



Managed Services

Entrusting IT performance monitoring, maintenance, and management to Vicom Infinity specialists ensures optimization, saves money and frees up valuable resources.

IT / CIO's are increasingly challenged to provide higher quality services while reducing costs. As demands on IT continue to grow, the availability and affordability of skilled resources do not. And, as businesses and organizations increasingly rely on resilient infrastructures to adapt to evolving needs, IT teams must focus their resources on high value activities.

As companies are continually asked to do more with less in companies without a robust IT department, their environments are growing increasingly complex, making it difficult to manage operations and detracts from the core business mission.

Vicom Infinity's customized Managed Services solutions are an effective way to fill skill gaps and supplement current staff shortages, allowing organizations to increase skill levels while reducing cost structures. This simplifies infrastructure management and optimizes IT assets and resources.

Vicom Infinity's Managed Services Solutions

Vicom Infinity will work with you to tailor a support structure that will cost effectively meet your organization's needs. Whether remotely monitoring your infrastructure, actively supporting the resolution of issues, or fully managing your systems, network devices or data-bases, Vicom Infinity has the depth of skills and experience to ensure your mission critical infrastructure is running at peak performance.

Choose from three customizable service levels that allow you to pay for only the services you need.

TIER 1: REMOTE MONITORING

The first step to effective data center management is the continuous

VICOM INFINITY'S MANAGED SERVICES SOLUTIONS DELIVER VALUE:

- Simplify management, enabling executive focus on delivering business value
- Free up IT staff to focus on higher value projects
- Benefit from highly skilled and experienced Infinity IT professionals
- Retain full visibility into systems management and processing
- Increase infrastructure stability, availability and operational efficiency
- Improve service levels
- Save money and improve expense predictability
- Improve the effectiveness of internal chargeback mechanisms

monitoring of all events across your devices. Alerts allow you to immediately handle issues that could impact your service delivery. The data collected and reported can be an invaluable tool for your IT organization in optimizing your infrastructure. Pinpointing deviations can alert you to potential issues before they become problems.

Understanding trends allows you to proactively manage your environment and your investments.

Vicom Infinity's Remote Monitoring provides real-time, 24x7x365 infrastructure monitoring and reporting and the data you need to ensure optimal performance and service delivery.

Our Network Operations Center (NOC) has extensive experience overseeing complex infrastructures that can afford little or no downtime. A direct connection is established between your devices and the NOC's custom monitoring tool. Redundant NOCs across multiple geographic locations ensure uninterrupted 24x7x365 monitoring.

Remote Monitoring detects infrastructure, service and security events in your environment. Alerts or incidents are immediately reported to the client along with a recommendation for resolution. Daily peaks are analyzed and deviations from normal operations reported.

Daily status reports are provided, as are monthly management reports, including trend analysis, charting, and a systems performance assessment.

TIER 2: ACTIVE SUPPORT

Vicom Infinity's Active Support takes Remote Monitoring to the next level. Our technicians will act as an extension of your IT staff, freeing up your employees to focus on higher value projects. Vicom Infinity will take care of routine infrastructure monitoring and management around the clock.



Vicom Infinity offers a full range of Managed Services capabilities. We work with each client to understand their unique needs and tailor a solution that's right for them.

Vicom Infinity's specialists will respond quickly to alert notifications that warrant attention, working with your team to remediate the issue. We'll take a proactive approach to identifying conditions that may require special attention to avoid service degradation. Vicom Infinity's daily status check will include a review of log files for any issues that may impact operations or system integrity. We will provide regular capacity and operational management reviews of your IT environment, with recommendations for further optimization.

TIER 3: FULL MANAGEMENT

Vicom Infinity has the depth of skill and experience to provide full Managed Services to our clients. Based on your requirements, we can take responsibility for managing business critical infrastructure that needs to run at peak performance around the clock. Our customized service can be provided for any system or network device, or at an enterprise level for management of your database software.

