

## Provisioning

### **Looking for new technology?**

You need systems in line with your business goals. You also need those systems to interact seamlessly. We can help you get the right technology to the right place at the right time.

### **We can**

- **Identify** the hardware, software and networking equipment you need.
- **Standardize** any unruly distributed computing environment.
- **Procure** vendor-neutral equipment so you get the right equipment immediately.

### **One-stop provisioning gives you**

- **Access** to a full spectrum of products through our One Source provisioning service, a single point of contact connecting you with our distribution partners.
- **Immediate** access to real-time information on the products and services that you may need, including detailed technical specifications, availability, and pricing data.
- **Help** in managing your procurement needs from start to finish, including shipping, tracking, returns, and customer satisfaction.

Get what's right for your business. Contact @lliance Technologies™.

## Deployment

### **Deploying new technology?**

Are you ready for the critical step in optimizing your distributed I.T. environment? Do you need the capabilities of Linux, Unix, or Windows to take full advantage of e-business applications and features? Complexity requires specialized expertise for successful deployment. That's where we come in.

### **@lliance Deployment Services gives you**

- The **people, processes and global reach** required for successful network and systems deployments.
- A **single point of contact** for local and global deployments, to simplify management.

From configuration, staging, delivery and installation, to the disposal of network and desktop components. We deliver results, on time, within budget, and anywhere you do business.

Roll out your systems efficiently. Contact @lliance Technologies today!

## **Management**

Keeping your network in top condition is paramount to your productivity and success. *We* manage your distributed computing environment, regardless of complexity and geography - *You* benefit from increased availability, reduced down time, improved productivity, and the ability to focus on your changing business rather than tactical events.

With our flexible, tiered approach, you can choose the service level that best meets your organization's needs, or choose tried and tested integrated Networking Solutions packages.

### **Asset Management**

We monitor the physical, financial, and service attributes of your computing assets to create a standardized environment that is more efficiently managed and cost effective.

### **Systems Management**

Our experts manage your mission-critical systems, working with your staff, or independently, so you can focus on your business.

### **Remote Network Management**

@lliance has the expertise to manage your network remotely, regardless of geography and complexity, to reduce your costs and allow you to focus on your business.

### **Managed Network Solutions**

@lliance Managed Network integrates our Remote Network Management Services with other @lliance services - including Support, Security, and Maintenance -- to give you comprehensive problem management on a global basis.

## **Asset Management**

### **Do you understand your *entire* IT infrastructure?**

This is where effective asset management begins. You need to monitor the physical, financial, and service attributes of your equipment and other physical assets in your distributed computing environment. A standardized, efficiently managed environment decreases your total cost of ownership, and can be achieved using @lliance Asset Management Services.

## Services Include

- **Readiness Assessment** - where we analyze your infrastructure, report the current status of your installed technologies and asset management practices, and provide recommendations for improvement.
- **Asset Discovery** – which provides a comprehensive inventory of your desktop components, including PCs, monitors, keyboards, printers, peripherals, laptops, servers, and software.
- **Ongoing Asset Tracking Service** - to help you maintain an ongoing, accurate inventory of your assets through our proven set of processes and tools, and a support team headed by a dedicated, on-site Asset Operations Manager.
- **Enterprise Integration** - to help give you a continually accurate representation of the direct and indirect costs associated with a particular asset. We provide a needs analysis and process review and implementation plan, for implementing a financial repository that provides such snapshots within your asset management program.

Find the true value of your computing environment. Contact @lliance Technologies today!

## Systems Management

### **Do you want to enhance employee efficiency, while gaining return on your I.T. investments?**

@lliance Technologies can provide expert management of your mission-critical systems. Our experts can work with your staff or take on the job themselves, letting you stay focused on your business.

