



ARC Business Solutions Inc. is an established, growing and customer-oriented information technology solution provider with proven abilities to incorporate strategy, creativity and technical aspects into business solutions.

Core business verticals are: Professional IT Services, Enterprise Content Management and Managed Network. With exceptional capabilities, ARC's team of dedicated professionals is committed to delivering high quality information technology solutions to meet client-specific business challenges.

ARC possesses the practical and applied experience necessary to deliver value. Our experience includes successful assignments in both the public and private sectors: Power and Utilities, Oil and Gas, Government, Manufacturing, Banking, Insurance, Telecommunications and Healthcare.

INFORMATION TECHNOLOGY SERVICES

- Your business needs are assessed, understood, analyzed and transformed into effective, efficient and sustainable information technology solutions.
- Systems Delivery: ARC provides professional services spanning the entire software development lifecycle—Project Management, IT Architecture Consulting, Design, Construction, System Testing & Quality Assurance, Education/Training and Post-Implementation Technical Support Services.
- Management Consulting: ARC's strategic and operations consulting practice assists organizations through analysis of existing business issues and development of future plans. ARC provides experienced consultants, best practices, proven methodologies and analytical techniques, effective change management and people-oriented coaching skills.
- Technology Consulting: Hardware, Software, Networking, Virtualization, Strategic Planning, Server and Desktop Support, Data Centre Moves, Conversions/Transitions/Upgrades.

ENTERPRISE CONTENT MANAGEMENT

- ARC is an award-winning, recognized leader in the design, implementation and deployment of successful Enterprise Content Management, Business Process Management and Collaboration solutions.
- ARC's experience and solutions address the entire continuum of capture/input, document management and delivery (e.g., web content, information rights management), and optimization of business processes, enabling organizations to manage their content, streamline workflow and shorten process cycle times.
- ARC possesses certifications and applied experience in EMC Captiva (InputAccel, Dispatcher), EMC Documentum and IBM/FileNet, along with other related technologies (Oracle, Java, .NET, SharePoint).
- ARC has earned its reputation by designing and implementing practical solutions that have allowed its clients to realize real world benefits encompassing sound content management practices, compliance with legislative requirements, improved access to information, accelerated business processes, improved operational flexibility, enhanced customer service, compliance for electronic records as documentary evidence, reliable records management practices and reduced costs (e.g., filing, storage).

UTILITY SECTOR CONSULTING

- Experts in delivering solutions to Utility companies (Gas and Electric)
- Working in Regulated and De-regulated environments in Canada and the U.S.
- Excellent track record of on-time, on-budget, and high-value — resulting in over \$100M in savings and cost recovery to its Clients
- Solutions: CRM/CIS, Billing, Load Settlement, Revenue Assurance Systems, etc.
- Services: Regulatory R&D, Diagnostic Audits, Strategy, etc.

MANAGED SERVICES

- Managed Services is a monthly service, founded on industry best-practices, that provides real-time monitoring of networks and connected devices.
- Through secure remote access, knowledgeable ARC personnel are available to support your internal help desk functions, as well as to participate in regular planning sessions. These services help take care of day-to-day network issues and allow your IT team to focus on longer-term issues and confronting your core business.
- Core benefits are: predictable and affordable monthly costs, continuous, real-time network monitoring, maximum stability and availability of your network, reduces risk of outages and network failures, prevents day-to-day issue before they occur, and enables proactive strategic planning for your business.

Edmonton • Calgary • Toronto
Since 1998
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Advanced Infrastructure Solutions

