

Performing Ahead of the Curve

Solutions II



Solutions II
Managed Services Catalog

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Introduction

The purpose of this catalog is to provide an overview of the Solutions II Services Portfolio outlining the benefit of each service that can be delivered to our clients.

Since 1992, Solutions II has a proven track record of delivering outstanding services to our clients with our fully developed services methodology. Our services organization maintains numerous vendor certifications with hands-on experience that allows us to design, deploy and manage those multi-vendor environments.

A majority of services delivered are provided on a fixed priced basis while other customized services will be provided on a time and materials basis. We provide our clients with expertise and solutions to lower IT capital and operating costs. With the fast changing IT world, Solutions II can help with the ever changing technologies, financial constraints and limited internal IT knowledge and allow you to focus directly on your core business objectives.

Overview

Solutions II is nationally recognized as a comprehensive Infrastructure as a Service (IaaS) Provider, empowering our client's business models through a seamless delivery of a full suite of Professional and Managed IT Services. Solutions II's commitment of bringing best-of-breed solutions to clients includes a professional services practice dedicated to increasing customer service levels and decreasing the time and support required for implementations to keep their clients "Performing Ahead of the Curve."

Service Portfolio Offerings Across Multiple Platforms

- Architectural Services
- Professional Services
- Managed Services

Why Solutions II Services?

- **Experience and Expertise**
Access to subject matter experts with 200+ technical certifications that design and deliver your solution.
- **Breadth of Services Suite**
Solutions II added practice areas in network, security and cloud, to our existing practices in virtualization, business continuance and data optimization. Solutions II is a one-stop comprehensive Service Provider.
- **Reliability and Consistency**
Our goal is to build trust through a commitment to team, partnership and success by delivering projects on time and under budget.
- **Account Support Including Client Account Management**
Solutions II is considered by our clients as an extension of their team. We demonstrate teamwork through collaborative efforts like industry leading documentation, assessments, business impact analysis, on-time project management and more!

Managed Services

The Solutions II Managed Service Product Portfolio is designed to provide clients with the ability to hand over day-to-day operational responsibilities and functions to the Solutions II team as a strategic way to improve operations and reduce expenses. Our Managed Services team is made up of experienced engineers across multiple disciplines of expertise. We strive to provide a high-touch client experience and deliver solutions designed to solve our clients' business challenges on a 24/7 basis.

Clients that partner with Solutions II for Managed Services receive all of the following benefits of managed IT:

- Proactive 24/7 Operational Oversight
- Access to Professional IT Staff Providing Fast Incident Response and Problem Management
- Proactive Solutions, Increased Service levels Resulting in Faster Response Times
- Predictability in Spending and Reducing Costs
- Standardized Support and Reporting
- Vendor Management Along with Piece of Mind

**EXPERIENCED TEAM MANAGING YOUR
DAILY I.T. RESPONSIBILITIES 24/7, 365**

Managed Backup and Recovery Services

Regardless of the platform, Solutions II offers a wide array of backup and recovery services. We offer a host of tools for clients to choose from. Our goal as a managed service provider is to proactively give clients peace of mind that backup and recovery is working properly.

Benefits / Highlights:

- Access to Best-in-Class Capabilities
- Ability to Improve Your Organization's IT Focus and Reduce Operational Costs
- Service Level Agreements and Accountability for Backup and Recovery

High Level Scope:

- Nightly Backup Schedule Review
- Backup/Archive Performance
- Administrative Schedule Review
- Ensure Database Backups Occur as Expected
- Backup Database Utilization as needed and DB Volumes are in a Proper State
- Backup Recovery Log Utilization
- Backup Disk Pool Utilization
 - Ensure Disk Volumes are in a Proper State
- Review of Backup and Recovery Technology Levels and Service Pack Releases
- Report on Overall Environment Health, Updates/Changes, and Trending for Backup and Recovery Managed Systems
- Collaborative Review of Activity from the Previous Six Months
- Report in Advance "End of Life" or "End of Support"

Managed Storage Services

Solutions II provides managed storage services that will monitor, manage and optimize our clients' storage. We will also ensure replication is working correctly between primary and secondary sites. This offering provides remote monitoring, remediation, reporting and capacity management.

Benefits / Highlights

- Increased Efficiencies
- Experienced Staff to Oversee Operations
- Improve Internal IT Organization's Focus
- Reduce Operational Costs

High Level Scope:

- Monitor and Remediate Storage Array Errors
- Monitor Utilization and Resolve any Unexpected Peaks
- Monitor Snapshots to Ensure They Are Performing Properly
- Monitor Replication Concurrency and Data Validity
- Monitor Overall System Performance
- Monitor Remaining Available Storage System Capacity (Volume and Aggregate Level)
- Report on Overall System Performance Over the Past Month
- Report Time Remaining Until Storage Capacity Must Be Increased Based on Historical Growth
- Provide Storage Design Services for Allocating New Workloads on the Existing Storage
- Make Recommendations for Optimal Performance Over Time
- Create and Map New LUNs and File Shares as Necessary
- Create or Modify Snapshots and Snapshot Schedules as Necessary
- Revert LUN Snapshots as Necessary
- Create or Modify SnapMirror Replication Relationships as Necessary

Managed Platform Services

Solutions II is able to provide a full suite of systems administration capabilities to enable our clients to focus on strategic projects core to their business rather than on day to day tactical issues. Platform management provides daily systems administration, monitoring, alerting and remediation to ensure system uptime. Solutions II performs services for IBM AIX, VMware vSphere, Windows and Linux along with remote desktops as needed.

