

NETWORK INFRASTRUCTURE SERVICES



Modern businesses rely on network applications more than ever before and are even more vulnerable to the lost productivity and profitability that can result from a network outage. As the network becomes the platform for business success in companies of all sizes, the service and support needs of many organizations are changing.

DecisionOne's Network Infrastructure Services provide cost-effective technology support services to maximize availability and performance, while extending the value of IT investments. Our end-to-end, proactive solutions can support today's complex multi-vendor network environments.

Assessment Services

- **Site Survey** Cataloging and documentation of current network environment. Report detailing existing hardware, wiring, connectivity structural and environmental conditions.
- **WLAN Survey** Recording and assessment of current Wireless LAN infrastructure. Detection of signal strengths, frequencies, coverage areas, existing hardware and infrastructure.
- **Network Assessment** Discovery and testing of network environment. Identification of all devices/endpoints, programs, applications, network structure and analysis of LAN/WLAN utilization, traffic and configuration.
- **Security Risk Assessment** Onsite and remote services to ascertain and isolate potential network vulnerabilities, security threats and issues.

Design Services

- **Structured Cabling** Configuration and layout of structured cabling systems to accommodate current and future network requirements according to ANSI/TIA/EIA standards.
- **WLAN Design** Utilization of the latest in WLAN design software and best practices to create an 802.11 b/g wireless network for office and campus environments.
- **Network Design** Planning and design of flexible, scalable network architectures to maximize efficiency, security and return on IT investments.
- **Capacity Planning** Development of growth strategies. Calculation of capacity requirements of IT services, taking into account current performance and utilization details, hardware and media limitations and usage data.

Why DecisionOne

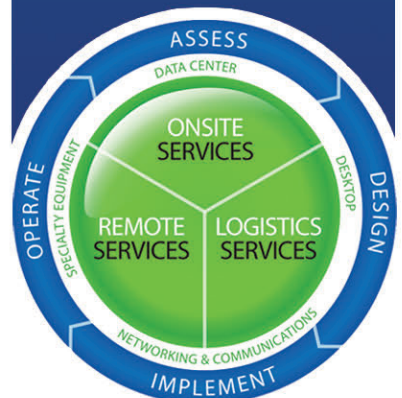
Single source, multi-vendor technology infrastructure support provider with integrated, onsite, remote and logistics capabilities

50+ years experience providing reliable managed service delivery in complex environments to more than 5,000 customers across 745 manufacturers

Broad geographic reach with technology professionals throughout the U.S. and Canada

Flexible and cost-effective service delivery model including ISO certified facilities, ITIL-based quality programs, continuous training and certification, and customizable service solutions

U.S. Inquiries: 888-287-9202
Canadian Inquiries: 800-554-5179
www.decisionone.com



Implementation Services

- **Staging and Configuration**
Receipt and verification of equipment, checking and updating of firmware or IOS to designated levels, labeling, manual or scripted configuration to specification, testing, repackaging and shipment.
- **Rack, Stack and Ship**
Assembly and labeling of customer provided rack / cabinet hardware and components. Installation and testing of pre-configured network devices. Palletizing and shipment of completed units.
- **Infrastructure Cabling**
Installation of Cat3, Cat5e, Cat6, Cat7, Fiber Optic and Coaxial cabling. Wiring performed by certified professionals according to ANSI/TIA/EIA standards and local codes. All runs are toned, tested, labeled and certified.
- **Installation / Deployment**
Seamless integration of network devices into new or existing infrastructures. Onsite services include; set-up, installation, application installation, configuration and acceptance testing.

Operational Services

- **Device Monitoring**
Proactive, real-time monitoring of IT infrastructure. Includes collection of alerts, automatic fault notification, device health status and software/firmware release levels.
- **Network Health and Performance Monitoring**
Monitoring and collection of network health indicators including connection status, bandwidth utilization, device status and utilization.
- **Remote Remediation**
Response to critical alerts generated through remote monitoring tools or customer notification. Corrective actions taken to resolve problems through remote tools and remote control of customer devices.
- **Hardware Support**
Remote and onsite, warranty and post-warranty support of IT hardware. Options include, labor only, parts only, parts & labor, maintenance solutions, hardware replacement, moves/adds/changes and asset disposal/recovery.
- **Software Patches / Updates**
Identification of current device firmware and software levels. Tracking of available patches, updates and bug fixes. Notification, recommendation and application of selected.
- **Back-up and Restore**
Back-up and off-site storage of device configuration information at customer defined intervals. Restoration of device configuration to last stable instance upon notification of device failure.

Supported Technologies

- Routers (Wired/Wireless)
- Switches (Managed/Unmanaged)
- Security Appliances
- Wireless LAN Devices
- VPN Hardware
- Unified Communications / VoIP
- Hosted VoIP

Supported OEMs

- Cisco / Linksys
- HP / 3Com
- Juniper
- Brocade
- Nortel Networks
- Netgear
- Force10

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