

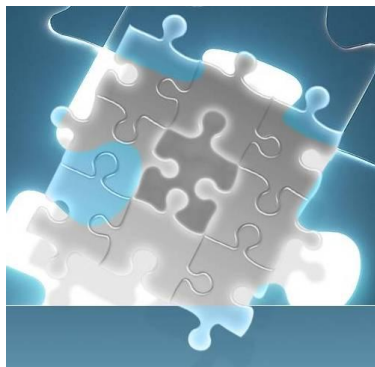
# Critical Systems Support



Our services are geared to address the problems that exist in most mid to large IT organizations and are packaged to meet the needs and budgets of our customers.

Our services are value-added to assist our customers achieve more with less.

*...Operate*



IDS Professional Services has strategically categorized its service offerings to rapidly implement new systems and other technological changes with minimal operational impact. These groups include Planning, Building and Operational Services.

As part of the IDS' Enterprise Consulting Services offering, the Critical Systems Support service consists of on-going enhanced support primarily intended for public sector IT organizations. Specifically targeted for high-valued systems and applications, it provides skilled on-demand engineering capabilities to facilitate the maintenance of complex multi-vendor environments. With this service you can obtain rapid support and guidance to better leverage your existing technology investments.

## Standard Services

- **Rapid Response On-Site Technical Support** Upon customer request, a Systems Engineer will be dispatched. A 24 hour Service Level Agreement will ensure that resources are available when they are needed. While on-site, the Engineer will work with manufacturers' support when necessary to resolve critical issues, manage escalations and will interface with IDS' Technical Account Manager. As a result, issues will be resolved more quickly and efficiently leading to increased productivity.
- **Personnel Transition Assistance** IDS helps to deliver efficient and effective training for new System Administrators. Our Engineers will also coordinate a comprehensive knowledge transfer to include necessary reviews, additions and changes in system deployments.
- **Annual Full Site Review** This service consists of a validation process for fully deployed supported systems. An on-site Engineer will perform a health check and provide recommendations for improvements to storage, networking, software agents and modules, configuration and policies. In addition, documentation will be updated to reflect production environment changes.
- **Regular Conference Call** On a semi-monthly or monthly basis, a scheduled call with IDS' Technical Account Manager will ensure smooth on-going operations and a proactive resolution of issues. During the call, the status of any open issues will be reviewed, as well any others that are of concern. Future Systems Engineer visits will be scheduled and confirmed.

## Optional Services

- **Assessment and Design Services**
- **Upgrades, Additions and Changes to Existing System Deployments**
- **Knowledge Transfer**
- **System Care Review**
- **Backup, Archival and Replication Optimization**
- **Documentation Creation and Maintenance**



<b>Planning and Assessment Services</b>	<b>Buildout and Implementation Services</b>	<b>Operational Consulting Services</b>
<ul style="list-style-type: none"> <li>➤ Storage and archival assessments</li> <li>➤ Blade server readiness assessments</li> <li>➤ Wide area data services assessments</li> <li>➤ Enterprise technology discoveries</li> <li>➤ Implementation planning</li> <li>➤ Compliance assessments</li> <li>➤ Merger &amp; acquisition planning</li> </ul>	<ul style="list-style-type: none"> <li>➤ Hardware installation and configuration</li> <li>➤ Software installation and configuration</li> <li>➤ Technology trials and proof of concepts</li> <li>➤ Data centre integrations</li> <li>➤ Network deployments</li> </ul>	<ul style="list-style-type: none"> <li>➤ Critical Services Support</li> <li>➤ Resident System Engineers</li> <li>➤ Site reviews</li> <li>➤ Software release migrations</li> <li>➤ Managed Services</li> <li>➤ Technical staff augmentation</li> </ul>
<p><b>Advanced Consulting Services</b> Services related to regulatory compliance (SOx, MITS, etc.), disaster recovery, business continuance, consolidation, virtualization</p>		
<p><b>Technical Account Management</b> Strategic technology planning and review, infrastructure lifecycle planning, technology conflict resolution and conflict avoidance</p>		
<p><b>Project Management</b> Project and activity planning, scheduling and resource management (applied on all activities over one week in duration)</p>		

## Comprehensive Professional Services Offerings

IDS' Enterprise Services organization offers a broad array of services. Based on a client-centric flexible approach, organizations of all sizes can acquire these services precisely when they are required.

All engagements involve the deployment of IDS' Professional Services team. Each highly skilled member possesses the knowledge and experience to effectively meet client needs. Team members may include an IDS Project Manager, Technology Architects and one or more Systems Engineers. Resources are deployed as required throughout the engagement to ensure that project objectives and deadlines are met.

Contact your account representative for details on how to build a customized service offering for your organization.

## About IDS Systems

IDS is an unbiased technology service provider that resells select proven manufacturers' products. As such, we can offer our clients unprejudiced advice. We are able to get to the root of heterogeneous system problems with tact and professionalism.

IDS provides enterprise-calibre technology consulting services to support information technology infrastructures and data centers. Our qualified System Engineers are trained in industry best practices and experienced with most Tier-1 data center technologies and enterprise-calibre niche solutions.



**For services for your data centre, just think IDS.  
Get it done right – the first time.**

### For More Information

To find out more about IDS Professional Services, please contact [info@idssystems.com](mailto:info@idssystems.com).