# UTS
## United Technology Service, Inc.

Professional Technology Integrators

"Serving You by Uniting Technology."

# Company Profile

United Technology Service (UTS) is a professional integration firm that specializes in providing turnkey audio/visual (AV) systems. Most of our success has been predicated by listening carefully to our clients' need while maintaining the architectural style that is unique to each site.

In accordance with all specifications that are provided for each project, UTS arduously applies technical expertise to integrate a fully functional system design. We hold ourselves to the strictest requirements in all of our contracts and interaction with clients and/or their agents. To meet these criteria UTS provides training for all new employees, as well as yearly refresher training for all current UTS employees working in the AV industrial electronics system integration arena. In an effort to aid UTS' customers with the effective use and operation of their installed systems, UTS can extend that experience via various training programs to the designated personnel of an end user's team.

In accordance with all specifications that are provided for each project, our bottom line is our customer's bottom line. We know in order to be successful we must make each system aid in the effective presentation of our clients' communications effort or expand their technical capability. This often involves going above and beyond, to provide our customers with the latest technology. Specifically within the educational market, we promote the use of equipment that enables students to gain full benefit from their educational experience while allowing instructors to observe and track student progress. Consequently, our clients rely on our innovative ability to achieve their vision.

# Background Information

United Technology Service, Inc. was born out of a few professionals from various companies that were formed in the early 90s to provide AV communication systems. Initially, the services provided involved for companies that were relocating, upgrading or desired the economic advantage of purchasing over renting.

As the communications industry evolved, their needs expanded and the kind of clients we did business with expanded. To meet these growing needs, we decided that we were poised and well equipped to start this enterprise. Today, with sales approaching over 10 million, UTS' area of expertise includes:

- State-of-the-art AV systems for educational, board/conference and training room facilities
- Videoconference and video projection
- Corporate television production with MATV/CATV
- Media Retrieval
- Video edit suites and Large auditorium/stadium

All UTS engineers, project managers and technicians undergo extensive classroom and hands-on training. They also attend numerous seminars to sustain our technical leadership.

UTS and its partners hold the required low voltage contractor's licenses, therefore providing us with the capability to perform all low voltage related work on both state and federal levels. Our Low Voltage License Number is LU404889 and our Tax Identification Number is 41-2061414

United Technology Service, Inc. and its employees are affiliated members of:

- The Audio Engineering Society-Atlanta Chapter
- The Association for Computing Machinery, multimedia special interest group
- The International Television and Video Association
- The National Association of Broadcasters
- The National Systems Contractor Association-National
- The Society of Motion Picture and Television Engineers
- The Society of Cable and Telecommunications Engineers
- Synergetic Audio Concept corporate trained and TEF registered
- The Building Industry Consultants Standard Institute

UTS utilizes state-of-the-art test equipment to perform all levels of system proof of performance measurements. We strictly adhere and conform to the methods and guidelines set by the above agencies. We have the facilities, inventory, instruments and know how for effective evaluation of equipment choices. All materials are guaranteed to be as specified. All work is to be completed in a professional manner according to standard industry practices.

## Strengths and Expertise

Professional Video

UTS provides digital video production solutions to the professional and corporate video sectors. Hone and manipulate vital information whether you are producing for custom AV projects, the Web or DVD.

Professional Audio

Enhance the clarity of your communications. UTS provides custom-designed racks for an audio experience unique to your business or venue.

Presentation Display

Conduct your meetings and training sessions at a super-high level by using the latest in display technology. Anywhere from the ultra-light travel projectors and HD plasma screens to 3-D visual presenters, UTS is ready to provide you the perfect solution.

Video Conferencing

Now that high-speed is a part of the internet, video conferencing has become a vital corporate tool utilized to gain a competitive advantage. The significant savings on travel time and costs have rendered it indispensable. UTS can put together a solution for you in no time.

## Dynamic Signage

If you need to communicate with people in close proximity--by combining digital audio, live video, graphics, animation and the Internet--we can bring you this rich multimedia display.

## IP Telephony

 Internet Protocol Telephony is a technology that uses the IP's packet-switched connections to exchange voice, fax, and other forms of information that have traditionally been carried over the dedicated circuit-switched connections of the public switched telephone network.  By having and leveraging just one network infrastructure, an IP solution can strengthen your company's competitiveness and yield a measurable return on investment.

## IP Video Surveillance

We utilize the very latest hardware and software to provide scalable and reliable monitoring solutions.  Regardless of how sophisticated your current IP network is, UTS can integrate any new equipment seamlessly.  Whether your need is for high performance video capture, processing, streaming, storage and retrieval, our goal is to create a custom surveillance system that will bring your company peace of mind.  And if needed, we can provide you with Anti-Virus Software, VPN/Firewalls and Security Services.

