

# Infrastructure Support Services (ISS)



## Maintech has the services you need to keep your IT infrastructure running smoothly and efficiently.

At Maintech, our only business is to keep your IT infrastructure running. To that end, we've developed a full range of ISS solutions to help manage your IT infrastructure. Individually, each service delivers world-class capabilities. Combined, they extend your current IT capabilities and can help reduce your IT operating costs.

### Managed Services

Our full suite of Managed Services allows you to build a customized monitoring, administration, and maintenance program for your enterprise. Some of the services we specialize in include:

- > Program Management
- > Design and Implementation
- > Disaster Recovery/Business Continuity
- > Hosting
- > Remote Performance Monitoring
- > System Administration
- > Tier 1 Help Desk
- > E-mail Management
- > Patch Management and Software Distribution
- > Security Management
- > LAN/WAN/Voice Services

Our redundant Network Operations Centers in California and New Jersey offer 24/7 infrastructure management services that provide you with advanced network control and systems management to monitor and manage network assets globally.

### Data Center Services

Our Data Center Services cover all your needs, from managing corporate enterprise server farms to monitoring network data storage. Maintech is vendor-neutral, meaning we can support a number of platforms in any combination, including Wintel-, UNIX-, and Linux-based systems. Our portfolio includes:

- > OEM Platform Performance Reporting
- > On-site Hardware Maintenance

- > Asset & Configuration Tracking
- > Upgrade Planning and Project Management
- > Server Consolidation
- > O/S Imaging and Deployment

Hardware we support includes lines from HP, IBM, Dell, Sun, STK, Network Appliance, EMC (CLARiiON), and other popular products.

### Desktop Services

Focusing on the 1,000+ seat corporate enterprise marketplace, our Desktop Services offer a number of flexible solutions to help you reduce costs and streamline your IT environment. Our service deliverables include:

- > Operating System Migrations
- > Project Management for deployments, rollouts and upgrades
- > Asset Management
- > Technology Refreshes
- > On-site Hardware Maintenance
- > Patch Management and Software Distribution
- > Problem Management
- > Anti-virus Deployment and Management
- > O/S Imaging and Provisioning

*To find out how Maintech can deliver a customized ISS solution for you, please call (800) 426-TECH today.*

