

# Syzygy Incorporated

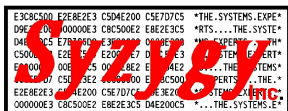
"The Systems Experts"

External Customer and Marketing Web site:

[WWW.SyzygyInc.com](http://WWW.SyzygyInc.com)

Internal Secure Encrypted Customer and Email Web site:

[WWW.SyzygyInc.net](http://WWW.SyzygyInc.net)

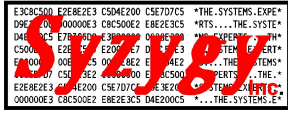


Syzygy Incorporated provides mainframe technical support, mainframe system automation, training, local and remote systems programming and consulting services to clients located throughout the United States, Canada and Mexico. Available around the clock, through out the year, Syzygy has helped clients become more efficient, productive and cost-effective by applying the latest in mainframe technology to complex information processing problems.

Syzygy Incorporated was founded in 1980 and incorporated in 1990. Syzygy was originally headquartered solely in Cary, North Carolina, just outside the Research Triangle Park area but now maintains branch and satellite offices in California, Colorado, Hawaii, and Washington D.C. Each facility has access to the others through a proprietary Syzygy developed Wide Area Network (WAN). Syzygy provides 24 hour customer phone support and total systems programming support and development to its clients from the various distributed facilities. Syzygy provides support for commercial, Higher Education, and local, state and federal government clients. The largest client group includes large commercial organizations, manufacturing companies, banks, telecommunications firms, Data Processing hardware and software manufacturers, and a variety of other businesses and educational institutions.

Syzygy Incorporated was originally created because of a perceived lack of technical systems programming expertise that existed within the data processing industry. As technology moves forward and expands, the shortage of highly specialized technically qualified personnel becomes greater. Most companies have fluctuating needs in their information systems departments, but find it difficult or impossible to change numbers or types of personnel to match those fluxes. Companies are finding it prohibitively expensive to continuously educate their personnel at a time when the pace of technological breakthroughs seem to increase exponentially. Those companies frequently turn to Syzygy to supply technical support in combinations and technical levels which are unequaled at any other consulting firm in existence today. Syzygy personnel perform more “long-jump” z/OS mainframe conversions and migrations, which are those that extend to more than three z/OS releases at a jump, than all other z/os Systems programming consulting firms combined. Syzygy also generates a quarterly newsletter for present and past clients which details potential hardware and software problems which the customer may wish to act on, as well as product evaluations and other hints and tips which are intended to aid clients and provide a forum to answer some questions which may apply to multiple sites.

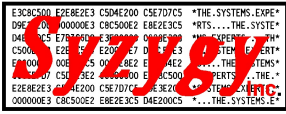
Syzygy Incorporated is committed to solving our client's technology problems and to provide education and support unparalleled in the industry.



# Syzygy Incorporated

## Technical Abilities Statement

2020

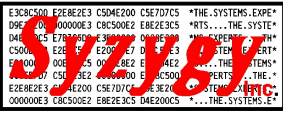


Syzygy Incorporated's Technical Support Specialists have the combined experience of operating system and software installation, performance tuning, maintenance, and customization at hundreds of computer installations within the United States, Canada and Mexico. Syzygy was involved in the development and initial testing of z/OS, z/VM, OS/390 operating systems since the inception of those systems. Syzygy has designed and developed several internal features of those operating systems which are now provided as part of the system by IBM, as well as subsystems like DF/SMS (System Managed Storage), WLM (Workload Manager), DB/2, CICS, IMS and many other IBM and NON-IBM vendor products both internally and for many customers under IBM's Vendor and Early Ship Programs. Syzygy has been involved in the development and beta-testing of IBM's latest CICS T/S (Transaction Server) and DB/2 products for over 17 years. Syzygy is a member of IBM's z/Series and S/390 developer's team and IBM's Developerworks, as well as a preferred consulting support vendor for IBM, Computer Associates, EMC, HP, Amdahl, Hitachi and many others. These experiences are an important asset to our customers involved in the mainframe operating system installation or conversion process.

Syzygy Incorporated has special technical talents which can be of particular use to installations which are in the process of migrating or converting entire operating systems or converting from non-IBM to IBM mainframe architectures. Syzygy personnel are well versed in the process of connecting dissimilar platforms and architectures to create a single cohesive unit making the process of conversion as transparent as possible to users of the environment. All of our Technical Support Specialists have experience in all IBM mainframe operating systems from MVT through the newest z/OS, z/Linux and z/VM.

