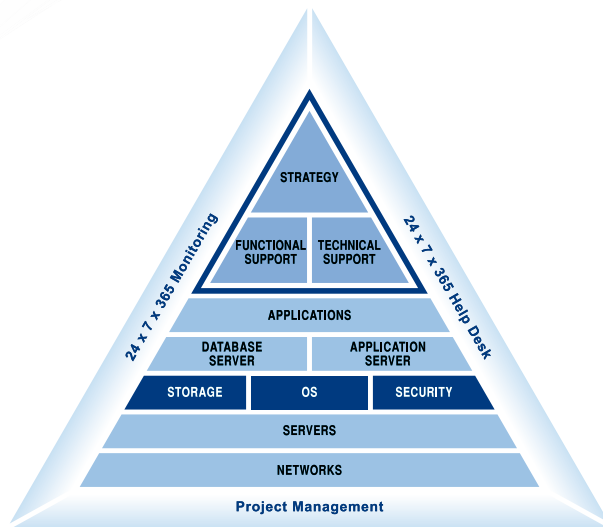


IT Convergence Support Services (ISS) provides UNIX, Linux, and Windows server monitoring and administration services. ISS System Administrators have an acute awareness of technology tier interdependencies and make strategic recommendations regarding operating system, system patches, server consolidation, storage architecture, security policies, and backup and recovery.

By leveraging ISS System Administration Services, your company will improve uptime and availability of your key computing platforms and reduce operating costs.



System Administration Services

EXPERTISE

The depth within ISS provides the advantage of leveraging a wealth of experience to support your computing environment on a 24 x 7 x 365 basis. Utilizing state-of-the-art monitoring tools, ISS System Administrators will examine key performance indicators within the environment and engage in proactive and reactive maintenance to ensure the availability of your system architecture. Our System Administrators are continually updating their expertise, credentials, and certifications with major providers such as SUN, HP, IBM, Microsoft, EMC, and Cisco.

ACCOUNTABILITY

ISS performs an initial analysis of your computing platform infrastructure to determine the activities that your assigned ISS System Administrator will perform. System Administrators learn, service, and grow with each customer's unique architecture. This approach fosters a more knowledgeable and accountable service delivery model that improves efficiencies, resulting in more uptime and a more predictable computing environment. Our service offerings provide you with flexible and customized services tailored to your infrastructure and your existing personnel. We allow you to direct which activities our System Administrators will perform on a daily, weekly, or monthly basis, supplementing the many checklist and preventative maintenance tasks they regularly perform.

MONITORING

Implementation of our state-of-the-art Monitoring suite allows us to provide you with continuous 'dashboard' visibility to your key servers, applications, and databases, as well as router, firewall and switch components. This highly-effective and highly-configurable solution guarantees that performance thresholds are visible to all of your key personnel and are under constant scrutiny by ISS System Administrators. SLA performance relative uptime and availability are clearly visible and charted within our solution. Our System Administrators will respond at any hour to alert notifications and will initiate activities

according to documented response policy and protocol, appropriate to your environment.

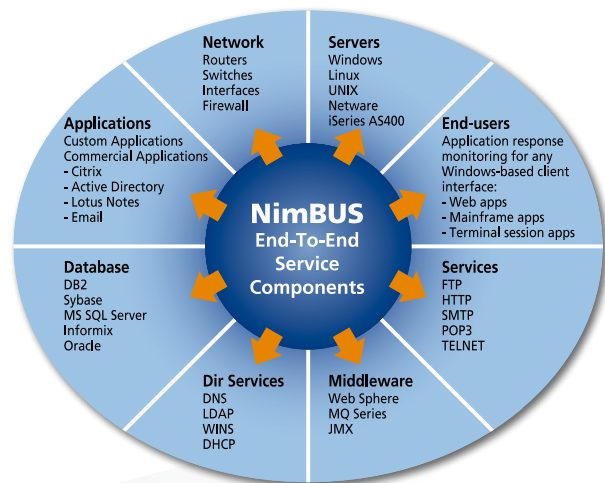


COMMON TASKS

- **Backup and Recovery** – Evaluate, Design, Implement, Test and Manage this critical aspect of data/application administration. ISS monitors this activity on a daily basis to guarantee recoverability in the event of a system failure.
- **Installations** – Configuration of new systems and storage architecture and/or re-provisioning of these same resources to improve operational efficiency.
- **Process Monitoring** – Monitoring for the presence of key application/database processes, and routine identification of runaway and 'zombie' processes that unnecessarily consume system resources.
- **Performance Monitoring and Tuning** – System resources, including: CPU, memory, file system

capacity, networking, and Kernel configuration to ensure optimal server performance.

- **Security/User Administration, Monitoring** – Access administration and the prevention of unauthorized system access.
- **Migration/Consolidation Planning** – Collapsing multiple application/database tiers into a single platform, including setup and configuration.
- **Printer/Print Queue Management** – Administration/configuration to insure reliable report generation, including adding new printers.
- **Environment Management** – Administration of the operating system environment, including review of vendor-specific and publicly available security bulletins and best practice administration as defined by database or application specifications and requirements.



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

US Offices

SAN FRANCISCO CORPORATE HEADQUARTERS
450 Sansome, 13th Floor
San Francisco, CA 94111
Toll free: (800) 675-0032
Tel: (415) 675-7935
Fax: (415) 675-7940

NEW YORK
One Exchange Plaza
55 Broadway
21st Floor
Suite 2102
New York
NY 10006
Toll free: (800) 675-0032

CHICAGO
Naperville Corp. Center
1250 East Diehl Road
Suite 100
Naperville, IL 60563
Toll free: (800) 675-0032
Tel: (630) 799-0922
Fax: (630) 799-0926

Global Offices

BUENOS AIRES
San Martín 344
27th Floor
C1004AAH
Buenos Aires
Argentina
Tel: [54] (11) 4000-8400
Fax: [54] (11) 4000-8410

MEXICO
Torre del Ángel
Paseo de la Reforma 350
11th Floor
Colonia Juárez
Mexico DF, CP 06600
Mexico
Tel: 1 (800) 777-0051

SHANGHAI
159 Madang Road
Suite 501
Shanghai
200021
China
Tel: [86] (21) 6135-7190
Fax: [86] (21) 6135-7100