

ENTERPRISE SYSTEMS MANAGEMENT

InquisIT– Your IT Solutions Partner

At InquisIT, our service doesn't end once the system is deployed. We believe that operations and maintenance phase is critical to your success. We work side-by-side with our customers to ensure you receive the same level of service in their daily operation support as they did during the initial deployment phases. We offer complete systems management designed to fit customers' unique needs – from help desk support (level 1, 2 and 3) to network monitoring and management, to information security and systems engineering support.

- ▶ Help Desk
- ▶ Network Monitoring and Management
- ▶ Information Security
- ▶ Systems Engineering Support

Help Desk

Successful information technology (IT) networks require more than solid design; they also need effective technical support and quality customer service. InquisIT offers our customers world-class helpdesk services, from timely troubleshooting resolution to customer-tailored help desk solutions. These services are available with a 24/7 support staff.

In every effort to adapt our help desk solutions to our clients and their changing environment, InquisIT believes metrics are vital to measure overall effectiveness. InquisIT uses as key performance indicators such metrics as call volume, call queue times, first contact resolution rates, and overall resolution rates to improve help desk performance.

To increase responsiveness and improve customer satisfaction, InquisIT assigns resources following a three-tiered progressive approach:

Level 1: Technicians staff a call center that processes email and phone calls, and act as the initial point of contact for all network users. Most issues, including password resets, account lockout, and application troubleshooting, are resolved during initial contact or shortly thereafter. Unresolved issues are escalated to Level 2 or Level 3 from the Level 1 staff for further troubleshooting.

Level 2: Technicians at this level assist customers, remotely or desk-side, with issues requiring additional troubleshooting and support. This level of the help desk is generally responsible for new workstation installation and configuration, hardware maintenance and repair, and other functions requiring additional responsibility.

Level 3: Engineers provide advanced support for problems that impact multiple users, require complex troubleshooting and vendor support, or involve network and server resources. Level 3 engineers are also responsible for maintaining the software, hardware, and infrastructure that enables network functionality.

Network Daily Operations & Administration: While supporting daily operations, InquisIT help desk personnel strive to constantly improve network throughput. Some of our specialties include:

- ▶ Users/Group Account Administration
- ▶ Group Policy Administration
- ▶ Email Administration
- ▶ Application/Software Installation and Configuration
- ▶ Operating System Installation and Configuration
- ▶ Printer Installation and Configuration
- ▶ Network Connectivity
- ▶ Hardware Diagnostics
- ▶ Enterprise Back-Up Solutions
- ▶ Enterprise Anti-Virus Solutions

Network Monitoring and Management

You cannot manage what you don't measure. Monitoring and managing the network after deployment is vital to ensuring its optimal performance and security. InquisIT's highly trained team of engineers utilizes advanced network monitoring and management tools to provide:

- ▶ Network Discovery, Assessment and Documentation
- ▶ Real-Time Performance and Service Availability Monitoring and Trending
- ▶ Quality of Service Management
- ▶ Advanced Network Event Correlation and Analysis
- ▶ Capacity Planning
- ▶ Backup and Recovery
- ▶ Configuration Management and Auditing

InquisIT reigns in the sprawl of unbridled growth through discovery, assessments and documentation. Our **network discovery** techniques are low-impact and comprehensive. Our assessments produce industry standard recommendations. Our documentation is clean and concise.

The heart of operations is found in **real-time performance and service availability monitoring**. Through the use of vendor, COTS and custom tools, InquisIT can more quickly identify and respond to issues found in your network. In many cases, InquisIT is able to discover and correct issues before they affect a larger user community. We ensure no mission-critical application is left un-monitored.

In today's networks, voice over IP, video teleconferencing, multi-media streaming stacked on top of email, web and enterprise applications over LANs and WANs provide a significant challenge in maintaining a nominal level of operational performance. By embracing **Quality of Service Management**, InquisIT is able to classify and police network traffic to better meet or exceed performance objectives. Often, we are able to analyze exactly what is occurring and work with our customers and vendors to better utilize the infrastructure and applications they currently operate.

