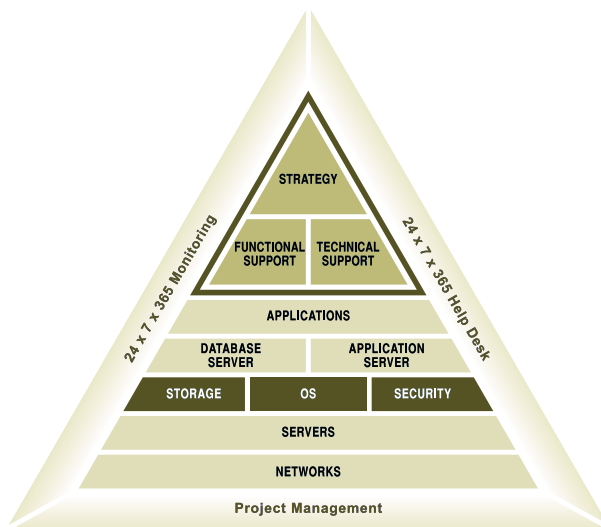


IT Convergence Support Services (ISS) provides reliable, cost-effective UNIX system administration services. ISS assigns each client a Project Manager who coordinates a team of system administrators that have expertise on a wide spectrum of UNIX platforms.

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 UNIX System Administration Services, your company will improve uptime and availability of your key computing platforms while reducing operating costs.



# UNIX System Administration Services

## UNIX EXPERTISE

ISS has the expertise to support specific UNIX platforms such as Sun Microsystems SunOS, Sun Solaris, DEC digital UNIX, Compaq Tru64 Unix, HP-UX, and AIX. This depth of expertise within ISS allows us to monitor and support your UNIX environment on a 24 x 7 x 365 basis.

### SUPPORT FOR MULTIPLE UNIX PLATFORMS

SUN MICROSYSTEMS SOLARIS UNIX

DIGITAL CORPORATION (DEC) UNIX

COMPAQ TRU64 UNIX

HEWLETT-PACKARD HP-UX

IBM AIX

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

### Customized installation and upgrades

- **UNIX 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 also supports de-supported versions of UNIX.
- **Installation of UNIX patches** – Patching is a fundamental part of effective systems administration. ISS employs best practices for patching that are specific to each UNIX platform, and we work with you to develop a proactive patching strategy.
- **UNIX Security Assessment** – Upon being contracted, ISS performs a complete UNIX security assessment check and installs security tools like



## UNIX System Administration Services



Secure Shell services and SSL based software, or 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 installs and tests all backup and recovery software, including Veritas and Legato. ISS can also assist in the installation of Oracle backups using the Oracle RMAN utility. 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 UNIX systems, and our clearly defined escalation procedures ensure that problems are resolved rapidly. Our UNIX specialists measure system performance against predefined benchmarks to make recommendations on system upgrades and patches.

### Custom UNIX scripting and system programming

- ISS can help you determine whether customized shell scripting for specific UNIX tasks is what is best for your needs, and we can develop those shell scripts using languages such as 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 UNIX engineers offers technical assistance and professional support for your UNIX Internet based software needs. ISS supports JBOSS application server, Apache web server, Apache Tomcat application server, Sendmail SMTP server, ISC Bind DNS Server, and the Nagios network monitoring program.

Simplify your IT infrastructure management by hosting your servers at the IT Convergence Data Center, and allow ISS to administer your UNIX platform.

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

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