

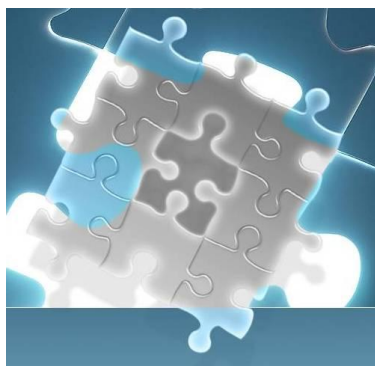
## Packaged Services



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, Packaged Services consist of specific activities resulting in the completion of discrete projects. Engagements range from technology assessments to implementations and may include upgrades, hands-on training or other activities that have a defined set of deliverables and timeframe.

### Professional Service Packages

- **Assessments, Audits & Plans**
  - Storage Infrastructure
  - Data Networks (Local and Wide Area)
  - Platform Virtualization
  - Data Centre Facilities
  - Disaster Recovery & Business Continuity
  - Regulatory and Standards Compliance
- **Technology Implementation** Specific competencies in the following products:
  - Platform implementations – server virtualization (VMware), architectures
  - Microsoft server products (Windows Server, Exchange, SQL, SharePoint, etc.)
  - Network optimization – Riverbed, Sliver Peak, F5 and others
  - Storage optimization and virtualization – F5, Cisco, HP, Hitachi and others
  - Data centre fit-up and deployments – HVAC, power, racking, etc.
  - Network security – Firewalls, endpoint protection, corporate strategies
- **Technology Transformation** Experienced with rapidly executed migration plans in numerous key technologies within highly complex environments. Focused activity planning and execution enables the reduction of normal transition plans from months to weeks.
- **Competitive Product Trials** On behalf of a client organization validate the effectiveness and applicability of specific manufacturer products – prior to committing to purchase. Quantifiable benefits to the client environment are identified upon completion of the trials.
- **Procurement Support** Intended for organizations requiring expert assistance with the acquisition activities for technology solutions, products and services. Activities include:
  - Requirements definition
  - Solution cost analysis
  - Market capabilities analysis
  - Request for proposal preparation
  - Competitive process assistance
  - Proposal evaluation guidance



<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).