



## Proactive IT Management

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IT environments continue to grow more complex. This makes ensuring peak performance of every piece of equipment—from mission-critical business servers to departmental printers—increasingly difficult. Delivering the full spectrum of IT services and support for more than 30 years, ISS Solutions has a proven track record in helping organizations successfully tackle IT management—in a cost-effective way. Our managed services approach provides you with the resources you need to proactively manage your IT environment—fine-tuning as you go. We help you stay one step ahead, reducing the business risk associated with downtime, new security vulnerabilities, and inconsistent performance.

## Technology planning, assessment, and acquisition

ISS Solutions provides a wide range of technology planning, assessment, and acquisition services that can help you view your existing IT infrastructure in a whole new way. With our approach, any deficiencies and vulnerabilities are easily identified. Our experts can help you develop a technology roadmap to enhance your infrastructure, so it is secure and delivers optimal performance. Our comprehensive services include:

- ▶ Evaluation
- ▶ System design
- ▶ Purchasing consultation and online technology acquisition
- ▶ Configuration, testing, and deployment
- ▶ Post installation management



## Consulting

In the IT industry, change is constant. To stay current on the latest technologies and regulations requires maintaining a depth and breadth of knowledge that is simply impossible for most companies. ISS Solutions provides consulting services that can help fill in the gaps when needed. Our experts leverage best practices and have the level of expertise required to grow your IT infrastructure, incorporate the latest technologies, secure your environment, and ensure that you are in compliance with the latest government standards. ISS Solutions consulting services include:

- ▶ Network architecture design and deployment
- ▶ Anti-virus administration and virus remediation
- ▶ Wireless solutions
- ▶ Data/Video/Voice solutions
- ▶ HIPAA, Gramm Leach Bliley, and Sarbanes-Oxley compliance assessment and social engineering

## Desktop, workgroup, and printer support and maintenance

In a busy IT department, regular maintenance of desktops and peripherals is never a top priority. ISS Solutions delivers a total support and maintenance solution for desktops, workgroups, and printers that allows you to focus your efforts on business-critical IT projects. Our services include:

- ▶ Maintenance and support for desktops, laptops, file servers, LAN/WAN equipment, and printers
- ▶ Depot repair
- ▶ Dedicated parts inventory and hot swap replacements
- ▶ Installs, Moves, Adds, Changes (IMAC)

## High availability server and infrastructure support

The key to ensuring high availability is taking a proactive maintenance approach. ISS Solutions server and infrastructure support services focus on ensuring long-term health and availability of your critical business servers—reducing downtime and ensuring consistent performance. Our support includes:

- ▶ Intel-based servers and HP midrange servers
- ▶ Local and onsite cache of spare parts
- ▶ 24x7 coverage
- ▶ Fast response times—in as little as 4 hours
- ▶ NAS and SAN architecture
- ▶ Switch, router, and firewall coverage

## Full service Help Desk for around-the-clock support

ISS Solutions' full-service Help Desk delivers comprehensive 24x7 support for people, assets, and technology. Our highly trained analysts are available around-the-clock to provide fast, live responses to questions regarding operating systems, shrink-wrapped or custom applications, network infrastructure, and hardware support.

## Remote and mobile worker support

Meeting the requirements of remote and mobile workers requires around-the-clock access to experts familiar with their unique technology infrastructure. ISS Solutions can also provide the support your staff needs to get—and

stay—connected, greatly reducing downtime and maximizing your staff's productivity. ISS Solutions support for remote and mobile workers includes:

- ▶ Online asset management
- ▶ 24x7 Help Desk access
- ▶ Same day turnaround on hardware repairs
- ▶ Nationwide onsite support
- ▶ Advanced exchange options available

## Technical staffing solutions offer just-in-time resources

ISS provides a wide range of technical staffing and augmentation solutions for projects and ongoing production needs. Fully certified and regularly trained, our technical experts apply our proven best practices to each customer initiative. Our flexible staffing model allows our technical experts to seamlessly fit into your existing IT organization—for as long as you need them.

## Asset disposal

From EPA and DEP guidelines to HIPAA regulations, disposing of your IT equipment is more complicated than ever. Our asset disposal services minimize your risk—according to applicable mandates—ensuring proper disposal of both data and equipment. Our full-service asset disposal offering includes:

- ▶ Pick-ups at multiple locations
- ▶ Integrated packing and transportation logistics
- ▶ Detailed reporting of all assets received
- ▶ Certificates for proof of destruction
- ▶ DOD-compliant data destruction methods



## With ISS Solutions, it's easy to be proactive

In today's business environment, finding the resources to accomplish everything that needs to be done is an enormous challenge. The wide range of IT services from ISS Solutions can help you fill in the gaps and more proactively manage your IT infrastructure. We tailor solutions to meet your organization's unique needs and deliver exceptional service and unparalleled technical expertise. The results are superior long-term performance, reduced downtime, increased productivity, and a stronger return on your IT investment.

Realize the benefits of proactive IT management.  
Contact us today.



Technology Lifecycle Management

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