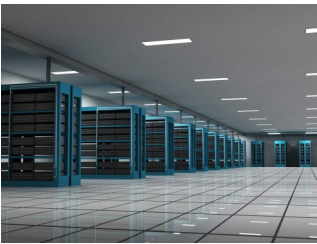# Infrastructure & Data Center Services



*Companies count on us to support, maintain and manage their mission critical Information Infrastructure.*

ix-strata **Infrastructure Management** is designed to address **enterprise server platform and storage management** needs ranging from operational assistance and preventive maintenance to design, deployment, optimization and migration.

Our services ensure better utilization, increased performance and improved system availability, allowing you to optimize your server and storage infrastructure.

Our Monitoring and Management services include a comprehensive array of tasks and activities designed to maximize performance, uptime and reliability, thus ensuring a resilient and highly available computing environment, minimizing business disruption and downtime.

## Preventive Maintenance

**Preventive Maintenance** is a key element to keeping your company's IT infrastructure up and running, and IT related outages are amongst the most common causes of critical business disruption *(see graph on Page 2).*

*With IT departments at best barely growing, and at worst shrinking, they are still faced with rapidly growing demand, resulting in long work hours of their infrastructure teams, substantial loss of life-work balance with the associated morale issues and expensive overtime cost for night work of non-exempt employees. As a result, needed preventive maintenance or optimization falls by the wayside, increasing risk for outages and downtime and negatively impacting performance, in turn resulting in user dissatisfaction.*

Our Tier 1 East Coast Data Center provides our clients with Disaster Recovery, Testing, Remote Access as well as Private Cloud Capabilities

## Client Benefits

ix-strata Infrastructure Management is designed to address enterprise server and storage platform needs ranging from preventive maintenance to operational assistance, design, deployment, optimization, migration and disaster recovery.

## Services Offered

Server and Storage Monitoring and Management services include a comprehensive list of tasks and activities designed to maximize server performance, uptime and reliability. They include, but are not limited to:
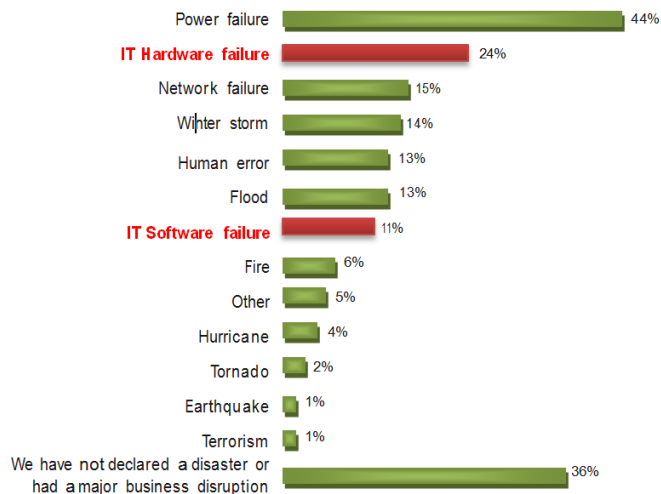
| | | | |
|---|---|---|---|
| ■ OS Service Monitoring | ■ Performance Management | ■ Capacity Analysis | ■ Security Auditing & Policies |
| ■ Troubleshooting | ■ OS Hardening | ■ Patch Management | ■ Root Cause Analysis |
| ■ Log Auditing | ■ Configuration Changes | ■ Server Virtualization | ■ Kernel Updates |
| ■ Storage Management | ■ Backup Monitoring | ■ Documentation | ■ Disaster Recovery Planning /Testing |

We constantly invest in our engineers, and insist on the highest and certified skill levels. Current certifications include: MCSE, CCDA, CCNP, VCP 4, MCITP: Enterprise Administrator, EMCISA, EMCPE: Clariion, and others.

### Industries & Clients Served

♦ Banking & Financial Services

♦ Government & Public Sector

♦ Healthcare

♦ Insurance

♦ Manufacturing

♦ Engineering

♦ Retail

♦ Commercial Real Estate

♦ Sports

♦ Media & Entertainment

♦ Publishing

♦ Advertising & Marketing

♦ Hi-Tech



**"What is the cause(s) of your most significant disaster declaration(s) or major business disruption?"**

| | |
|---|---|
| Power failure | 44% |
| IT Hardware failure | 24% |
| Network failure | 15% |
| Winter storm | 14% |
| Human error | 13% |
| Flood | 13% |
| IT Software failure | 11% |
| Fire | 6% |
| Other | 5% |
| Hurricane | 4% |
| Tornado | 2% |
| Earthquake | 1% |
| Terrorism | 1% |
| We have not declared a disaster or had a major business disruption | 36% |

Base: 200 disaster recovery decision makers and influencers at business globally (multiple responses accepted)
Source: Forrester/Disaster Recovery Journal November 2010 Global Disaster Recovery Preparedness Online
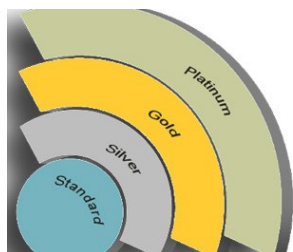
4 standard choices of service levels make it easy to pick the right level of support

## Service Guarantee

Our dedicated teams constantly monitor your entire environment, including core server resources such as CPU, memory, disk, services, event logs, counters, etc. and provide notification to customers via email, SMS messaging or any other desired method as directed. We utilize advanced monitoring tools and provide client access to dashboards through a dedicated, secure customer portal, hosted in our US data center.

In addition, we also offer Storage Management services (SAN and NAS) as well as custom server configurations for web, application, messaging, database, streaming and other purposes.

| *Platforms Supported* | | |
|---|---|---|
| ▪ Windows | ▪ Unix | ▪ Linux |
| ▪ Solaris | ▪ HP-UX | ▪ VMWare |

## Service Level Agreements

We employ state-of-the-art tools and manage to established and documented response, escalation and notification protocols to ensure world class customer service for every ix-strata customer and to deliver SLAs at a level of excellence expected and demanded by the most sophisticated Fortune 500 clients.

## Service Levels

**Standard:** The standard plan is recommended for off-hour and weekend coverage or support for regular maintenance, upgrades, and troubleshooting.

**Silver:** The silver plan is intended to provide additional coverage during business hours to either supplement in-house resources or cover specific needs.

**Gold:** This premium service level is designed to take full responsibility for specific functional areas and evolve services to a more mature and higher service level than previously achieved.

**Platinum:** This top-of-the-line offering is targeted towards true transformation of specific IT functions. This level of service may be needed due to current challenges or based on new evolving needs for which no current in-house capability exists. This level is typically only needed in year 1 of an engagement with us.



With a Global Reach and offices on 3 continents we deliver 24x7 "follow-the-sun" support and services.

| | Weekdays | | Weekends | Premium + | "Valet" ++ |
|---|---|---|---|---|---|
| | Off Hours | Business Hours | | | |
| Standard | Yes | - | Yes | - | - |
| Silver | Yes | Yes | Yes | - | - |
| Gold | Yes | Yes | Yes | Yes | - |
| Platinum | Yes | Yes | Yes | Yes | Yes |

## For more Information

To learn more about **ix-strata IT-as-a-Service** solutions and about building a foundational resilience strategy,

please contact us or one of our partners, or visit the following websites:

- *ix-strata.com/solutions*

- *ix-strata.com/products*

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