Benefits / Highlights:

- Increased Efficiencies and Improved Focus
- Reduce Operational Costs
- Systems Administration
- Platform Monitoring, Alerting, Escalation and Remediation
- Patch Management and Anti-Virus Updates
- Performance Improvements, Reporting and Capacity Management

High Level Scope:

- Daily Review and Monitoring of System Health, Status and Availability
- Performance Metrics (CPU, Memory, Swap, Processor Pools, etc.)
- Daily Error Log Review and Remediation
- Critical Processes (Client Defined)
- Assist with Daily Administrative Tasks
- AIX Package Installation, LPAR and Configuration Changes
- Performance Tuning as Needed
- Perform Monitoring and Alerting for iSeries LPARS
- Support Client with Planned and Unplanned Changes and Outages
- Critical Issue Response Including Root Cause Analysis (RCA)
- Software Upgrades Annually if Recommended

Managed Network Services

Solutions II can act as our client's network expert for network monitoring, administration and support offerings. Our services provide oversight across routers, switches and firewalls. In addition to offering full network support, our team can install, monitor and maintain a full suite of monitoring and management tools.

Benefits / Highlights

- Increased Network Efficiencies
- Faster Network Resolution of Service-Impacting Incidents
- Improved Efficiencies through a Consolidated View
- Keep Your Staff Focused on Strategic Responsibilities
- Reduce Operational Costs

High Level Scope:

- Custom MIB Monitoring
- Event Triggers Using Customized Thresholds
- IP Address Information
- Centralized Syslog Information
- Bandwidth Utilization
- Centralized Authentication
- Optional Netflow Collection and Analysis
- NTP Time Management
- Anti-Virus Updates
- Proactive Fault Management, Notifications and Escalations for Incident Management

Managed Voice Services

Many voice and video solutions are available depending on our client's needs. Managed VOIP systems can be tailored to any sized organization. By ensuring your organization communicates effectively, your team will be able to focus on your core business. Our Managed Services Team will help develop and deliver improved VOIP services, allowing your telephone system to adapt as your organization responds to market changes.

Benefits / Highlights

- Faster Access and Improved Collaboration
- Designed from the Ground Up to ensure High Quality and Continuous Availability
- Easy Migration from Legacy Systems
- Purchase Only What You Need - Grow Your Phone System as Your Organization Grows
- E-Mail Integration to Enable More Efficient Use of Resources
- Voice Solutions for Large and Complex Business to Small Businesses

High Level Scope:

- Easy Migration to a New System
- Email Integration
- Mobility Features
- Localization and Security Features
- Performance Improvements to Existing Features
- Single Number Reach and Single Business Voice Mailbox
- Simplified access to Call Processing and Messaging
- 24/7 Remote Monitoring of Voice Network Devices and Services
- Unlimited Remote Support 8am-5pm M-F
- Unlimited Severity 1 Emergency 24/7
- Management of Call Processing, Gateway and Voicemail Functions
- Telecom Vendor Management
- Hardware Warranty Replacement as Needed
- Historical Management of Ticket Information

Managed Power System i

Solutions II provides remote monitoring, remote administration and managed hosting for your Power System i environment. We have developed and maintained a talented staff of engineers and can help you operate and maintain your Power System i.

Benefits / Highlights:

- Reduce Operational Expenses
- Ability to Reduce Outages and Improve Your Organization's IT Focus
- Ability to Help Backfill Key Positions
- Service Level Agreements and Accountability of Support Provided

High Level Scope:

- System Monitoring Support (Examples Include CPU, Memory, Transactions and Response Times)
- Job Monitoring (Job Status, Run Time Exceeded)
- Unlimited Systems Support
- Client Account Manager as Additional Support
- 24/7 Network Operational Center
- Private Network Connectivity (MPLS, Frame Relay and Others)
- Provide System I Hardware, O/S and System Software as Needed
- Message Management
- Implement New Hardware and Firmware
- Proactive Capacity Monitoring
- Perform Data Backups on Agreed Upon Schedules
- Collaborative Review of Activity from the Previous Six Months

Managed Service Desk

Solutions II solves problems and provides answers to questions quickly and affordably keeping your end users productive and allowing your IT staff to focus on strategic initiatives. Our ITIL best practice approach provides not only immediate support but also long term value. We consistently exceed service levels. Our management reports provide insight to identify trends and improve service to your internal (or external) customers. Together, we help you secure the reputation of providing quality IT service to your organization. We pride ourselves on always striving to deliver First Contact Resolution (FCR). All enterprise service desk solutions are customizable to meet your technical support requirements. Our Service Desk functions as a seamless extension of your IT team – a powerful partnership.

High Level Scope:

- 24x7x365 Outsourcing, Co-sourcing, or Off shift Only Models for Live Answer Tier 1 and Tier 2 Technical Support
- Knowledgeable, Certified, US-based Team with Bilingual Analysts
- Proven Project Methodology for Onboarding and Go-live Success
- Support for Custom Business Applications and Processes as Well as for Standard Hardware, Software, and Connectivity Issues
- ITIL Based Best Practices and Robust IT Service Management (ITSM) Platform
- Self-Service Portal, Service Catalog, and Workflow Capability to Assign Specific Incidents and Requests Automatically to Your Tier 3 Team
- Daily, Weekly, Monthly, Quarterly Reporting and Trend Analysis
- Focus on the Customer Experience and Continuous Service Improvement

Benefits / Highlights:

- Central Point of Contact for All IT questions, Issues and Requests
- Provide Consistent Operational and Predictable Cost Model
- Provides Consistent Call Handling and Documentation
- Eliminates Overstaffing Requirements
- Reduces Operation Distractions for Management
- Consistency in Call Handling