

## Infrastructure Services Group

Providing Value through Experience and Expertise

***Edgewater Technology's Infrastructure Services Group was developed in response to our customers' needs for assistance in determining their strategy for system and application maintenance and support, as well as technical advice. Edgewater employs a consultative approach to properly align our clients' technology infrastructure with their business vision.***

### The Challenge

#### ***Businesses today are faced with:***

- Ensuring their technical infrastructure properly supports current business requirements
- Aligning business goals with in-house technical capabilities
- Creating technical blueprints to support future growth
- Addressing data and physical security considerations
- Ensuring daily management and support goals are achieved

### The Benefits

#### ***Creation of Strategic Technical Blueprint:***

- Ensure seamless support across all systems
- Focus on core business competencies
- Provide easy transition to next generation of infrastructure and applications
- Streamline security procedures

#### ***Assessment of Information Technology (IT) Infrastructure:***

- Consolidate IT equipment
- Create a stable and secure IT environment
- Implement disaster avoidance strategy
- Formulate backup and recovery strategy
- Standardize software upgrades to ensure manufacturer support

#### ***Management, Maintenance and Support of the IT Environment:***

- Supervise data management and improve reporting
- Rectify production problems
- Field internal and external maintenance questions
- Administer system upgrades and system migrations
- Implement processes based on industry best practices

## Infrastructure Services Group



### Managed Services:

- Application Support
- Database Administration
- Disaster Recovery Hosting
- Help Desk
- Hosting
- Remote/Onsite Support & Services

### Technical Consulting & Advisory Services:

- Disaster Recovery Strategy & Services
- Information Security Strategy & Services
- Infrastructure Project Management
- Infrastructure Strategy & Architecture
- Integration Services
- IT Due Diligence
- IT Operational Excellence
- IT Planning
- Migration Planning
- Server Consolidation

## Providing Value through Experience and Expertise

The ability to react quickly to changing technologies and support near- and long-term concerns is challenging for today's organizations. Edgewater Technology's ability to work seamlessly across boundaries, coupled with our team of knowledgeable resources, equates to immediate resolution of Information Technology (IT) issues.

### Case Study Example:

#### **Outsource Provider to an Insurance Industry**

An Insurance organization with approximately 120 employees was experiencing rapid business growth that was outgrowing their internal IT infrastructure. Edgewater engaged with the client to assist in the following solution areas:

- Complete an internal IT audit;
- Execute IT audit recommendations;
- Formulate a plan that would allow the organization to add capacity while consolidating equipment;
- Implement a disaster avoidance plan; and
- Formulate Return on Investment (ROI) on cost reductions.

The organization was faced with a number of technology challenges including:

Problem	Solution	Benefit
System Stability	Followed industry best practices pertaining to configuration, backup processes and security	A stable environment
Outdated Technology	Implemented current versions of operating system and applications	Consolidated equipment with expanded capacity
Internal IT staff lacking correct skill set	Formulated a robust IT and staffing plan based on the results of the IT audit	Reallocated internal IT staff to billable projects, increasing the organization's revenue

### Partial List of Technology Competencies:

#### **Databases**

- DB2
- Microsoft
- MS SQL Server
- Oracle

#### **Operating Systems**

- AIX
- HPUX
- Linux
- Solaris



### Infrastructure Services Questions to Consider:

- Are my systems, networks and applications scalable?
- Do I have the right measures and controls to monitor performance, security and capacity?
- Am I securing and protecting my data in the most cost-effective way?
- Am I paying service level agreements on older equipment that could be consolidated and made more efficient with newer technology?
- Do I have a technical blueprint that will support my infrastructure and operations as my organization grows?
- Do I have the required skill set to isolate, diagnose and rectify IT problems?
- Am I leveraging technology to minimize manual processes?