through true inheritance thus making the system scaleable from a 2-tier to an N-tier level application as the clients business demanded. The system was implemented and data was converted from off the shelf software system to the custom application.

**Role: Systems Analyst, Designer, Developer**

### **Environment:**

Microsoft Windows NT Server\2000 Server, Microsoft Visual Studio development tools, Windows NT\2000 Workstation, SQL Server 7.0 and 2000

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