

Computer Services

Intense focus on IT services and customer satisfaction make Lighthouse a regional leader.

Since its launch in 1995, Lighthouse Computer Services of Lincoln has progressed into a company with well over \$100 million in sales, and is recognized as one of the fastest growing IT companies in New England.

Lighthouse has enjoyed tremendous growth as a result of building a reputation as one of the region's most trusted IT service providers, offering technical solutions to leading companies throughout the Northeast including a number of Fortune 500 corporations.

"We constantly change and reinvent ourselves to stay competitive," Lighthouse President and CEO Tom Mrva told Providence Business News. "The things we do are all the things our customers ask us to do."

The company provides a breadth of technology solutions through six specialized practice areas: Enterprise Servers; Storage and Backup; IT Governance, Audit and Compliance Services; Networks and Security; Content Management; and Microsoft Solutions.

Using best-in-class technologies—including those from IBM, Microsoft, Cisco, Tivoli, Symantec, VMware and others—Lighthouse is able to develop leading-edge solutions for complex enterprises, and solve the toughest of IT problems.

"We focus on high-risk areas. I tell my customers, 'Give me your ugliest problem, I can solve it,'" Mrva said.

With a background in technical development and support at IBM, Mrva had the vision to build the highly sought after, skilled tech service company with long-term customer partnerships. Over the past eleven years, his vision has been realized. With the help of an experienced team of about 70 technical experts, creative, customized assessments and reliable solutions are developed for the most complex of systems for each individual company's needs.

"Since the earliest days of Lighthouse, we've insisted on hiring the very best technical talent available," Mrva said of the team of consultants and project managers, who each average about 17 years of on-the-job experience. "Lighthouse's technical team is the best of the best."

Being a regionally-based organization, Lighthouse has been able to focus on client needs and develop strong relationships. In IBM's annual customer satisfaction survey, over 90% of Lighthouse customers reported satisfaction over the past four years, and the company's technical services were rated significantly higher than the survey average,

making Lighthouse one of the highest rated IBM premier Business Partners on the East Coast, company reports show.

In 2005, Lighthouse was awarded VAR Business' VAR of the Year Award and followed up in 2006 winning VARBusiness' Award for Excellence in Financial Services Markets. Also this year, Lighthouse won IBM's global Beacon Award for Overall Technical Excellence and a Business Excellence Award from the Providence Business News.

Lighthouse is known throughout the IT industry as an IBM Premier Partner with depth of experience in IBM pSeries, xSeries, iSeries and systems, including the latest Power5 architectures.

Corporations look to Lighthouse for a range of technical solutions, from advancing their current infrastructure, to consolidating corporate servers. Some major local customers include Liberty Mutual Insurance, Bryant University, Bank of Rhode Island, Citizens Bank, Hasbro and Care New England.

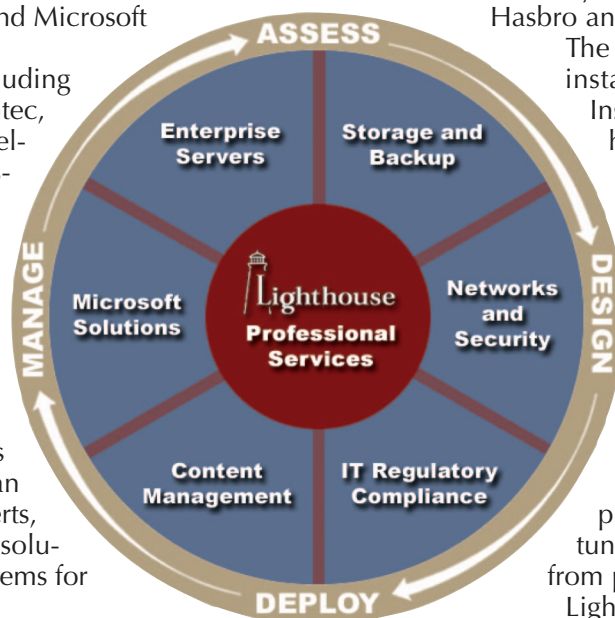
The storage and backup technology solutions, for instance, are crucial to companies like MetLife Insurance, one of Lighthouse's largest customers, that has enormous amounts of data to store and manage.

Lighthouse technicians work with businesses to reduce as much backed-up data as possible by consolidating the redundant portions of networks and optimizing storage and backup technologies. Lighthouse looks at the projected amounts of data growth and helps determine how much storage is needed. It also implements ways to recover the data in case of disasters where data is potentially lost or stolen.

With service being the key to long-term customer relationships, following the completion of a project, Lighthouse offers periodic health checks and tune-ups to keep infrastructure up-to-date and free from problems.

Lighthouse Computer Services' Lincoln headquarters also houses one of the most advanced IT development and testing labs in the Northeast. The multi-million dollar integrated hardware and software laboratory, Lighthouse Technology Innovation Center, allows customers to view programs and services available from Lighthouse. Staff at the center provides demonstrations, test drives, proof-of-concept support, product installation and implementation assistance, training, education, and customized workshops.

"Our Technology Innovation Center allows clients to have a one-stop-shop for their on-demand business requirements," Tom Mrva, Lighthouse president and CEO said.



Lighthouse has more than 70 employees with diverse IT expertise.

2006 Winner:

- IBM worldwide Beacon Award for Overall Technical Excellence
- Providence Business News Business Excellence Award
- VARBusiness Magazine Award for Excellence in Financial IT Services



Tom Mrva, Lighthouse founder, president and CEO.

Call Lighthouse for a tour of the Technology Innovation Center, or to discuss your company's next IT project.


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