

Managed Services Make All the Difference

Managed Services

By weaving together systems engineering, professional services, equipment installation, maintenance, hardware/software procurement and applications support, we can offer a tapestry of managed services that is second to no one's in our industry. The advantage for you is a managed service provider (MSP) who designs solutions that fit your needs.

Whether we do it at your location or in one of our data centers, Solid provides IT solutions by tapping all of our competencies.

We offer systems engineering, professional services, equipment installation, maintenance, hardware/software procurement and applications support. By weaving together these abilities, we can offer a tapestry of managed services that is second to no one's in our industry. The advantage for you is a managed service provider (MSP) who designs solutions that fit your needs.

Professional Services

Solid's highly skilled engineers help clients design, implement and manage their IT environments. These professionals craft approaches that not only meet your current requirements, they also grow as your business grows. Available at your facility or within our data centers, Solid's many professional services are designed to make your IT systems work as you expect them.

Systems Engineering & Design—We provide systems engineering and design services, including clusters, high availability systems, scalable systems solutions, load balancing and multi-tiered architectures.

Storage—Solid has a great deal of experience in designing and implementing advanced SAN/NAS storage solutions as a result of beneficial partnerships with industry leaders like Sun Microsystems and Compaq Computer. This includes enterprise-wide back-up and restoration solutions, as well as hot back-up capabilities.

Want a specific result from your IT infrastructure, but there's no one in-house to develop it? Solid's professional services group is your perfect resource for solution design and execution.

Solid Raises Data Hosting to a New Level

Our clients' equipment resides in these state-of-the-art data centers where it has incredible access to multiple networks (WAN, MAN and multiple Tier 1 Internet backbones), as well as to an entire menu of services that boosts the efficiency and reliability of their IT infrastructures.

Technology Centers

Most IT professionals are familiar with the concept of a hosting facility—a centralized building that houses servers for customers who benefit from the facility's network, IT staffing, security and other available services. The network operations center (NOC) uses automated systems, staffed 7 X 24 X 365, to monitor facility, network, storage and server activity constantly, reporting irregularities to engineers so potential problems are solved before they happen.

Solid has lifted the hosting facility concept to a new level. In early 2001, we opened our first two Technology Centers, which are managed service hosting facilities. Our clients' equipment resides in these state-of-the-art data centers, where it has incredible access to multiple networks, as well as to an entire menu of services that boosts the efficiency and reliability of their IT infrastructures far beyond what they can achieve economically by doing the same things in-house.

Benefits

There are many benefits to hosting data in Solid's Technology Centers.

Time-to-market—Companies shrink time-to-market because they don't have to configure, install and manage equipment. They also don't have to hire, train and retain qualified technical personnel to maintain their systems.

Cost savings—Hosting data in a Solid Technology Center means not having to worry about staff support or expensive infrastructure. Solid's subscription model allows our clients to pay only for what they use.

Downtime—Our practice of having experienced technical personnel onsite significantly reduces customer systems downtime, because we use sophisticated proactive monitoring tools to intercept potential problems and identify faults. Solid's Technology Centers are fully staffed seven days a week, 24 hours a day, every day of the year, and our confidence in minimizing client downtime is represented in all of our service level agreements (SLAs).

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Facilities Overview

Solid offers managed services in well-designed, secure facilities that feature redundant power and climate control systems, fire suppression and alternate data communications routing. We guarantee virtually uninterruptible access to your systems and data.

Power—All Solid Technology Centers have an N+ 1 power design, with no single point of failure. First level power might go down, but, with both N+ 1 generators and battery backup units, your servers never will.

Fire suppression—Our Technology Centers are prepared for anything, including fire. The facilities' zoned FM200 system uses an environmentally friendly material that can be deployed immediately while not harming personnel or computer equipment.

Communications—Customers can access their corporate wide-area networks (WAN), metropolitan area networks (MAN) or the Internet. Solid provides Internet access through a private network access point, which gives us the most direct, full-transit connectivity to major global Internet backbones with advanced routing technologies, as well as direct connection to three Tier I Internet backbone carriers.

