

Performing Ahead of the Curve

Solutions II



Solutions II Other IT Services Catalog

Version 3.1



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Introduction

This catalog provides an overview of Solutions-II Services Portfolio outlining the benefits that are delivered to our clients.

For more than 25 years, Solutions II has delivered outstanding services to our clients using our services methodology. We maintain numerous vendor certifications coupled with hands-on experience which allows us to design, deploy, document and manage those multi-vendor environments.

Overview

Solutions II is nationally recognized for world-class innovation in security, virtualization, business continuance, infrastructure, cloud as well as professional and managed services. We tailor solutions for the marketplace of General Business with specialized knowledge within the Public Safety and Gaming industries. Solutions II delivers comprehensive security solutions in vulnerability management, endpoint protection, event dashboards, firewall and other edge technologies. We empower enterprises to maintain an enhanced security posture, manage corporate risk, improve compliance, and attain proactive detection and prevention of security threats to their computing infrastructure, data, and applications

Solutions II has partnered with Clients since 1992 as an extension of their IT teams. Providing innovative services and solutions is continually intertwined with our corporate virtues of quality, integrity and passion to keep our clients “Performing Ahead of the Curve.”

Marketplace Overview



Gaming

Solutions II services IT within the gaming industry in stand-alone locations as well as establishments with dozens of locations across the United States. Our sales teams, project management resources and deployment engineers have elite expertise performing deployments in various gaming environments. This provides Solutions II’s clients with a superior experience since project resources have a thorough understanding of the gaming business and the applications that are in use in the industry.



Public Safety

Public safety organizations nationwide are faced numerous IT challenges. At the same time, budget constraints are limiting departments’ abilities to add IT staff. Solutions II currently services hundreds of Public Safety Organizations, with our clients protecting more 15 Million citizens, nationwide. Solutions II has proven experience in maintaining their critical systems 24/7.



General Business

Our goal is to understand what unique challenges you are facing and how to maximize IT to achieve your business goals. Our team has the ability to understand your business, what you’re trying to achieve and custom build solutions that we will guarantee.

No matter your industry or challenge, Solutions II is an extension of your IT team, delivering solutions with quality, passion and integrity!

Why Solutions II Services?

- **Depth of Experience and Expertise**
Access to subject matter experts with 200+ technical certifications that design and deliver your solution.
- **Breadth of Services Suite**
Network, security, cloud, virtualization, business continuance and data optimization combine make us a one-stop comprehensive Service Provider.
- **Reliability and Consistency Client Outcomes**
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 Services Management**
Clients consider us an extension of their team. We demonstrate teamwork through collaborative efforts like industry leading documentation, assessments, business impact analysis, on-time project management and quarterly business reviews.
- **Strategic Partnerships**
Solutions II only partners with proven companies to ensure we deliver best-of-breed solutions that accomplish your IT and business goals.

Portfolio Offerings Across Multiple Platforms Whether “on prem” or “cloud based”

- Architectural Services
- Professional Services
- Managed Services
- Security Services
- Cloud Services

**PASSION, QUALITY AND INTEGRITY
DELIVERED WITH EVERY IT PROJECT**

Services Summary

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, document and manage those complex multi-vendor environments.

Architecture	<ul style="list-style-type: none"> • <i>Solution Design</i> • <i>Consulting Services</i> • <i>Assessments</i> • <i>Strategy & Optimization</i>
Professional	<ul style="list-style-type: none"> • <i>Assessments</i> • <i>Implementation</i> • <i>Migrations</i> • <i>Project Management</i> • <i>Staff Augmentation</i>
Managed	<ul style="list-style-type: none"> • <i>Data Center</i> • <i>Backup and Recovery</i> • <i>Network</i> • <i>Voice</i> • <i>Power (IOS and AIX)</i> • <i>Service Desk</i>
Security	<ul style="list-style-type: none"> • <i>Assessments</i> • <i>Risk & Compliance</i> • <i>Incident Response</i> • <i>Advisory</i> • <i>Managed Services</i>
Cloud Hosting	<ul style="list-style-type: none"> • <i>Public Cloud</i> • <i>Private Cloud</i> • <i>Secure Cloud</i> • <i>Hybrid Cloud</i> • <i>Cloud Storage</i>
Other IT Services	<ul style="list-style-type: none"> • <i>Microsoft Consulting Services</i> • <i>Post Warranty Maintenance</i> • <i>Data Erasure Services</i>



Breadth of Services Suite

Solutions II is a one-stop comprehensive Service Provider. We have practice areas in networking, security and cloud, virtualization, business continuance and data optimization.

Experience and Expertise

Access to subject matter experts with 200+ technical certifications that design and deliver your solution.

Reliability and Consistency

Our goal is to build trust through a commitment to team, partnership and success by delivering projects on time and within budget.

Account Support Including Client Account Management

Our clients consider Solutions II an extension of their team. We demonstrate teamwork through collaborative efforts including industry leading documentation, assessments, business impact analysis, on-time project management and more!

Other IT Services

Below are other non-categorized IT services that Solutions II provides with the same passion, quality and integrity as we deliver for all other services outlined in this services catalog.

Microsoft Consulting

Solutions II provides a variety of Microsoft Consulting Services and takes pride in our unique and distinguished personnel who are recognized across the industry for their experience in delivering these services.

