

# Vicom Infrastructure

## Managed Services (IMS)

### A consistent, current approach to increase operational efficiencies

Because of shrinking or flat IT budgets, IT organizations today are being asked to support and optimize their environments without overwhelming their existing staffs and without adding headcount. Firms continually seek to improve operational efficiencies while reducing operational costs, pushing in-house personnel to focus upon revenue producing functions rather than business supporting functions. In addition, organizations are looking for the best possible ROI on their existing IT tools and infrastructure. Vicom's Infrastructure Managed Services (IMS) offerings allow for organizations to focus on key business and strategic initiatives while providing the support needed for continual smooth IT operations.

### Vicom Non-Stop Support

Managed Services (NSS)

Vicom's NSS is a suite of managed services offerings that can serve as an organization's primary support function, or be complimentary to an existing support structure. It can include onsite, remote and hybrid resource models and is available for up to 24x7 coverage. We can integrate with existing NOC's and management tools, or we can provide. This service includes proactive monitoring, management and optimization in a way that is flexible and complementary to current support structures and environments. These services contracts are specifically tailored to an organization's specific environment.

### Vicom Infrastructure Support

Services (ISS)

Vicom's ISS offerings provide highly-skilled engineering and architecture Subject Matter Experts (SME's) as on site Resident staff. These SMEs have the highest level expertise to administer and manage specific technology environments, and can provide skills around all major infrastructure and datacenter technologies. They are available on a full time or fractional basis, including 1-3 days per week, or 1-2 days per month. Our SME's will provide immediate expertise and value and can be used to cover resource constraints or for the adoption of new technologies and/or environments.

### Vicom IMS Offerings

- Provides flexible support for IT environments and technologies
- Ranges from full managed services, to structured hours, to onsite Residency services
- Services provided around all major datacenter and infrastructure technologies & software

### Vicom OMS Offerings

- Structured hours to be used when needed, as needed
- Primarily for level 2 and level 3 support
- SLA's tailored specifically to organizational needs

## Benefits

Vicom's IMS offerings can provide organizations with the support needed—when needed—in a predictable, consistent fashion. Many organizations utilize only one of our offerings (NSS, OMS, or ISS) while others utilize a combination of each, tailored for their specific environment and needs.

Some prefer that we manage their environments in their entirety, while others need help within specific targeted areas; still others need support on an on-demand basis, only when needed.

Vicom offers flexible options to support, manage and administer IT environments that allow for key personnel to focus upon strategic business initiatives. Please reach out to Vicom today to see if our IMS offerings make sense for you and your environment.

### IMS Focus Areas

- System & Software Administration
- Storage Administration
- Network Administration
- Vendor Application Management
- Performance Management
- Project Support Services

### Vicom ISS Offerings

- Onsite Residency Services—fulltime or fractional
- Highest level of expertise to manage and administer specific technologies or environments

### Vicom NSS Offerings

- Full managed services and support
- Onsite, remote and hybrid models

## Vicom OnDemand Managed

### Services (OMS)

Vicom's OMS offerings serve as a method of providing high-level IT support as needed, through structured hours and SLA's that are specific to the organization. Many organizations require only a bank of services hours to be drawn upon as needed for help with a specific SLA. Others require a defined number of hours per month with a priority SLA, where the organization would handle level 1 support in hours, and utilize Vicom OMS resources for level 2 and 3 support when needed. OMS can also provide Gap services, in which Vicom is engaged to visit onsite on a regularly-scheduled, predefined basis to perform firmware updates, OS updates, or updates to specific software applications. These services are scheduled well in advance to allow for the appropriate planning needed to accommodate whatever upgrades are necessary.

