IT Convergence®
EXPERIENCE the power of results

Microsoft Windows System Administration Services

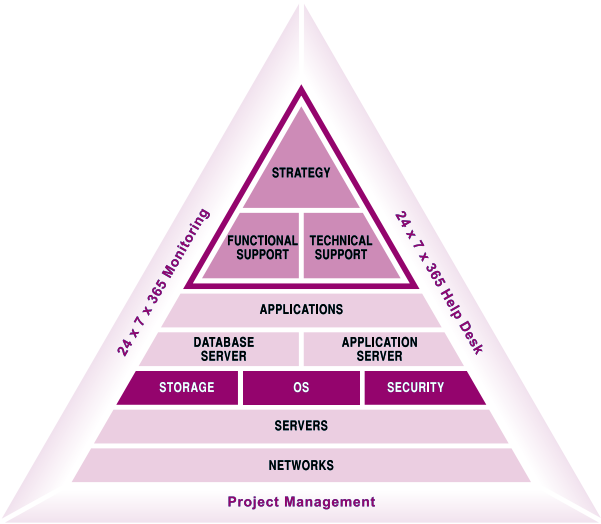
ISS | IT CONVERGENCE Support Services

IT Convergence Support Services (ISS) provides reliable, cost-effective Windows System Administration Services for your server platform. ISS offers strategic planning, implementation, management, maintenance and security solutions for your Windows infrastructure. ISS assigns each client a Project Manager who coordinates a team of system administrators that have experience in supporting both the Microsoft Windows 2000 and Microsoft Windows Server 2003 platforms.

ISS provides every system administration client with:

- Strategic recommendations on system usage, infrastructure administration, memory management, patch application, back-up and recovery policies, and security configurations
- An SLA to clearly define service metrics, daily tasks, and response plans
- Proactive 24x7x365 system monitoring and maintenance

By leveraging ISS System Administration Services, your company will improve uptime and availability of your key computing platforms while reducing costs.



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EXPERTISE

All ISS Windows System Administrators are certified by Microsoft and are continually honing their expertise and updating their credentials. ISS expertise extends well beyond the Microsoft family of products to cover the entire technology stack, from the server to the applications tier. This acute awareness of technical tier interdependencies allows ISS to offer integrated solutions that optimize the performance of your Windows Server operating system.

SYSTEM HEALTH CHECK

ISS's first task with every client is to perform a Windows system health check. This thorough screening provides a detailed snapshot of your system, which we use to diagnose your system's needs and provide recommendations.

SPECIALIZED WINDOWS SYSTEM ADMINISTRATION SERVICES

ISS does more than perform routine system monitoring and maintenance. We provide each system administration client with specialized services to improve the performance of your Windows environment. ISS's specialized offerings include:

- **Complete Active Directory Administration** – ISS will design your domain for optimal performance, regardless of whether your directory services infrastructure is characterized by a complex Forest or a Single Domain. We can also configure the data communication and replication traffic between sites.
- **Upgrades and Full Environment Migrations** – ISS offers upgrade solutions for all Microsoft systems and Active Directory services. ISS makes all upgrades seamless by analyzing your current

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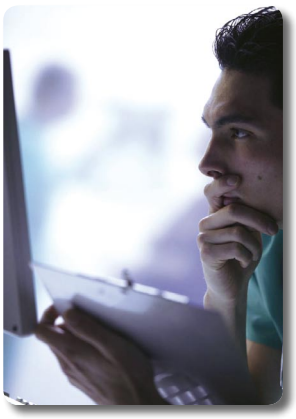
environment and measuring the impact on the workload.

- **Security Assessment** – ISS will test your current security configuration and provide recommendations on hardening your servers and establishing effective security policies.
- **Clustering and Load Balancing Solutions** – ISS can help you implement Microsoft's Clustering Services (MSCS) and Network Load Balancing (NLB) solutions.
- **IP SAN over Microsoft iSCSI Architecture** – ISS delivers block storage over an existing IP infrastructure, including backup solutions, as well as advanced configurations such as Fiber Channel SAN and iSCSI that boot from SAN.
- **Environment Scripting** – ISS will deliver customized Windows Host Scripts that automate processes based on your business needs.
- **Web Servers and Application Server Management** – ISS can install your Windows web server and provide server maintenance to ensure that it remains secure and available.
- **Backup and Data Recovery** – Every data protection solution needs to be tailored to meet each organization's specific requirements. For every client, ISS deploys a reliable backup and restoration plan that protects data in the event of a hardware or storage failure.
- **Performance Monitoring and Tuning** – Server performance depends on many factors. ISS will tune your system to optimize performance by balancing system workloads based on your typical day-to-day system activity.
- **Networking and Access Technologies** – Microsoft Windows provides organizations with an excellent platform for integrating complex IP network solutions, intranet sites, remote and routing access services, and security boundaries.

REMOTE APPLICATION INFRASTRUCTURE MANAGEMENT

ISS can help you determine which application infrastructure management strategy best serves your organization's needs. If your organization opts for Windows Server's Active Directory Group Policies, ISS can help you take full advantage of its lifecycle management capabilities. Likewise, if your organization decides to invest in Windows System Management Server, ISS will help you ensure a rapid ROI so that your organization can reduce operating costs and enjoy the benefits of a highly reliable and secure Windows infrastructure.



A COMPLETE MANAGED SOLUTION: INFRASTRUCTURE MANAGEMENT AND HOSTING

If you are looking for a partner to support your entire IT infrastructure, ISS has a solution for your organization. Our wealth of resources allows us to provide you with hosting and co-location services, along with 24x7x365 monitoring, technology stack management, and functional application support. Simplify your IT infrastructure management by hosting your servers at the IT Convergence Data Center, and allow ISS to administer every aspect of your Windows environment.

EXPERIENCE THE POWER OF RESULTS THROUGH OUR MICROSOFT WINDOWS SYSTEM ADMINISTRATION SERVICES. CALL US TODAY!

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