A large, heavily monitored enterprise network can create a flood of detailed events. Manually wading through this river of data to understand the real source of your issue can be laborious at best. Through consolidating, cross-referencing, **correlating and analyzing events** into simpler, more concise packages, InquisIT can more quickly and efficiently discover and respond to resolve the root causes of these issues.

Capacity Planning plays a vital role in ensuring the health of your network. InquisIT pro-actively monitors usage trends on key information resources to assure your mission-critical data remains available both today and well into the future. By understanding the limitations and capabilities of your systems, we are better able to optimize and configure your network to perform faster and with less latency.

Because information is your business, your IT organization must optimize its business continuity and availability capabilities. Your IT organization has to meet business-specific recovery objectives, protect your information and make it available around the clock - with limited resources and within tight budgets. As the volume of information continues to grow, data management problems and increased risks will challenge your IT organization even more. InquisIT provides high-performance **backup and recovery** solutions to enable 24x7 business continuity and reduce IT costs and complexity while delivering the reliability and scalability needed to grow from a single server environment to the largest distributed enterprise infrastructure.

Where it applies to networking, **configuration management and auditing** allows InquisIT to actively monitor changes occurring on your network. This is often used to track unauthorized changes made on the network and even to quickly recover from failed hardware.

Information Security

At InquisIT, we believe that IT security is a twofold process, the first part being an educated customer aware of expectations and end user responsibility. One of the greatest threats to business computer systems, networks, and data isn't from hackers or competitors; it's from employees, partners, and other trusted insiders with authorized access to a company's networks, systems, and proprietary information. More than half of all breaches occur from within an organization.

Protecting systems from insiders requires equal attention and a different approach. At InquisIT, we believe the foundation is developing and enforcing security policies that can prevent insiders - either through negligence or bad intent - from damaging systems and data or opening holes that others can exploit. But because it's so difficult to design, implement, and enforce information-security policies, many companies don't create them; or they're written and ignored until security problems crop up. At InquisIT we take the time to evaluate our customer's needs to determine the proper and correct internal policies that will still allow functionality while at the same time protecting the internal network and systems from externally introduced malware, spyware, and viruses.

The second part of the security process in securing relies heavily on patch management and software package updates. InquisIT's IT Security staff is deeply embedded in the IT security world. We stay abreast of the latest threats and strive to mitigate problems before they arise, even if the vendors have not supplied patches. We accomplish this by in depth knowledge and understanding of the threats and putting safeguards in place even before the vendor has released a patch.

We also believe strongly in stopping threats at the door before they make it into your house. We accomplish this through strict firewall policies as well as pattern detection and routing protocols. We provide the full spectrum of security services including perimeter security, security monitoring, strong authentication, operating system hardening, intrusion detection and prevention, Internet security and encryption solutions. Warding off the threat at the perimeter lessens the impact to the end user. At InquisIT, we feel that the best secured networks are ones where the customers are rarely impacted by warnings about the latest ecard or phishing threat. The best network and system security engineers should never be noticed if their jobs are done correctly.

Systems Engineering Support

Once the design, development, and deployment of the network is completed, the engineering staff transitions to an operations and maintenance (O&M) role. InquisIT's team of IT experts provides follow-on systems engineering to support the ongoing needs of the enterprise. As the needs of the customer grow, the engineering support staff must stay abreast of emerging technologies to accurately address changing requirements. Our highly trained professionals have the skills, certifications, and hands-on experience to provide the support needed to ensure your systems operate as they are intended.

Because deployed systems require changes, our engineers use industry best practices to define and implement solutions to address current and future network needs. While system support engineers deal with the high level day-to-day network support needs, they also develop engineering plans for upgrades of current systems and network tools, constantly stay in front of new technologies, and design new systems to support added requirements from the customer and users.

Our system support engineers document any and all changes made to the enterprise in the form of engineering change proposals. Our engineers use non-production environments to build and test proposed solutions prior to submitting change proposals for approval and implementation. All network changes are fully documented and approved. Our Systems Support Engineers also maintain systems documentation such as current network rack elevations, network infrastructure diagrams, and ensure that all systems in use are entered into a Configuration Management (CM) system.

Our system support engineers take a hands-on approach to enterprise systems management; it is this level of commitment that ensures our customers systems operate as they are intended -- with the highest degree of reliability and security.