

Vicom

Innovation Center

Proven Solutions for Today's Enterprises

Organizations today are finding it more and more challenging to implement IT solutions that align with their business needs due to the constant pressure to reduce costs and risks associated with deploying new technology. These challenges, along with the widening scope and increasing importance of IT initiatives, require IT departments to deploy solutions in aggressive timeframes with little or no room for error.

For the past several years, Vicom's Innovation Center has been a critical resource for our customers to showcase complete infrastructure and software solutions in diverse, real world environments. The center offers a risk-free environment to develop, test, and validate solutions based on the latest technologies and to ensure that they meet the business needs of the organization. Constantly refreshed with the latest technology, Vicom's Innovation Center contains over \$2.0 million of the latest infrastructure solutions and more importantly, the staff of architects, engineers and presenters to allow our for the selection or design of the right architecture for virtually any IT project.

Vicom's Innovation Center is Available for:

- **Product/Solution Briefings:** Learn about the latest infrastructure solutions in an demonstrative and presentable environment, with real world IT environments that are customized to closely resemble their own.
- **Proof of Concept:** See how your proposed solution will perform before incurring the full risk and costs of implementation with our staff of engineers.
- **Technical University:** Help train your employees or customers with the latest technology on-site, continually updated and refreshed, and with the most advanced presentation capabilities available
- **Porting and Migration Lab:** Our lab can be utilized to test and validate ported code from HP-UX/Solaris to IBM AIX, Linux or Windows. We have also partnered with some of the largest migration firms and consultants in the industry to give you the best advice, options, and freedom when determining which OS meets current and future needs.
- **Architecture "Whiteboard" Workshops:** We have a staff of certified infrastructure architects and engineers who conduct 'Architecture Workshops' to assist our customers with their IT architecture needs.

Solution Specialties:

Vicom's Information Technology Architects and Engineers are highly trained and certified to provide solutions in the following practices:

- Optimization & Best Practices for Virtual Environments
- VDI Environments & Business Justification
- Security Solutions for Virtual & Non Virtual Environments
- Unified Fabric and How to Plan for the Future
- Virtualizing Tier 1 Applications
- Storage and How to Do More with Less
- Server Consolidation Initiatives
- Server Virtualization Technologies
- Server Management and Provisioning Technology
- Enterprise Backup Strategies
- SAN Design and Consultation
- Storage Consolidation
- Storage Virtualization and Management
- Data Protection and Retention
- Data Regulatory and Compliance
- Information Lifecycle Solutions
- Disaster Recovery and Business Continuity Solutions
- High Availability Solutions
- Database Consolidation
- Email and Collaboration Solutions
- Citrix Access Solutions
- Microsoft Infrastructure Solutions
- Linux Strategies and Solutions
- High Performance Computing Systems





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Solutions in the Innovation Center:

Vicom's Innovation center is an environment that is continually refreshed with the latest technology to give our customers state of the art choices.

The solutions in the Innovation Center currently include:

- Server, Blade & Storage Solutions
- Complete VMware Solution Portfolio
- IBM PureSystems
- Virtual Client Solutions – VDI / View
- Application Stack Testing: Oracle, SQL, Exchange, etc.
- Data Protection Testing: Backup, De-duplication, Compression, & Replication Technologies
- NetApp & IBM NSeries Solutions
- NetApp FAS 3040 HA Storage with FOE
- Latest IBM, Cisco, HP & Dell Blade Solutions, including Intel, AMD and Power
- IBM Storage Solutions – Disk, Tape & Software
- IBM, Cisco, HP, Dell & Sun Servers for Interoperability Testing
- Additional Competitive equipment for non-partial evaluations

Benefits of Vicom's Innovation Center:

- Most comprehensive IT briefing, testing, and demo center in the New York Metro Area
- Over \$2M invested in the latest technologies and solutions
- Assistance from recognized industry experts
- Real world testing and simulation environments
- Reduce risk and exposure to your production environment
- Multi-vendor environment to ensure new technologies will fit into your enterprise
- Validation of complex environments to ensure systems compatibility
- Conduct proofs of concept to save time and investment
- No disruption to production for testing, code evaluation and skills building

Why Vicom?

For over 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 improve 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.