## Wireless

Wireless technology is rapidly evolving and is playing an increasing role in the lives of people throughout the world.  Irrespective of environment or mobile location, we provide high-speed, secure wireless technology that enables users to be constantly connected--even as they move between wireless cells.  Some technology examples include PANs (personal area network) and Wireless LANs.

## LAN / WAN

One of the key factors of any system is the customer's interaction with the equipment.  At UTS, we assemble the wiring complexities and equipment necessary for all your networking needs, be it switches, routers or firewalls, with a user-friendly GUI for easy maintainability.  We first work out the kinks in our labs before it reaches your infrastructure.  Utilizing skills and software tools developed over the years, UTS ensures that your network operates as designed.   Some Infrastructure examples we deploy are KVM, UPS, QOS, Cabling, Collocation Services and Content Switches.  In a similar vein, we are also involved in specialty areas, such as, Network/Application Performance Management, Network Monitoring and Analysis and Asset Management/Software Distribution.

## Business Applications

Applications are at the heart of your business operations. You share information and communicate with employees, customers and partners every day. And you need to access, manage, and filter data to make quick, effective business decisions and maintain the highest levels of customer satisfaction.  If you have a need, we have staff with experience in the following business tools: E-mail, Messaging, Groupware, Application Servers, Development tools, Web servers, CRM, Content Management, Help Desk/Training and Business Process Management.

Digital Convergence

Convergence means less cost--not less performance. Inform those with the purse that the cost of convergence will be covered by the savings realized by the "all for one" networks. Voice related packets won't suffer over IP networks with sufficient bandwidth and/or QoS (quality of service) strategies. And as an added savings, your company will benefit from reduced telecommunication costs. Some examples that we employ are: Voice over IP, Videoconferencing, Streaming Media Technology and Unified Messaging.

Storage and Server Technology

If the daily business operations of your company are dependent on uninterrupted operations of your computers, phone systems or data, you must have that critical information backed up and easily restorable, in case of an emergency. At UTS, we are also in the business of hardware technology, such as, Backup Solutions, SAN/NAS, PCs/Workstations/Laptops, Servers, Server-based Operating Systems and Storage Hardware.

# Financial Strength

Although United Technology Service is a relatively new entity we strive to satisfy our customers' needs, as well as to maintain close relationships, pay our vendors on or ahead of time, and realize income in a timely manner. As a local, individually owned business, UTS has focused on building and maintaining relationships. In turn, our clients understand the benefit of our product offerings, which have become a critical strategy to their success. We always, strive to meet each customer's requirements from a long-term point of view.

# Vendor Relationships

Below is a partial list (view the entire list online under Products) of relevant suppliers with whom we regularly conduct business and have established extensive lines of credit. Feel free to call them and inquire about our credit and payment history status.

EXTRON ELECTRONICS
Judy Cardoz, National Sales Manager
1230 South Lewis St.
Anaheim, CA 92805
Phone: 1800-633-9876
Fax: 1800-633-9870

JOSEPH ELECTRONICS
Chuck Anella, President
6633 West Howard St.
Niles, IL 60714
Phone: 847-588-3800
Fax: 847-588-3300

CRESTRON
Mary Beberman
15 Volvo Dr.
Rockleigh, NJ 07647
Phone 1800-237-2041 ext. 203
Fax 201-767-1904

SUN TRUST BANK
Rich Willets
1170 Buford Rd.
Cumming, GA 30041
Phone (770) 205-2115
Fax (770) 205-2116

# Projects and References

## COBB EMC
*Board Room*

Designed by Carlos Rivera
Contact: Jay Kenyon  (678) 355-3196
Community Training Room



## UNITED PARCEL SERVICE – ATLANTA
*Multimedia Conference, Training and Board Room*

Designed by Carlos Rivera
Contact: Willard Hogan (404_ 828-6801
Fully interactive conference room for 100 users to enable users to have unlimited meeting configurations, (7) training rooms for 10-25 users, boar room for 40 users, auditorium for 250 users including audience response systems.
Project Budget:                                    $700,000.00



## ATLANTA FEDERAL COURT HOUSE – ATLANTA
*Remote Control Systems*

This project involved the design and implementation of an audio remote control system.  The remodeled courtrooms enjoyed the latest in microphone technology--where audio consistency and high-quality communication among all participants is critical.