Unlike completely outsourced management solutions, you retain full control of the environment and visibility into the process and management of your systems. Vicom Infinity's technology professionals will work with you to fully understand your business needs and will work proactively to ensure that your infrastructure is fully optimized to meet those needs.

Vicom Infinity's Service Level Agreements are customized to your unique needs, but may include:

Server Management

- Configuration changes for operating systems and web servers
- Basic Active Directory administration
- Anti-virus and Anti-malware management and remediation
- Monthly system patch review and application
- Customizable patch approval and implementation process
- Log analysis
- Enhanced lock down and daily audit
- Host vulnerability scan
- Fully compliant patch management process, including patch review and custom application patching processes
- Backup capacity management
- Reattempt failed backup jobs
- Backup reporting in the client portal

System Configuration

- Operating Systems
- Windows, Linux, zVM, zOS, zVSE
- Web Server software
- Systems built using Infinity experienced configurations and system images
- Support for advanced system configurations:
- SAN storage connectivity
- High-availability database hosting
- Clustering and high-availability configurations
- Replication
- Managed code rolls

Reporting

- Online client portal provides ability to submit support tickets and access statistics on basic capacity, utilization and bandwidth
- Real-time system configuration information, managed DNS, user account configuration options, invoice history, and more
- Ability to export real-time reports via online client portal

Managed Database Administration (Add-on to System Administration)

- Data backup job monitoring with remediation
- Transaction log backup monitoring with remediation
- Database maintenance plan management and monitoring
- Monitoring and notification of failed custom jobs
- Replication monitoring and notification
- Log shipping configuration and monitoring
- Audits of user accounts, databases and tables
- Database capacity planning
- SQL log audits; SQL cluster management
- Failed login audits
- User rights review
- Database change analysis, scripting and review
- Database change management documentation
- Managed code roles

Managed Network Administration (For network device Managed Services agreements)

- Change Management
- Configuration backups
- New port audit and QA
- VLAN/IP audit
- Performance monitoring and trending
- Review software and firmware revisions
- Documentation of network equipment
- Log file review for errors
- Network capacity planning
- Network failover testing for high-availability environments
- Security scanning of network device
- Audit support
- Network IDS support
- Support for two-factor authentication
- Support for Web Application Firewall (WAF) services
- Documentation of firewall rule sets

Demonstrated Success

When the law enforcement agency of a major U.S. city implemented a new Property and Evidence Tracking System (PETS), the organization estimated that they would need to double the size of their staff to manage the new mainframe, databases and application. Without a budgeted hiring plan in place or identified skilled resources to fill the positions, they needed a solution.

Impressed with the infrastructure design and implementation services they were provided by Vicom Infinity, as well as the company's commitment to their success, the agency inquired about a Managed Services solution. With Vicom Infinity's deep bench of highly skilled specialists, we were able to customize a solution that would serve the agency's needs for less money than the agency would have spent on hiring. Vicom Infinity's specialists began immediate support and management of the PETS system, ensuring its optimal performance and service delivery to the agency.

Vicom Infinity's Managed Services take the complexity out of infrastructure management and lets the client focus where they should – on their core business.

Why Vicom Infinity for Managed Services?

- Fully redundant Network Operations Centers to ensure uninterrupted 24x7 monitoring of your infrastructure and applications
- In-house team of certified technical specialists, ready to assist your team or to deploy when needed to remediate an issue
- Expertise in architecting, implementing, and managing a broad range of technology environments
- Deep technical skills in hardware, software, networking, and services
- Ability to leverage partnerships with leading technology companies, such as IBM, Infinity Systems Software, Cisco, Red Hat and Suse
- Flexible contract terms tailored to your specific needs
- An absolute commitment to the client relationship and your organization's success

CONTACT US

We'd welcome the opportunity to discuss how our team of highly skilled technical resources can complement your staff and deliver value to your organization. Please contact info@vicominfinity.com or **631-694-3900**.

To learn more about Vicom Infinity Inc., please visit our website at vicominfinity.com