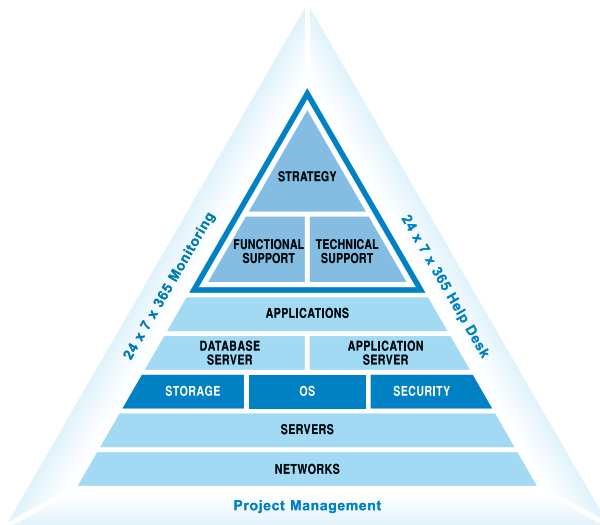


IT Convergence Support Services (ISS) provides reliable, cost-effective LINUX system administration services. ISS assigns each client a Project Manager who coordinates a team of system administrators that have expertise on a wide spectrum of LINUX flavors.

ISS team members are assigned to support individual customers, and make strategic recommendations regarding operating system performance, system patches, memory management, backup and recovery procedures, and security policies. By leveraging ISS LINUX System Administration Services, your company will improve uptime and availability of your key computing platforms while reducing operating costs.



# LINUX System Administration Services

## LINUX EXPERTISE

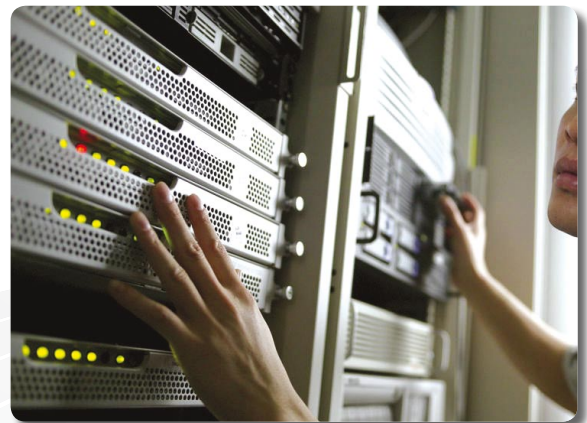
ISS has the expertise to support the complete RedHat Linux product family. This depth of expertise within ISS allows us to monitor and support your LINUX environment on a 24 x 7 x 365 basis.



In addition to providing system configuration services and completing the initial set-up of your LINUX environment, ISS works with you to define a strategic plan to carry out the following systems maintenance tasks:

### Customized installation and upgrades

- **LINUX Installation and upgrades** – ISS performs customized installations that are based on what is best for your business needs. We offer complete and reliable operating system upgrades to all servers in your network. ISS can also help you upgrade your environment from de-supported versions of LINUX or migrate your existing UNIX environments to the latest technologies using lower cost LINUX solutions.



- **Installation of LINUX patches** – Patching is a fundamental part of effective systems administration. ISS employs best practices for patching that are specific to each LINUX platform, and we work with you to develop a proactive patching strategy.

- **LINUX Security Assessment** – Upon being contracted, ISS performs a complete LINUX security assessment and configures operating system services like Secure Shell and SSL software per best practices. ISS can also implement authentication server technologies and protocols such as Kerberos, Tacacs+, LDAP, Radius and PAM. To ensure that your systems remain secure, your ISS system administrator performs regular security audits and implements OS hardening procedures.

- **Backup and Recovery** – ISS implements and manages many enterprise level backup and recovery solutions, including EMC/Legato Networker, Veritas Netbackup, and CA Arcserve. ISS can also assist in the implementation of database backups using these technologies. The ISS service model ensures that you receive rapid and accurate responses when you need assistance with these critical issues.

**System monitoring and performance**

- Monitoring the performance of your operating system is a core service provided by ISS. We ensure system availability by proactively monitoring your LINUX systems, and our clearly defined escalation procedures ensure that problems are resolved rapidly. Our LINUX specialists measure system performance against predefined benchmarks to make recommendations on system upgrades and patches.

**Custom LINUX scripting and system programming**

- ISS can help you determine whether customized scripting is required for specific LINUX processing tasks. Once a process is identified, ISS can develop these solutions using the most suitable language for the task including Shell, Perl, and Python.

**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 24 x 7 x 365 monitoring, technology stack management, and functional application support. In addition to providing you with a reliable, safe, and secure environment for your IT infrastructure, our team of LINUX engineers offers technical assistance and professional support for your LINUX Internet based software needs.

ISS currently provides support for the complete set of traditional LINUX services, including the most popular opensource software solutions available in the market like Bind, Sendmail, NFS, NIS, Apache, Squid, Nagios, Nessus, Cacti, Mrtg, JBoss, Tomcat, Splunk, Syslog-ng, and MySQL. Simplify your IT infrastructure management by hosting your servers at the IT Convergence Data Center, and allow ISS to administer every aspect of your LINUX environment.

**EXPERIENCE THE POWER OF RESULTS THROUGH OUR LINUX SYSTEM ADMINISTRATION SERVICES. CALL US TODAY!**

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