

Performing Ahead of the Curve

Solutions II



# Solutions II Managed Services Catalog

**Version 3.5**



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## Introduction

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

Since 1992, 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

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**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 integrity, passion and quality!



## 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

**INTEGRITY, PASSION AND QUALITY  
DELIVERED WITH EVERY I.T. PROJECT**

## Adaptable Data Center®

Data Center transformation to the Digital Enterprise demands next-generation innovation, unlocking value in legacy applications and assets all while seamlessly incorporating best-in-class technologies. **The Adaptable Data Center® IS the proven roadmap to your Digital Enterprise!**

Solutions II builds the roadmap and keystones of an agile data center to your desired business outcomes by:

- **Meet/Exceed Service Levels** – Enhancing the end user experience including response time, availability and reliability.
- **Agility and Scalability of the Environment** – Being prepared for the expected changes and flexible for the unexpected ones.
- **Security and Compliance** – Aligning the new Service Delivery Models with security and compliance.
- **Data Protection** – Protecting data and digital assets against loss or damage along with the ability to quickly recover.
- **Optimization of Spend** – Understand the cost of applications and services delivered to your end users with defined ‘cost to serve.’

**The Adaptable Data Center®** is the framework that guides IT’s move from the legacy operational “cost center” to an agile, strategic resource within the organization. **Getting started couldn’t be easier** – your current environment, your business objectives and our decades of expertise create a proven & uniquely tailored plan to meet your enterprise needs.

**Today’s IT Management demands expertise in security, data protection, data integration, infrastructure, and CLOUD. It is difficult to accomplish ‘new IT things’ when you have to manage ‘old IT things.’ Solutions II has the key to solving that for your organization!**



**THE ADAPTABLE DATA CENTER®  
AGILE, SCALABLE, PROTECTED, SECURE.**

## 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.

|                          |  |
|--------------------------|--|
| <b>Architecture</b>      | <ul style="list-style-type: none"> <li>• <i>Solution Design</i></li> <li>• <i>Consulting Services</i></li> <li>• <i>Assessments</i></li> <li>• <i>Strategy &amp; Optimization</i></li> </ul>   |
| <b>Professional</b>      | <ul style="list-style-type: none"> <li>• <i>Data Center</i></li> <li>• <i>Backup and Recovery</i></li> <li>• <i>Assessments</i></li> <li>• <i>Implementation / Migration</i></li> <li>• <i>Staff Augmentation</i></li> </ul>                 |
| <b>Managed</b>           | <ul style="list-style-type: none"> <li>• <i>Data Center</i></li> <li>• <i>Backup and Recovery</i></li> <li>• <i>Network</i></li> <li>• <i>Voice</i></li> <li>• <i>Power (IOS and AIX)</i></li> <li>• <i>Service Desk</i></li> </ul>          |
| <b>Security</b>          | <ul style="list-style-type: none"> <li>• <i>Assessments</i></li> <li>• <i>Risk &amp; Compliance</i></li> <li>• <i>Incident Response</i></li> <li>• <i>Advisory</i></li> <li>• <i>Managed Services</i></li> </ul>                             |
| <b>Cloud Hosting</b>     | <ul style="list-style-type: none"> <li>• <i>Architecture Assessment</i></li> <li>• <i>Management Consulting</i></li> <li>• <i>Design &amp; Implementation</i></li> <li>• <i>Public, Private, Hybrid</i></li> <li>• <i>Storage</i></li> </ul> |
| <b>Other IT Services</b> | <ul style="list-style-type: none"> <li>• <i>Power / iSeries Development</i></li> <li>• <i>.NET Development</i></li> <li>• <i>Microsoft Consulting Services</i></li> <li>• <i>Post Warranty Maintenance</i></li> </ul>                        |



### 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 400+ 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!

## Managed Services

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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 provide a high-touch client experience and deliver solutions which 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 Peace of Mind

Service   
Protect

## Backup and Recovery

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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. We proactively give clients peace of mind that they can recover their data.

### *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
- Report in Advance "End of Life" or "End of Support"

## Data Center

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Whether in the cloud or on premise, Solutions II is able to provide a full suite of managed data center services enabling our clients to focus on strategic projects core to their business rather than on day to day tactical issues. Whether its managing your storage, compute or virtualization environments, VMware, AIX, Windows or Linux, Solutions II provides daily systems administration, monitoring, alerting and remediation to ensure your systems are running optimally with maximum system uptime.

### *Benefits / Highlights:*

- Increased Efficiencies and Improved Focus
- Reduced 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 Systems Health, Status and Availability
- Performance Metrics (CPU, Memory, Swap, Processor Pools, LPARS, LUN etc.)
- Daily Error Log Review and Remediation
- Critical Processes (Client Defined)
- Assist with Daily Administrative Tasks
- Package Installation, LPAR and Configuration Changes
- Perform Monitoring and Alerting for VMware, AIX, Windows and Linux
- 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
- Create and Map New LUNs and File Shares as Necessary
- Revert LUN Snapshots as Necessary
- Create or Modify SnapMirror Replication Relationships as Necessary

## Power System i

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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
- 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)
- Client Services 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



## Network

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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

## Voice

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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

## Service Desk

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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) clients. 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.

### *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

### *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 Client Experience and Continuous Service Improvement