

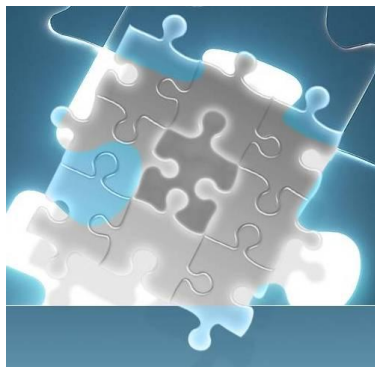
Resident Systems Engineer



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.

IDS has been providing Resident Systems Engineer services as part of its core offerings since its first beginnings in 1995. The Resident Systems Engineer service is designed to ensure that solutions implemented in the customer environment continue to meet client expectations based on their functional, operational and business requirements. An IDS engineer can be provided to monitor and control performance levels, schedules, storage requirements, archival policies, as well as ensure compliance with configuration management and change control obligations. The Resident Systems Engineer service is available on all products and technologies that are supported by our staff.

The Resident Systems Engineer service can be included as a follow-on service to ensure successful implementation and on-going operation of a complimentary activity, or used by itself to address a specific requirement in the client technology environment. The Resident Systems Engineer service provides on-site technical consultative support in maintaining the customer's software and hardware solutions. The Resident Systems Engineer can provide support in any one or more of the following areas:

- System Administration Services
- Scheduling and monitoring of backups
- Monitoring and optimizing archival solutions
- Storage, Networking and Firewalls
- Assistance with upgrade and expansion plans
- Monthly or other frequency technology and strategy reviews
- Assistance in creation of site-specific documentation, including operating guides, Install/Upgrade Cookbooks, Design Guides, Weekly/Monthly Status Reports
- Disaster Recovery Planning Procedures
- On-site Training to Customer Staff
- Tier-1 escalation support with affiliated manufacturers and ISVs.

The customer has the option of selecting which support activities are required to address their specific needs. An experienced IDS Professional Services team delivers the Resident Systems Engineer services. Normally these engagements will run from four months to two years. Pricing for the Resident Systems Engineer service will vary based on the duration, level of complexity of the customer environment and the level of expertise required resources committed to guaranteeing customer satisfaction. A tailored statement of work is prepared prior to each engagement based on the set of agreed-upon activities that match the customer's business needs.



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