### **@lliance Systems Management includes**

- **Fault monitoring and problem management** - We identify, troubleshoot and address problems until they are resolved.
- **Performance monitoring and management** – Server monitoring identifies issues before they become problems.
- **Application performance monitoring** - We monitor your key applications to make sure they are available and delivering optimal performance.
- **LAN administration** - We administer network user accounts, manage network access and perform password resets.
- **Email administration** - Our administration of e-mail systems includes managing user mailbox sizes, archiving, and other critical tasks.
- **Backup and restore management** - We back up your server data to tape or other media and restore data when required.
- **Virus management** - We deploy virus management tools and updates, and assist in removal of viruses as required.
- **Software distribution** - We coordinate distribution of software and patches to servers and desktops.

Focus on your business; leave your systems to us. Contact @lliance Technologies today!

## **Remote Network Management**

### **Is your network management efficient and cost effective?**

Managing your network in-house, whether sub-contracted or not, is out-dated and costly. Modern technology makes it possible for @lliance to manage your networks remotely using improved productivity tools, to increase network management efficiency, and save you money. With flexible service levels and proven integrated solutions, you also have the flexibility to maintain control where you need it, and save on costs when you should.

### **We will**

- **Monitor and manage** your network.
- **Identify and address** potential problems before they occur
- **Repair** problems no matter where. If an event occurs our team will fix the problem from one of our global Managed Services Centres or dispatch a certified field engineer to the trouble location
- **Collect** performance data and **analyze** it to give you exception-based summaries, trends, or utilization reports

### **Managed Network Solutions**

@lliance Managed Network integrates our Remote Network Management Services with other @lliance services - including Support, Security, and Maintenance -- to give you comprehensive problem management on a global basis.

Trust a network management expert; trust new technology. Contact @lliance Technologies today!

## **Support**

By leveraging our integrated set of tools and methodologies, we can track and resolve your problem end to end, so that nothing falls through the cracks. Our Service Desk lets you select the type of support that best meets your needs from Monday – Friday 9-5pm as well as the option of 24x7 support.

### **Service Desk include**

- **Telephone support** for end users.
- **Electronic support** using cutting edge @lliance's Live Remote Support system.
- **Problem diagnosis and resolution** that is efficient and effective.

- **Help desk assessment consulting** using flexible, cost effective, multimedia tools.
- **Escalated software support** to ensure that your problem is fixed

Our industry-leading Service Desk keeps clients up and running anytime, anywhere. If you demand quick problem resolution, @lliance Technologies has just the right solution for you.

Let us be accountable for your networks. Contact @lliance Technologies today!

## Security

### **Is your business protected?**

If you don't protect your business now, the consequences could prevent you from having a business tomorrow. Hackers, worms, viruses - threats are everywhere and protection is scarce. Keeping your network up and running is critical to conducting business.

### **Mission-Critical Protection**

- **Secures your networks** to protect the information that keeps you in business. We capitalize on our expertise in vertical markets and our proven solution integration capabilities.
- **Secures your Business** with a full set of security solutions that do more than protect your network, they protect your entire business. We help you manage risk and minimize your vulnerabilities.

### **We can help and Security Audit**

- **Combine** remote firewall and intrusion detection monitoring, with management services designed for e-business and network environments.
- **Monitor** your network from our array of monitoring systems that notify our professional staff, which specialize in network fortification, management, and troubleshooting.
- **Protect** your information systems with integrated, guaranteed @lliance Technologies – Symantec™ security products. Working with Symantec™, a world leader in computing security, we know how to keep you safe.

Protect your business. Contact @lliance Technologies today!

## Maintenance

### **Do you have a diverse, changing computing environment?**

Then you need a flexible partner to maintain it. We offer a single point of accountability for your hardware maintenance and software support in a multi-

vendor environment. Maintenance and support services can be delivered remotely, on site, or by telephone, so events can be resolved seamlessly, regardless of location.

**Services include**

- **Remedial Maintenance** to keep your systems tuned and efficient.
- **Installs, Moves, Adds and Changes** to maintain maximum network flexibility.
- **Fault management, trouble ticketing, and reporting** to make sure things get fixed.
- **Software Support** for both end-user and second-level software.
- **Consulting** for third-party software.

Stay up and running, stay competitive. Contact @lliance Technologies today!