



Learning Solutions

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**TechSherpas is Pleased to Announce the Addition of its
*Technical Mentoring Program and Consulting Services***

Tampa, Florida/USA - 5/4/2004 - TechSherpas, the premier technical training and certification company in the Gulf States Region, today announced its latest venture in becoming a Technical Mentoring and IT Consulting Company. In recent years, TechSherpas has seen significant changes in learning technology. Information Technology learning has progressed from classroom training to computer-based training to online training and now to TechSherpas instant-mentoring/consultative training applying the latest cutting-edge technologies. On September 24, 2003, TechSherpas announced its membership in the Microsoft Gold Certified Partner for Learning Solutions program.

"With the extensive customization of learning strategies currently being delivered, we felt it imperative to strengthen our offerings by offering mentoring and consultative solutions to meet the demand of our clients," said Margaret Iuculano, President, TechSherpas. "Learning objectives are deemed to be most valuable when they have a direct link to corporate goals and strategies. Our training programs are most effective when they are directly tied to departmental performance measures. By offering mentoring solutions, we can best determine to needs of each department, then develop our training objectives to compliment the leaning objective."

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In today's economy, TechSherpas must identify the role of technology training with regards to performance support. In some cases, executing training programs without identifying the needs may not be the best way to effect change. Rather, the optimum solution might be a performance support tool, improved documentation, redesigned work processes, higher recruiting standards or a knowledge management system.

Businesses today face unrelenting pressure to deliver enhanced value to their shareholders. With IT being one of the largest components of capital expenditure for many organizations, it is imperative that the focus of IT resources and investment be on generating value.

From insight to implementation, TechSherpas' carefully constructed blend of IT services spans strategy to integration and is specifically designed to support organizations across every facet of their business needs. We work with both private sector and government clients in the following way:

- Cross-sector experience, expertise and independence are why clients look to us to provide advice on strategic IT issues.
- A proven track record of close collaboration with clients, working in partnership to deliver IT and business transformation programs.
- Define and deliver technical solutions that are designed to serve the business needs of our clients.

"With the addition of our mentoring and consulting services, our goal is to deliver IT solutions to complex business problems," said Margaret Iuculano, President, TechSherpas. "The resolution of a difficult business problem is often reliant on the delivery of a unique information systems (IS) project. Yet the majority of such IS

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projects fail to deliver business benefit within budget or schedule. So businesses increasingly want assurance that the right IS solutions are defined and delivered reliably – but struggle to achieve this."

TechSherpas provides a combination of experience, independence and insight to enable our clients to succeed when faced with difficult projects. We do this by offering a range of services focused on the key aspects of a project.

TechSherpas maintains a proprietary methodology that integrates consulting solutions with education and learning. The 'ADD + E' methodology focuses on Microsoft solutions, integrating process (Through Microsoft Operations Framework), technology (.NET framework), and people (TechSherpas' certified educators and consultants). The 'ADD + E' Methodology is designed to assess the environment, deploy, secure, and optimize the infrastructure; and develop the application. The "+E" is educating the stakeholder.

Consulting Practice Competencies focus on Assessments within Microsoft Operations Framework/ ITIL Security, including HIPAA, FLBA, Capacity/Availability, and Others. Infrastructure implementations include operating systems, Windows 2003/SMS, Internet/Intranet Servers, and Internet Security and Accelerators. Application Development includes a structured approach to plan, define, design, test, and deliver Visual Basic .NET, Visual Studio, Visual J#, C#, Visual InterDev, Visual C++, .NET Framework, and others.

TechSherpas' mentoring program will conduct individual learning assessments by involving learners in defining their objectives and the steps needed to achieve their outcome; effectively making our training programs more relevant.

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For more information, press only:

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TechSherpas is a Microsoft® Gold Certified Partner for Learning Solutions, which means that they have demonstrated superior levels of successful implementations, capabilities and certification. Microsoft Gold Certified Partners are required to meet rigorous requirements for certification and expertise. TechSherpas has reached the status of Gold Certified Partner for Learning Solutions by demonstrating increased levels of developer certification, deep real-world experience, and by providing completed customer reference projects that were independently verified by Microsoft.

Through engagement with Microsoft, Microsoft Gold Certified Partners have in-depth access to a variety of exclusive resources and early product information. Resources include priority access to a support team of Microsoft certified systems engineers, non-disclosure evaluation of new products and technologies, as well as planning tools and events to keep up to speed on the latest Microsoft product developments and future direction.

TechSherpas employs Microsoft Certified Professionals (MCPs); individuals who have passed certification exams designed to validate their mastery using Microsoft tools and technologies. A recent study of Microsoft Certified Systems Engineers (MCSEs) and their supervisors by Jack McKillip, Ph.D. at Southern Illinois University, rated MCPs as highly effective workers on the job and IT supervisors rated MCSEs as more competent on all global dimensions as compared to non-certified systems engineers. Be sure to ask for a MCP on your next project.

This year Microsoft will continue to invest in certification and enhanced resources and support for Microsoft Gold Certified Partners as part of our ongoing commitment to provide customers with choice and best of breed product solutions via Microsoft Gold Certified Partner companies such as TechSherpas.

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