Syzygy Incorporated has technical expertise which is virtually unequalled in the industry in the areas of Operating System and Sub-Systems (i.e. CICS, IMS, Databases, etc.) installation, customization, and performance tuning. Syzygy has also designed and coded many leading-edge online application systems for its clients, including IBM, and is adept at providing systems integration of such new technologies as Web Access, Voice Response and Touch Screen programming to provide real-time computer-based solutions to some very complex issues.

Syzygy has successfully completed many special purpose contracts for private industry and Government clients whose specific requirements were such that no other firm (including hardware vendors like IBM, HP and Hitachi) was able to provide the necessary expertise to accomplish the required goals. In fact, in some cases, Syzygy supplements and sometimes replaces the various hardware vendor's own on-site personnel. One example of this would be the configuration of the Air Force Legal Information Services Computer-Assisted Legal Research System, which required extensive application and operating systems hardware and software re-programming to achieve a seamless environment for accessing databases from dissimilar mainframes and PC's utilizing IBM's CICS and various network technologies as the hub. Portions of the System actually reside on a non-IBM architecture processor but the end users have no idea that they are switching operating systems environments and security systems, for the end user it is a totally transparent process.

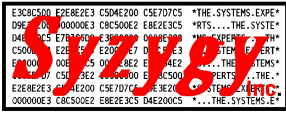


Syzygy Incorporated makes it possible for the client companies who are converting from other (non-IBM) operating systems to the IBM z/OS, z/VM or z/Linux operating systems to do so without incurring the high costs and long conversion/migration times usually associated with these types of undertakings. This is accomplished in part by the large number of similar conversions which Syzygy personnel have successfully accomplished for their client companies. Syzygy offers not only an extremely efficient conversion to its customers but also a feature which other consulting companies can never hope to match. Syzygy provides mainframe system automation and migration training for the systems and operations staffs which they will need in order to maintain and grow with their new Operating System.

Syzygy Incorporated is able to accomplish the entire conversion process at a cost which is frequently lower than most client companies can achieve even using their own Internal Systems Programming staff. This is do, in part, to the Syzygy's extremely short conversion time, but also because of the amount of expertise which is able to be imparted to the clients staff from the Syzygy personnel. The process allows for a greater familiarity with the installation process for the clients personnel, as well as lower facilities cost.

Syzygy Incorporated also has a high degree of commitment to office and mainframe automation. The Syzygy main site and each of the branch office facilities have access via remote capabilities to internal mainframe problem resolution and migration/conversion time-sharing services through the proprietary Syzygy developed Wide Area Network (WAN) composed of multiple Local Area Networks (LANs) which provide extremely high flexibility at a much lower resource utilization (hardware utilization and telephone line service costs) than any other network on the market. The system has a cost conscious intellect which constantly manages not only line usage and foreground and background facility collision avoidance, but also frees the individual sites from the burden of knowing what data files, software, and hardware facilities are located at the various sites. The manager system also maintains the security and decision support interfaces automatically, taking care of routine tasks such as product updates, support resolution, automated product installation, mailings and system backups. The facilities are designed such that each can be a disaster backup site for any or all of the others, all of which is done automatically by the automated manager employing CASE technology.

Syzygy Incorporated Training Division offers over 30 specialized technical courses. There are multiple types of training packages tailored to different job classifications and technical abilities. Courses are offered at both the Syzygy main and branch sites. Syzygy training personnel are also available for training at the client's own installation or facility near the client site. Many of the courses are available in Computer Based Training (CBT) packages, which allows for self-paced individual learning.



Syzygy provides Operating System conversion and migration support and OS subsystem and Application performance tuning services as well as Data Center relocation assistance. For many clients, Syzygy is able to provide thru-put improvements which were substantial enough to allow the client to hold off new hardware purchases or upgrades. Syzygy personnel have solid experience with a wide variety of ADP hardware and software on the market today, including virtually all hardware and software available for IBM operating system environments. This translates to unsurpassed assistance to clients wishing to establish new environments or revamp old data centers.

Syzygy has a long history of involvement in the task of extending technology and contributes a great deal of time to various technology support groups and publications as well as contributing software mods, fixes and utilities on some of the industry share tapes. Syzygy maintains several 800-number's for technical support of its customer base which are manned 24 hours a day. Syzygy publishes a quarterly newsletter for the use of past and present clients which gives in-depth technical advice and product evaluations pertinent to the industry. Syzygy Incorporated has the skill and experience to provide clients with solutions to today's technical problems as well as direction and support to help tomorrow's possibilities become reality.