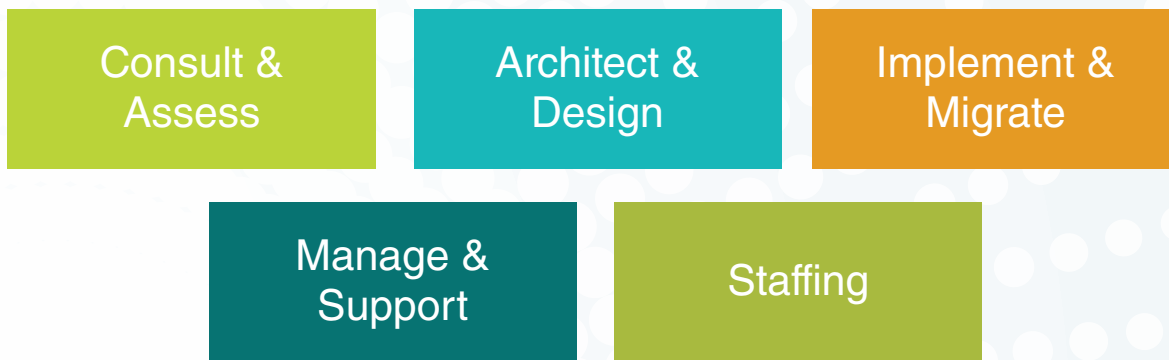# Vicom Professional
Services Offerings

Professional Services for Today's Enterprises

For over a 30 years, Vicom has been focused on making our clients' IT infrastructure more efficient. We use industry-leading data center technologies in combination with our skills in multi-technology solution design to bring value to our clients through increased efficiency in storing, accessing, and managing data.

As part of our commitment to improving our clients' IT efficiency, we continually seek new products and technologies to bring value to our clients through new avenues of IT optimization. This focus on improving efficiency for our clients dictates the vendors and products that we represent, as well as the methodology used by our services organization for addressing our clients' business challenges.

Consult & Assess	Architect & Design	Implement & Migrate

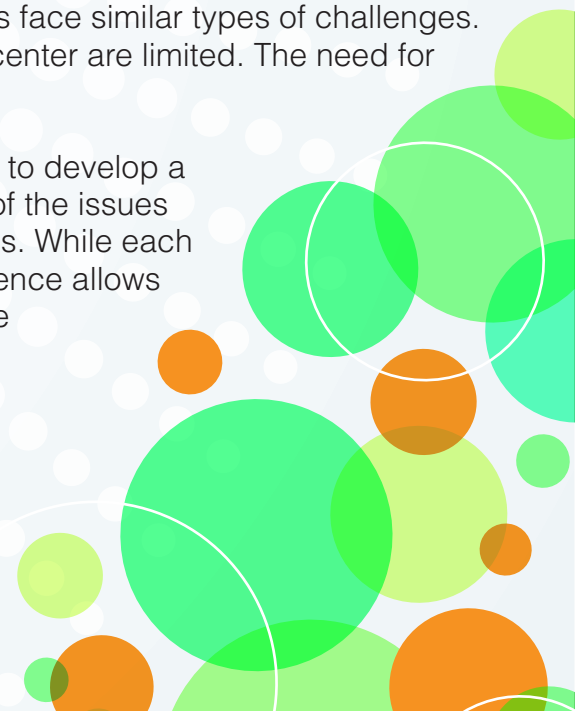| Manage & Support	Staffing

Addressing Business Challenges

Every business is unique, with specific goals, challenges, and existing processes and infrastructure. Our first step is to meet with you to clearly define your business requirements and desired outcomes.

A Vicom Professional Services consultant will meet with you to learn about your business, discuss your challenges, discuss industry trends, and work with your team to design a comprehensive solution that meets your individual business needs.

While no two businesses are the same, we find that many businesses face similar types of challenges. Data is growing faster than budgets. Power and cooling in the data center are limited. The need for efficient shared IT infrastructure is growing.

Our extensive experience with a wide range of clients has helped us to develop a consistent approach to problem solving and a deep understanding of the issues faced by technical management teams at strategic and tactical levels. While each client presents different sets of challenges, our wide range of experience allows us to identify common themes and to advise our clients on how these challenges can best be met.

Professional Services Offerings

We have expanding our Professional Services offers over the last decade from the configuration and integration of data center hardware such as servers, storage, and networking, to include virtualization, security, disaster recovery, and other consulting services. While Vicom's services offerings have evolved to meet our clients' needs, we have never lost our focus as a core data center technology partner.

Unified Networks

The move to virtualize servers and storage is well underway, but network virtualization has only begun. Vicom, using our proven efficiency strategies, offers a full range of networking services, focusing particularly on converged network design and deployment. Vicom's Unified Networks services offerings include:

- Core topology design
- Routing and switching
- Advanced QoS
- Advanced network security
- Software-Defined Networking (SDN)

Systems

Vicom's experts are well versed in large-scale resilient Mainframe, UNIX and x86 systems, blade server technologies, and related workloads. Our ability to compare and contrast platforms and vendors assists our clients in making decisions that will lead to workload efficiencies. Vicom's Systems services offerings include:

- Converged infrastructure implementation
- Power virtualization and consolidation
- AIX and Linux installation and configuration
- Advanced network security
- Capacity planning and management

Storage

Vicom is aligned with leaders in the storage industry, and is adept at providing storage architecture, optimization, and strategic consulting services. Our architects routinely work with clients to design and implement solutions that improve the efficiency of protecting critical data. Vicom's Storage services offerings include:

