

# THE Virtual Report

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Dear E-Reader,

We are pleased to present our first e-newsletter from MLM Project Services, Inc! Click on any of our featured articles:

- [24th Annual Primavera User Conference](#)
- [Tip and Trick: Keep Your P5/P6 Database Running Smoothly](#)
- [Managed Services Vs. Un-Managed Services: Which to Choose?](#)
- [Application Hosting: Providing the Best Support Primavera Certified Training](#)

## 24th Annual Primavera User Conference

The **Primavera 24th Annual Conference** will take place in October 21 - 24, 2007 at the Walt Disney World Dolphin in Lake Buena Vista, Florida. The Primavera Annual Conference is an annual educational forum for our software users to update their product knowledge, network with their project management peers, and meet Primavera employees. Conference highlights will include hands-on learning, project profiles and a multitude of educational and technical tracks. Find more information at <http://www.primavera.com/conference/index.asp>

"MLM Project Services is proud to attend the 24th Annual Primavera Conference," says David Madding, CTO of MLM Project Services, Inc. "Project management software and technology is our core competency and we will be on location to discuss our managed services, consulting, staffing, and professional services for Primavera software. Come see our custom software solutions on display as well as engage our experienced consulting staff in lively conversation at Booth #301. We hope to see you there!"

## Tip and Trick: Keep Your P5/P6 Database Running Smoothly

When importing P3, MS Project, Excel, or other non-.XER file formats, we suggest importing the data into a non-production database first. This allows you to then export to a .XER file which you can then import into your production database. With this approach, we have noticed significant performance, stability gains, and database cleanliness versus importing non-.XER file types directly into a production database.

## Managed Services Vs. Un-Managed Services: Which to Choose?

MLM Project Services, Inc. delivers **managed services** for project management solutions by providing an array of valuable services to maximize efficiencies for your project management goals. Do you know what your hosting needs are? Here are some comparisons to help you decide based on your existing server administration.

### MANAGED SERVICES MLM PROJECT SERVICES, INC.

### UN-MANAGED SERVICES OTHER HOSTING PROVIDERS

Dedicated support that is accompanied by a full suite of technical support, maintenance, and monitoring services.

Limited amount of maintenance and monitoring performed.

Offers a supplementary suite of features and services that relates to managed hosting, including application and database management, complemented by high-availability services.

Customers are provided with their own servers, but are still responsible for virtually all administrative and maintenance duties.

Provides equipment procurement, provisioning and installation, and network monitoring and management backed by Service Level Agreements.

Self-maintained and operated. Typically, only hardware or connectivity issues are supported by the provider.

Provides end-to-end network management and maintenance support for locations around the world.

Limited infrastructure management and limited global reach in terms of datacenter locations Support Level Agreements (SLAs).

Comes equipped with the features one would expect from a dedicated provider, including choice of OS, routing equipment, network connectivity, and complete administrative control.

Unmanaged servers require a large amount of time and technical expertise, as the customer is ultimately responsible for the implementation and management of the server.

Dedicated service representative who can support the inexperienced administrator(s) to enable to easily set up and maintain applications on a server.

Restricted to individuals and companies with extensive server administration resources or expertise, as well as a significant amount of time available to take care of the server.

Handles all hardware upgrades, planning, and technology risks on an on-going basis.

Limited future hardware migrations and upgrades without incurring additional costs. Provider rarely understands the application suites well enough to provide adequate planning and address technology risks.

Geared toward organizations that don't have the time or capital to invest in server administration.

Geared toward organizations that have the local resources to remotely manage, maintain, and troubleshoot deployments.

## Application Hosting: Providing the Best Support

MLM Project Services, Inc. managed services' are entry-level solutions offered at a low cost, with the ability to manage your technical site with predictable monthly costs. Access your data from a computer with an internet connection, 24-hours a day, every day, with support from a dedicated team of Primavera technical specialists, where expedited, technical implementation translates to accelerated project completion. Our solutions are built amongst a foundation of routine safety measures and data integrity, balanced with powerful performance and a low total cost of ownership. Beyond our standard secure environment, we offer custom security solutions to meet the challenging needs of clients in the defense, healthcare, finance, and biotech industries. We proudly provide support to the following applications:

| Primavera                                       | Microsoft                            | Others                        |
|---|--------------------------------------|-------------------------------|
| Expedition Family                               | Exchange Mail Server                 | Zimbra Mail Server            |
| Project Management                              | SharePoint Portal Server             | Oracle 10g                    |
| Project Planner (P3)                            | Office                               | Delltek                       |
| Engineering & Construction (P3 e/c 4.1, P5, P6) | Customer Applications using Access   | Apache Tomcat                 |
| Planner/Scheduler (P5, P6)                      | Project                              | Apache Web Server             |
| IT Project Office                               | Project Enterprise                   | JBOSS                         |
| IT Operations Management                        | Project Web server                   | BEA Weblogic                  |
| Maintenance & Turnaround                        | Project Portfolio Server             | MAS90/MAS200                  |
| myPrimavera                                     | Windows 2003 Server                  | Citrix Terminal Server        |
| my Primavera w/Collaboration Server             | Microsoft Terminal Server            | Linux - Redhat, Debian/Ubuntu |
| Timesheets                                      | SQL Server 2000                      | SuSe, Slackware               |
|   | SQL Server 2005                      | Solaris 10 - x86 & SPARC      |
|   | SQL Report Services                  | Quickbooks                    |
|   | Internet Information Server 6 (IIS6) | Timberline                    |
|   |                                      | Hard Dollar                   |

## ABOUT

MLM Project Services, Inc. delivers hosted project management solutions by providing an array of valuable services to maximize efficiencies for your project management goals. Our team of certified Primavera administrators and consultants specialize in the implementation, operation, and support of project controls systems.

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