

Network Services



We provide you with the opportunity to extend and expand your infrastructure without large capital investments typically associated with it. Your infrastructure becomes a variable cost,

ix-strata has experience across the entire spectrum of wired, wireless, voice, video and data communication in the network infrastructure management space.

You benefit from our expertise in supporting large, complex and widespread networks across time zones - whether you have a small regional WAN or a large global MPLS network. We offer any network specific functional support or operational NOC activities you may need, designed to ensure your network performs round-the-clock, reliably and at optimal performance and security.

In addition, we have an extensive track record, experience and expertise in managing global MPLS networks, IP telephony, video conferencing (Tandberg, Cisco TelePresence, Polycom) and architecting, managing and supporting large public WiFi installations (Cisco, Meraki).

Our certified engineers and network architects can help you in a wide range of areas, whether it is optimizing your existing network, troubleshooting, upgrades, expanding range, size or functionality of your network, or any other need you may have.

By utilizing our 24x7 NOC monitoring and network management services, clients improve their network availability, optimize network performance and proactively manage operational issues to ensure smooth, uninterrupted performance around the clock. You get the advantage of a better managed network without the excessive cost typically associated with traditional network management providers.

MPLS | WAN | Video | Voice | WiFi | VPN | Firewalls | Security | NOC



Services Offered

We maintain a 24 hour around-the-clock Network Operations Center and proactively monitor, manage and maintain our customer networks. In addition, our premium service levels include performance optimization and architectural and network design support, specifically in the areas of VPN, video, VoIP and WiFi.

▪ Network Monitoring and Management	▪ Configuration Management	▪ VPN Setup and Management	▪ Video and Voice Design
▪ WiFi Architecture and Rollout	▪ WiFi Operations and Management	▪ Root Cause Analysis	▪ Alert Notifications
▪ Network Security	▪ IOS Upgrades	▪ Firewall Configuration / Management	▪ Firmware Patch Management
▪ Remote Diagnostics	▪ Traffic Shaping	▪ Capacity Planning and Design	▪ Disaster Recovery Planning /Testing

We constantly invest in our engineers, and insist on the highest and certified skill levels. Engineers are CCDA, CCNP, and CCNE certified. In addition, we use state-of-the-art NOC tools and monitoring platforms.

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

Cloud Hosting and D/R Services

We offer dedicated "**private**" **Cloud hosting space** in our data center to our customers. Customers use our cloud services for a multitude of purposes, such as

- **Application testing, development and staging**
- **Disaster Recovery**
- **Application hosting**
- **Web Hosting**

Also, for security purposes, all remote access to customer infrastructure is routed through our data center to ensure maximum security and client protection.

With many of our clients being in the Financial Services industry we are obsessed with security just as much as you are.



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



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

Service Guarantee

Our dedicated teams constantly monitor your entire environment, including our own to ensure maximum security and performance. Dedicated personnel is being trained in the latest technologies on an ongoing basis, and we perform both scheduled as well as ad-hoc security and IP audits to meet the most stringent requirements.

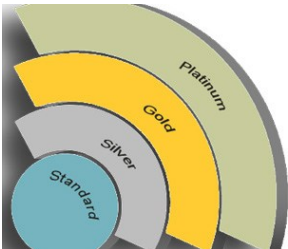
We follow industry best practices for security and network management, and closely interact with you infrastructure and application teams to not just ensure a properly performing network, but to align network architecture with business needs and you application specific needs. As a result you will not just have a faster, more reliable network, but an integrated ecosystem that functions and performs in unison.

Hardware Platforms Supported		
▪ Cisco	▪ HP	▪ F5
▪ Tandberg	▪ Polycom	▪ Meraki

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



4 standard choices of service levels make it easy to pick the right level of support

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.

	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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