## UNIVERSITY OF NORTH CAROLINA – CHAPEL HILL
*Auditoria and Control Room*

Designed by Newcomb and Boyd
Contact: Kris Kuipers (404) 352-3930
Medical quality AV/Broadcast presentation system
 with AV Conferencing capabilities
The biggest Symetrix Audio Installation in the United States
Project Budget:                              $1,200,000.00



## US FEDERAL COURTS – BROOKLYN
*Court Rooms*

Designed by Newcomb and Boyd
Contact: Kris Kuipers (404) 352-3930
24 Evidence presentation courtrooms with AV
Conferencing capabilities
Project Budget:                              $4,000,000.00

## FEDERAL RESERVE BANK – ATLANTA
*Auditorium, Training Room, Conference Room, Master Control Room*

Designed by Newcomb and Boyd
Contact: Kris Kuipers (404) 352-3930
Video conferencing capabilities with wide screen display,
multiple presentation systems.
Project Budget:                              $1,000,000.00

GRTA
*Board Room*

Designed by Carlos Rivera
Contact: Jim Ellis
22- wired microphone system in four different zones, full
multimedia capabilities, control system.
Project Budget:                                    $80,000.00

WELLSPRING
*Command Center*

Designed by EDI
Contact: Jim Harrison (770) 956-7002
Data center for monitoring financial, and ERP transactions.
Project Budget:                                    $1,000,000.00

# Project Team

UTS and its partners work to ensure quality service that starts the moment we meet with a prospective client. Since this phase involves close communication with all project participants, to ensure the system is in complete synchronization with all parties involved, we assemble the most-qualified project team to detail your new integrated system or custom services.  The following key personnel are available for future projects:

## Carlos Rivera, *CTS – President*

Carlos is the founding principle and owner of United Technology Services Inc. and serves as the president accountable for the fiduciary responsibilities of the company.  Carlos is CTS certified and is a certified level three Crestron programmer.  He has over 20 years of experience designing, engineering and managing projects in the AV and computer multimedia field and has spearheaded the design and integration of more than 75 projects.  In addition to his roles as president, Carlos is also the lead programmer for all control systems integration and has project managed over 50 projects including the multi-million dollar US Federal Brooklyn Court project.   As a firm believer in CPM/PERT and TQM project management methods, Mr. Rivera is a full and active member of the Audio Engineering Society, the International Interactive Communication Society and the Association of Computing Machinery. He is a Synergetic Audio Concepts Graduate and TEF-Certified technician.  He holds a BS in Economics with a minor in Sound Systems Engineering from Binghamton University. Currently, he is pursuing his RCDD Certification and has attended Designing Telecommunication Distribution Systems with BICSI (Building Industry Consultants Standard Institute), of which he is a member.   He is also fluent in Spanish and an alumnus of Lambda Upsilon Lambda.

### Sandy Rivera – *Vice President*

Holds a BA in Economics and Italian from Binghamton University, NY. Mrs. Rivera is responsible for the management of Human Resources and Accounting Department. She has over 5 years of experience in International Business and is also fluent in Spanish.

### Chris Norris – *MIS/Commissioning Agent*

Holds one of the only two perfect scores ever recorded from the Air Force Audio Engineer Certification Course. Chris is responsible for successful computer-system integrations. He has 3 years of experience as a Microsoft Certified System Engineer and Microsoft Certified Professional. His skills include the design and setup of Microsoft windows-based network systems, the setup of networking and remote access systems, and correcting hardware and software related computer system problems.

### Frank Rucka – *Lead Technician*

Frank has over 2 years of experience in the AV industry and is currently seeking Certification as a Technical Specialist. He has experience with audio, video, and control systems and has attended various Crestron and Extron training programs. He also has experience in the construction and millwork industries.

### Hakim Saahir – *Systems Engineer, CTS*

Holds a Bachelors of Science Degree in Business Administration from Cardinal Strich University. He has over 18 years of A/V experience. He is ICIA Certified, Extron Certified, and holds the following Auto Cad certificates, R10, R12, R14, and 2000. He is responsible for ensuring the integrity of any system design as well as translating A/V specifications into working shop drawings for integration purposes.

### Troy C. Bell, *CTS – Lead Technician*

Troy Bell has over 17 years experience in the AV field and is a Certified Technical Specialist. He has hands on experience with audio, video, and control systems. He has technical expertise in troubleshooting video projectors and control systems.

### Ingrid Artiaga – *Project Assistant*

Ms. Artiaga is responsible for two branches of our projects: installation and service. Her work involves the successful coordination of materials, personnel and facilities towards the successful installation and post-installation service with our clients. She has a background in customer service and project management. Ms. Artiaga is fluent in Portuguese and Spanish.

## Ray Amarante – *Web Developer*

Has a Bachelor Degree in Computer Science and Engineering from Binghamton University.  He has over 10 years experience in the industry.  Some of his previous employers include, Loews Corporation where he was a Applications Programmer for three years, Corporate Trust Corporation where he was a Programmer Analyst for three years, Sterling International Consulting Group where he was a consultant working primarily on the Artnet.com website for a year and a half and Barnes and Noble where he was an Analyst for a year.  His current work involves creating new webpages and maintaining the company's .NET intranet and extranet websites.