Managed Services

Within our Technology Centers, Solid offers a variety of services and solutions that are sure to meet the needs of any size business. Pick the level of support you need, from fully managed solutions to partially managed ones.

Firewalls—Solid provides a unique solution to data security by offering usage-based pricing with a redundant configuration of industry leading firewalls. This fast, highly available offering costs a fraction of what you would pay anywhere else, because you pay for only actual traffic passed through the firewall instead of its theoretical maximum. We also offer firewalls at a flat monthly rate.

Monitoring—We detect and resolve "events" proactively by monitoring network components, systems, databases and applications with industry leading tools. We also monitor internal and external network connectivity to make sure clients' systems remain available to their user base. Our monitoring tools allow network managers to shift from reactive to proactive management mode, identifying changing traffic patterns so they can plan for increasing needs.

Managed storage—Adding storage as needed simplifies access, increases availability and provides consistent reliability. We assemble and manage the most reliable storage and backup solutions to ensure constant access so clients do little other than name the amount of storage they need.

Disaster recovery—Many Solid customers protect their businesses by mirroring systems in one of our data centers. There, we provide all managed services necessary to guarantee their systems and data.

Maintenance services—Solid's maintenance services are available seven days a week, 24 hours a day, every day of the year. We can guarantee a 30-minute response time and provide a mean time to repair hardware of less than two hours. Our technicians provide diagnostic services, replacement/testing of defective hardware and restoration of hardware to full operation.

Systems, database and network administration—Solid's team of experts takes care of the day-to-day operations of your hosted system, at your request. These include server administration and resolution of support problems. We also provide database systems consulting and support for database applications.

We Run What We Engineer

Onsite hardware support around the clock for Sun Microsystems, Compaq, IBM and Microsoft NT/Linux (Intel-based) computer systems, as well as for network products and many peripherals. Our consulting and training helps Solid clients achieve intended results by packaging implementation, training and support.

Enterprise Support Services (ESS)

ESS' primary function is to provide contract/T&M remedial maintenance services on computer hardware and operating systems for medium and large corporate/government MIS support clients. We also configure and install hardware and operating systems.

SolidCenter—This unit provides 7 X 24 X 365 hardware/software support using a one-call HelpDesk and onsite support. A qualified technician answers all after-hours telephone support calls directly.

Hardware/software services—Onsite hardware support is available around the clock for Sun Microsystems, Compaq, IBM and Microsoft NT/Linux (Intel-based) computer systems, as well as for network products and many peripherals. The same service coverage is available for UNIX and Microsoft NT operating systems, as well as several applications like VERITAS' Volume Manager, File Manager and Netbackup; Sun's Java; Tivoli's TSM; and Oracle. This includes answers to software and configuration questions, bug fixes, updates and onsite maintenance.

Remote enterprise monitoring and administration—We provide this service with a variety of industry-respected packages that we monitor through the network operations centers (NOC) at our Technology Centers. In a NOC, trained and certified technical staff observes the status of software, systems and networks installed at customer facilities, notifying customers of problems before they become critical. If necessary, we dispatch a support engineer to the customer's location to fix the problem.

Applications Services Solid is a regional leader in Customer Relationship Management (CRM) and IT Service Management (ITSM) sales, consulting and training. We do this by providing customized and packaged software solutions for support organizations nationwide, centering these efforts around our partnership with Remedy Corporation.

Remedy is a leading supplier of ITSM and CRM solutions. More than 60 percent of Fortune 100 companies use its products. As a leader in automating IT infrastructure, Remedy provides out-of-the-box solutions for IT, including its award-winning HelpDesk, asset management, change management, service level agreements, Flashboards, lead management, sales continuum, customer support and quality management. At the heart of these applications is Remedy's Action Request System (ARS). Its robust, multi-tiered architecture provides a strong foundation for an organization to automate and optimize its critical business functions.

Our consulting and training helps Solid clients achieve intended results by packaging implementation, training and support; engineering business processes; designing and automating workflow; designing customized functional extensions to Remedy's standard products; and enabling integration with other information systems.