

SYSTEMS INTEGRATION

InquisIT– Your IT Solutions Partner

InquisIT's Systems Integration Services are ideal for new networks, significant expansions, upgrades and re-designs. Our engineers adhere to industry best practices and have the necessary vendor certifications. We collaborate with your organization to define and implement the best solutions for your current and anticipated network needs. And we continue to work closely with you as your IT infrastructure evolves.

InquisIT will assist you in designing, deploying and managing your Windows and Unix systems. We help you analyze, optimize and secure your enterprise infrastructure, resulting in a fast and safe working environment. Our process analysis and innovative approach will leverage and magnify your existing support capabilities, and allow you to focus on your business objectives.

The core of our Systems Integration process is built upon the System Development Life Cycle (SDLC) methodology. Our SDLC process is comprised of five phases:

- ▶ Planning
- ▶ Requirements Analysis
- ▶ Design, Develop and Test
- ▶ Implementation
- ▶ Operations and Maintenance

Our commitment to deliver complete lifecycle support allows us to exceed our customers' expectations on every project. At InquisIT, we ensure that our staff has both the resources and industry knowledge necessary to provide the highest level of support to your user community. We focus on maximizing results while minimizing interruptions to your daily operations.

Planning

The success of many projects depends on proper upfront planning. We work with you to define and document the overall objectives, scope, roles, responsibilities and resources required for success. And we identify critical stakeholders and key customer points of contact to participate in the process.

At InquisIT, our philosophy is to serve as a true IT partner to our customers during every phase of systems integration. The same team that works with you on project planning will also be the team that designs the solution, and engineers it to your unique specifications. The end result is clear: systems integration solutions that work – from the beginning – designed and engineered to be efficient and cost effective. InquisIT's integral knowledge of our customers IT systems means that when enhancements or updates are needed, the right team is in place to get the job done.

Requirements Analysis

We use a wide variety of requirements gathering techniques ranging from documentation reviews to interviews and questionnaires to define customer, user and other stakeholder needs.

Functional user requirements are formally defined and documented and delineate the data, system performance and security requirements for the system. All requirements are defined to a level of detail sufficient for systems design to proceed. All requirements are measurable, testable and relate to the business and user need.

Design, Development and Test

Requirements are translated into the physical characteristics of the system during the design phase. The operating environment is established, major subsystems and their inputs and outputs are defined, and processes are allocated to resources. Subsystems identified during design are expanded to create a detailed structure of the system. A detailed design document is prepared that captures all the design specifications.

Next, the detailed specifications are translated into hardware, communications, and software. Subsystems and software are tested, integrated, and retested in a systematic manner until the entire system is created.

Finally, the various components of the system are integrated and systematically tested. The user tests the system to ensure their requirements are satisfied by the developed or modified system. When required, the system will undergo certification and accreditation activities prior to installing and operating the system in a production environment.

InquisIT Special Focus: Developing a Standard Desktop Image

A modern enterprise IT environment is comprised of many technologies. From high speed and high bandwidth communications to server infrastructures supporting messaging, printing, data storage, data backup, and security; today's enterprise IT environments provide a tremendous amount of capability to the user communities that they support. Management of all of these technologies is a major challenge. One of the most common mistakes made by IT departments is to lose focus on the end user. A typical user does not understand or care how advanced and elegant the backend systems are that make up the enterprise. For the typical user, the enterprise is the workstation that they log into every day. At InquisIT, we focus on providing a well designed and well tested workstation environment for the end user. During the design process, InquisIT engineers spend a significant amount of time analyzing and optimizing the end user experience to ensure that when deployed the desktop systems provide a stable, intuitive and efficient workspace.

Implementation

Deployment of your system consisting of desktops, servers, network infrastructure and software requires an efficient, cohesive process. The most critical aspect of refreshing your IT infrastructure is maintaining operational capabilities and minimizing interruptions to your user community. A poorly executed deployment can increase downtime, increase the possibility of critical data loss and adversely affect user productivity. InquisIT ensures its deployment team has the resources it needs to minimize your downtime and maximize your expectations. Our goal is ***no disruption to the user.***

InquisIT uses experience and innovation to provide a methodical, yet flexible, deployment process that accomplishes its objectives with minimal customer impact. Developed using proven mechanisms, our deployment process identifies the best product to fill a need, the most effective delivery medium, and the personnel best suited to manage and execute the project.

- ▶ Before deployment commences, we establish goals and milestones and assign roles. We often implement the system on a small set of pilot users to ensure the system, as well as the implementation processes and procedures, work as intended.
- ▶ During deployment, we continually monitor the process to ensure that the milestones are on track and technical problems are resolved quickly.
- ▶ Post-deployment activity focuses on sustaining and supporting the products deployed and any additional customer needs.

InquisIT's deployment process succeeds by combining the efforts of many technologies and individuals. Through this process, InquisIT provides its customers the latest computing technology, and ensures efficiency in their methods.