Business Intelligence (Power BI)

Solutions II has extensive expertise in working with clients' needs around Power BI. Our services range from being able to address clients' basic needs and understanding of what is possible with technologies they already own, to building a BI dashboard using their own data (proof of concept,) to advanced real-time data cubing to build out complicated dashboards tying into many different data sources. Our goal is to educate our client around what can be done using Power BI, and helping them attain their business goals. We offer fixed fee engagements to our custom scoped projects.

Infrastructure Support

Solutions II's team of Microsoft experts are dedicated to providing clients with the latest techniques in deploying the appropriate Microsoft solution for meeting their business goals. Project scopes of work are defined and based on discovery calls and discussions, where we would offer services at a fixed-fee or time and materials. Our services are performed onsite as well as remote. Many of these solutions would be offered as a fixed-fee Quick Start Program and our Microsoft Infrastructure focuses are:

- Microsoft Office 365 Migrations (Over 5 Million Accounts Moved)
- Microsoft Azure (Various Programs to Deploy Azure Services)
- Deployment of Windows 10 and Office Pro Plus
- Microsoft System Center (Support and Programs to Deploy)
- AD Remediation and Upgrades
- ADSF and AD Sync Services
- Evolve 365 (End-User Training/Support to Get the Most of the Office 365 Licenses)

Dynamics CRM

Solutions II offers a number of Quick Start Accelerators are custom-built solutions. Solutions II experts have invested 2-8 weeks of time building these solutions, while working closely with Microsoft and End-Users. These solutions sell for \$7,500 each. This includes all the custom-code and 4-hours of deployment services. Additional support and enhancements can be purchased as needed. These Microsoft CRM Accelerators are:

- Citizen Services
- Fleet Management Solution Accelerator
- XRM Mobile Inspections Accelerator
- Legislature Issue Management Solution
- Investigation Management Solution Accelerator
- Asset Management
- IT Management
- Licensing and Permitting

SharePoint and Development

Solutions II has several programs designed to help with the roll-out of SharePoint, OneDrive, Teams and other file sharing services. The team of expert's custom builds solutions in this area, as well, using SharePoint, .Net, and other development languages to build portals and custom applications, cloud based or on premises. Our team provides proof of concept offering to detailed scoped projects. These services include:

- Microsoft SharePoint Quick Start Programs
- Microsoft OneDrive Programs
- Microsoft SQL Updates and Upgrades
- Moving Data Stores from On Premise to the Cloud

Staff Augmentation

Solutions II offers a wide variety of staff augmentation options which allows your organization the ability to add staff to their teams based upon short and long-term needs supporting your IT initiatives. This will allow you to ramp up and down, meeting the changing demands of technology without carrying the costs and liabilities of adding full time employees.

These services provide high quality on-demand IT staffing in specific skill areas across the spectrum of information technology resulting in hundreds of successful projects in several key areas, including:

- Network Engineering and Administration
- Help Desk and Technical Support
- Project Management
- Security
- Software Development
- Database Administration

Post Warranty Maintenance

Solutions II can provide post-warranty maintenance solution covering most major enterprise server, storage and networking platforms and our OEM certified engineers are able to support multiple generations of equipment, in multiple data centers, even across multiple GEOs. The cost savings of our maintenance program is significant, up to 65% less than the OEM, and the service is often better, because of our willingness to customize our SLAs and our flexible terms of service. No complicated contracts, just straight forward service and value. We can provide the maintenance for the following manufacturers:

IBM - Lenovo - HPE - Oracle - Dell - Cisco EMC - NetApp - IBM - HPE - Brocade Cisco - HPE - Aruba - Juniper

- **PREMIUM** - 24x7x4 On-site 4hr Response Mission Critical Support
- **ENHANCED** - 8x5 NBD On-site Non-Mission Critical Support **BASIC** - 8x5 NBD Parts for Clients with Redundant Systems

Data Erasure Services

Security of sensitive data is becoming one of the most important and challenging initiatives for both small and large businesses alike. The penalties for insufficient protection and destruction of confidential information are substantial, both legally and financially. Solution-II's Data Erasure services protect your company from data loss, data breach, or any other unauthorized use of sensitive data.

Ensure all of your data is properly removed from your equipment before:

- Returning Leased Equipment
- Trading-in Equipment
- Retiring Unused Assets to be Recycled or Resold
- Replacing Disks That Have Failed
- Repurposing or Relocating Equipment
- Reallocating Space in Shared Storage Environments

24x7x4 Multi-Lingual Call Center

We are one of the few maintenance providers who has our own state-of-the-art 24x7x365 support center that gives you access to phone support and our highly efficient on-line ticketing system.

On-site Spares and Parts Planning

We use industry best practices in parts analysis and planning, and have a proven methodology to ensure that we are well-equipped to support every maintenance contract effectively.

Proactive Monitoring and Remote Support

Our 24x7 remote monitoring / call home feature matches the ease of use and the proactive capabilities of the OEM's. We will remotely monitor your system's health and pro-actively take action if required to fix and resolve any issue before you even know there was a potential problem.

A NAID AAA Certified Service Provider

Just following these procedures is not enough to maintain compliance. You must be able to prove it. Our Data Erasure services provides you with complete documentation including materials receipt, certificate of sanitization and full chain of custody documentation.

Our Data Erasure Service Offerings:

We are able to cover all of the major platforms wherever your equipment is located within the U.S.

How Data Erasure Works

Solutions II uses specially built appliances with software that bypasses the inherent redundancy and data protection built into modern storage arrays. This way, we are able to overwrite every possible location where data may reside. Our Erasure Services provide you with the same, if not better, protection and compliance as the major manufacturers without the inflated cost.