Faced with an IT Challenge?

» Our Professional Services Team Can Solve Any IT Problem

You will encounter key challenges with every IT project, but you don't have to solve them alone. Our Professional Services Team has the expertise to assess your situation, help you navigate past any IT obstacles, and chart a course to a solution. We work with you to identify the problem and design and implement a budget-conscious plan of action. Following a Professional Services Assessment, you will better understand how your IT environment operates, be empowered with information to effectively manage your projects, and gain the tools to make data-driven IT decisions. Leveraging our team's services will help you make smart choices and achieve maximum ROI.

INDUSTRY BEST PRACTICES

When it comes to service delivery, our team adheres to an industry best-practice ADIM (Assess, Design, Implement, Manage) methodology. Each ADIM phase leads logically to the next, resulting in a well-managed, efficient, and productive solution. A Professional Services Assessment provides tremendous value in many ways:

- You will better understand your IT environment
- Recommendations are made based on the best-fit solution for your business
- Engineers are certified with dozens of IT vendors spanning thousands of products

» Turn the page for more in-depth information about our services.

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Best Practices From Start to Finish

PRE-SALES SUPPORT

We start you off on the right foot and identify the best-fit solution for your unique needs. Our engineers maintain hundreds of certifications, with dozens of IT vendors, spanning thousands of products. That expertise produces recommendations that are well-informed, balanced to your needs, and based on the proper solution for your organization.

POST-SALES SERVICE DELIVERY

Our engineers leverage industry expertise to offer you maximum value for your IT investment. The post-sales team focuses on maximizing value through efficient project planning, skilled technical talent, and customized service delivery.

PROGRAM MANAGEMENT OFFICE

Our Program Management Office (PMO) is comprised of Program Managers who focus specifically on the resources utilized during the services engagement process; we adhere to an industry best-practice ADIM (Assess, Design, Implement, Manage) methodology. Our PMO comprehensively handles your project time frame, scope, and budget through careful planning, thoughtful team leadership, and tactical delivery team management.

SERVICE PRACTICES

We organize our offerings into five service practices: Server Optimization, Storage Optimization, Network Optimization, Lifecycle Management, and Microsoft Software Solutions. Our Service Practice Teams focus on delivering best-practice results and identifying emerging solution offerings. This allows you to consistently benefit as new technologies mature into mainstream adoption.

FIVE CORE SERVICE PRACTICES

Server Optimization

- Assessment and Consolidation
- Virtualization and Implementation
- Blade Design and Implementation

Storage Optimization

- Storage Assessment and Design
- Backup Assessment and Design
- Storage Implementation
- Data Deduplication
- Disaster Recovery Design and Implementation
- Virtual Storage Implementation

Network Optimization

- Wireless Networking Survey, Design, Implementation, and Management
- Security and Vulnerability Assessments
- Unified Communications Readiness Assessments and Infrastructure Design
- Network Enhancement and Remediation Services

Lifecycle Management

- Configuration and Integration
- PC Deployment
- Desktop Virtualization Assessment, Design, and Implementation (VDI)
- Software Upgrades and Data Migration
- Asset Disposition
- Printer Assessment

Microsoft Software Solutions

- Exchange Services Migration and Implementation
- SharePoint Design and Implementation
- Windows Server Design and Integration
- Healthchecks (Exchange and Active Directory)
- Deployment Planning (Desktop, SharePoint, and Exchange)
- Windows 7 Readiness Assessment

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