- Storage planning and design
- Open systems data migration
- Storage virtualization design and implementation
- IBM storage installation and configuration
- NetApp storage installation and configuration

Infrastructure Services

Vicom offers a wide range of infrastructure services to optimize and support systems, storage, and networking. Vicom offers a suite of Managed Services and Support offerings to help infrastructures and organizations of sizes and types. These services are designed to make our customers more efficient by bringing together diverse technologies in an optimal fashion. Vicom's Infrastructure services offerings include:

- Vicom's Infrastructure Managed Services (IMS) Support & Managed Services offerings
- Microsoft Active Directory health checks / assessments
- Exchange 2013 readiness program
- Microsoft Exchange deployments / upgrades
- Vicom rack optimization services

Vicom Professional
Services Offerings

Management Vicom's Enterprise Management Services (EMS) provide technologies that create internal clouds for our clients, and deploy technologies for managing both internal and external resources. Evaluating the options for managing IT infrastructure and business needs, we help clients determine the best fit for their environment. Vicom's Management services offerings include:

- IBM San Volume Controller (SVC) plan and design
- IBM Tivoli Storage Productivity Center (TPC) plan and design
- Tivoli Netcool Automation
- IBM Endpoint Management
- VMware VCOPs jumpstart services

Security Vicom's architects are adept at addressing security concerns, from firewalls to intrusion detection to virus scanning. They provide recommendations, penetration testing, and vulnerability analysis, thereby reducing risk for our clients. Vicom's Security services offerings include:

- QRadar security information and event management
- Perimeter vulnerability assessment
- Vicom virtual security assessment
- Trend Micro Deep Security implementation
- Tivoli Directory Integrator implementation

Virtualization Vicom provides comprehensive virtualization architecture services that include recommendations for servers, storage, networking, security, and data protection, as well as necessary ancillary technologies that complement mainstream virtualization solutions. Vicom's Virtualization services offerings include:

- VMware vSphere plan and design
- VMware Site Recovery Manager plan and design
- VMware View plan and design
- Vicom Virtual Capacity Assessment
- Citrix XenApp design service

Data Protection & Availability Vicom provides architecture and implementation of backup platforms, tape and virtual tape, data replication, clustering, and high availability solutions, as well as business continuity planning expertise. Vicom's Data Protection services offerings include:

- Tape encryption and key management design
- IBM Tivoli Storage Manager health check
- Tape / virtual tape implementation
- Tape encryption and key management implementation

Vicom Professional Services Offerings

Vicom's Engagement Methodology

The methodology behind our suite of services is consistent and repeatable across disciplines, and is the basis for architecting and deploying all of our solutions. This methodology is proven for meeting the needs of our diverse range of clients across Vicom's core data center technologies. Project management is critical across all phases for ensuring a smooth delivery and outstanding client satisfaction.

Consult & Assess

Our experts meet with our clients to get an understanding of their business requirements and goals. As part of this process, we collect requirements from the business and technical representatives. Once requirements are understood and documented, we collect empirical IT environment data through our various assessment offerings.
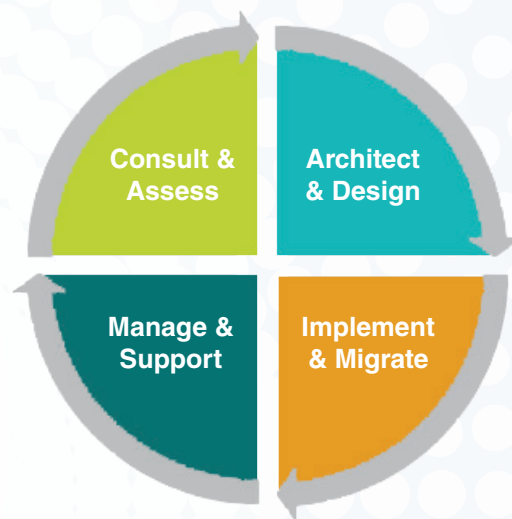
Architect & Design

Based on the recommendations, our team will design a flexible, efficient IT infrastructure that is custom to your business requirements. We begin with an architectural design and bill of materials, and move through the services scoping process with a letter of understanding, statement of work, and finally a project plan.

Manage & Support

Once our solutions are in place, we ensure our clients maintain their environment, by assisting in the selection and deployment of monitoring and management solutions. We also offer managed services to assist in the ongoing support of existing environments, maximize uptime and reduce time to problem resolution.

Implement & Migrate

Vicom's engineers typically receive the same training as deployment engineers from our various technology partners. We deploy our solutions according to vendor best practices, with the added benefit of real-world experience with multi-vendor solutions and hands-on experience in matching deployment strategies to individual client scenarios.

About Vicom

Established in 1982, Vicom has evolved into an innovative information technology company and trusted supplier to Fortune 1000 and emerging mid-sized companies. Our services include: hardware procurement, software, solutions design and architecture, project management, installation services, network design, systems integration, asset management, professional placement and leasing services. Vicom holds many premiere authorization levels including: IBM Premier Partner in all server and storage platforms, VMware Premier Partner and Microsoft Gold Certified Partner status among many others.

Vicom's Headquarters house our Innovation Center. Vicom's Innovation Center offers our customers an environment in which to learn, develop, test and validate solutions based on the latest technologies in the marketplace. Our Innovation Center is staffed with a talented team of architects, engineers and presenters that allow our customers to select and design the right architecture for virtually any IT project.