Our goal is not only to deliver on committed levels of service but also to exceed our customer's expectations in every arena possible. Integrity and trust coupled with a highly flexible and skilled personnel helps to ensure the success of our relationships with our customers.



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Vicom Services Methodology

The methodology behind our suite of solutions and services is consistent and repeatable across disciplines, and is the basis for architecting all of our solutions. This methodology has proven to meet the needs of our diverse range of clients across Vicom's core data center technologies.

Discover and Assess

Our consultants first meet with our clients to get an understanding of their business requirements and goals. As part of this process, we determine the needs of both the business and technical representatives of our clients. Once these needs are understood and documented, whenever possible we collect empirical data about our clients' IT environment through our various assessment offerings.

Having accurate data about a client's existing environment is crucial to formulating an optimal strategy to leverage Information Technology to meet business objectives. Whether assessing our clients' potential server consolidation ratios, network design and health, or alignment with a particular vendor's best practices, the goal is always the same – good baseline data makes for good decision making. Assessments are at the core of Vicom's mission of providing value to our clients and being a strategic partner for our clients.

Architect and Plan

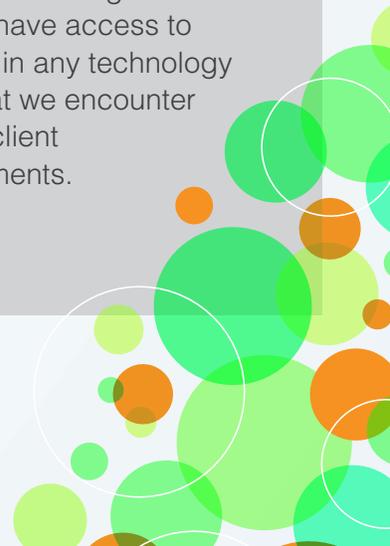
Based on the recommendations of the assessment, our team will design a flexible, efficient IT infrastructure that is both customized to your business requirements and representative of best-of-breed technologies and industry trends.

We begin the process 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. By the end of this phase, our clients have a clear understanding of the proposed design, how it would impact their business, steps required to get the project completed, and costs.

Deploy and Verify

Vicom engineers continually strive to be the best in their field, typically receiving the same training as deployment engineers from our various technology partners. We deploy our solutions according to vendor best practices, with the added benefits of real-world experience with multi-vendor solutions and hands-on experience in matching deployment strategies to individual client scenarios.

Project management is critical to successful deployment, as is following our documented best practices methodologies. For any project of significant scope, we assign a Project Manager as the client's primary point-of contact during the engagement. In addition, with a wide and deep bench of engineering talent, Vicom engineers always have access to experts in any technology area that we encounter during client deployments.



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Optimize

Once our solutions are in place, we strive to leave our clients' environments in the most optimal state possible. Our goal is always to provide a flexible and efficient IT architecture to solve our clients' business challenges. When we enter a client's data center, we attempt to extend the efficiencies of our architecture and solution sets to other areas of the infrastructure.

By being skilled in a wide variety of core data center technologies, we are able to make recommendations in areas other than simply those of the project at hand. Our engineers and consultants are trained to look for problems, and continually look for new avenues to help our clients create optimized environments.

Educate

Before we consider a services engagement complete, we educate our clients on the technology used in our solutions so that they become proficient in managing their environments and reaping the optimal benefits of the solution design. Our goal is to ensure that our clients understand and appreciate the value that our solutions have provided. We find that education and training are crucial to maximizing technology investments.

Efficiency Now and in the Future

Our commitment to efficiency is ongoing. Once our solutions are successfully deployed and our clients educated on current technologies, we immediately look toward the future. No solution set is ever static; our solutions represent the most efficient way of solving a business problem at a certain point in time – within the constraints of available technology and budget. Over time, new technologies become available. Best practices change. New industry trends emerge that will no doubt change the way a solution is architected at a different point in time. Vicom strives to be a partner that provides continuous value to our clients, long after the initial sale and deployment. We strive to stay engaged with our clients to educate them and prepare them for the future – even during times when no new business is imminent. As part of our commitment to our clients, we welcome the opportunity to provide periodic ongoing education and discuss ways of making our clients' IT infrastructure ever more efficient.