



Service Solutions

SilverLining Partners LLC

www.silverliningpartners.com

Outsourcing support services can allow a company to focus on business issues at hand.

A growing concern of IT organizations is the maximization of their infrastructure investment. Without proper staffing and support partnering, companies will not fulfill their technology vision. Combining the right level of internal and outsourced resources into a seamless delivery solution is perplexing to those not familiar with the industries offerings and opportunities.

Foremost to a solution, the chosen service provider must be able to ensure your business continuity. Therefore, it is imperative to select a service provider that can put all the pieces together, no matter how complicated the tools and processes become. It's called "support integration". Simply installing technology and taking necessary steps internally to fix it when it's broken is no longer an effective approach.

Network infrastructures support corporate business needs and many requirements are mission-critical. The agreed-to approach to supporting your infrastructure is crucial, espe-

cially where the business function interacts with customers in real time.

First, SilverLining Partners will assess your network care needs and internal capabilities. Based upon that assessment we will recommend a solution considering highly skilled networking individuals [either internal or outsourced] and vendor-provided solutions to satisfy the required service deliverables. Relying on our professional industry experience and relationships, we can recommend companies or individuals having the skills and technical knowledge needed to successfully execute your approved Statement Of Work. All participants in the delivery program will be qualified subject matter experts.

Next, finding the best match between a vendor and your key requirements takes time and effort. SilverLining Partners, as an expert in the service provisioning business, can act as your agent to implement your service integration plan, by creating a RFP, vendor

evaluation, cost-effective contract term and measurements. On your behalf, we will contract key technology-experts or vendors to assist you in achieving the most cost effective support program available.

In some cases, we recognize that your solution will only require limited, subject matter engagements. SilverLining Partners has access to highly qualified networking experts capable of being instantly productive to assist you through a demanding networking project. Their skills range from desktop expertise to wireless network-

ing. Lastly, SilverLining can manage the solution on your behalf to ensure your expectations are fully met. Each month, we will collect relevant support data from the solution providers and provide to you a report card of their efforts. We will focus on any shortfalls, ensuring proper recovery plans are put in place to meet your operational goals.

Case Study

A medium size retail company with locations in the U.S. and U.K. spent numerous hours annually managing and repairing network faults. This self-maintenance philosophy negatively impacted the company's ability to introduce cost effective applications to assist in their rapid growth.

Silverlining Partners' recommended solution included remote network management services, coupled with an application moni-

toring capability and a single-source on-site repair program for both network and desktop devices.

The solution greatly reduced network downtime, eliminated the need for internal staff coverage from 3am to 12am daily and ensured critical applications were available 7X24.

SilverLining Partners also assumed the responsibility to provide quarterly network performance analy-

sis and monthly reports on SLA achievement by the vendors.

The net result was an optimized network, minimal company staff impact on the ongoing care of the network, positive internal client satisfaction which increased their ability to complete mission-critical application development without hiring additional internal resources.



Network Operations Infrastructure Management

Enables clients to leverage their technology infrastructures by architectonic comprehensive solutions and integrated the people, process and technologies required to deliver services effectively to internal and external customers. Consultants and engineers are proficient in operations support systems (OSS) technologies, including the following competencies: IP service activation; service assurance, including fault, configuration, accounting, performance and security (FCAPS) management; billing

mediation; and service-level management. These technologies comprise key business solutions such as storage management, network operations center (NOC) and command center architecture, and business visibility solutions.



Internetworking

Provides clients with architectures and solutions that enable them to effectively transport and manage data, voice and video traffic. Our consultants and engineers architect, design and deploy complex networks based upon protocols and technologies. Provides performance improvements and insight to complex applications issues.

Our Services include:

- Networking Operations and Process Planning
- Internetworking Assessment
- Capacity and Network Performance Analysis
- Enterprise Campus design
- Traffic Engineering and Qos Architecture

“Outsourcing support services can allow a company to focus on business issues at hand or center its energies on what it does best.”

Information Security

Provides clients with security technology and processes that enable them to allay the risk to client resources and data. Security services include assessments and implementation of security policies, standards and guidelines; design, deployment and validation of perimeter security; design virtual private networks (VPN's); creation of Web access and application security controls; design, administration and management of public key infrastructures (PKI); desktop

virus dictation, policies and protection and security event management.

Our services include

- Intrusion Detection
- Virtual Private Network (VPN) Design
- Platform and Application Hardening
- Firewall and Router Architecture
- Security Assessment
- Public Key Infrastructure (PKI) Architecture
- Incident Management

