

Infrastructure Operations & Support Services

Turn to Knowledge Solutions for Resourceful People, Key Processes, and Tailored Support.

At Knowledge Solutions, we approach infrastructure operations and support services from a different point of view – yours. Our suite of services is complete, allowing us to tailor-make a solution that meets your company's specific IT needs.

Bundle one or several of our technology competencies into one. We can help you maximize resources and reduce costs by providing remote and on-site systems administration, network management, helpdesk and hotline support.



Knowledge Solutions – Infrastructure Operations & Support Services can reduce the *Total Cost of Ownership* of your Applications through the use of our facilities and on-staff expertise.

Our Managed Infrastructure Operations Services include:

- Remote network and server management
- Operations and systems administration

These services define and deliver the processes and procedures required to support administration of a computing environment on a day-to-day basis.

Our Key Infrastructure Support Services include:

- Systems monitoring that tracks the performance and availability of various systems components in real time
 - Device Monitoring
 - Platform Monitoring
 - Database Monitoring
 - Web Site Monitoring
 - Security Monitoring

Our End-User Technology Life-cycle Management Services include:

- Tier 1 Support: Help Desk
 - Call center remote user administration
- Tier 2 Support: Hardware Services
 - Workstation Logistics
 - Technology Rollouts
 - Breakfix
- Tier 3 Support: Data Production and Applications / Database Administration
 - Software installation, upgrades and patching
 - Application space management and capacity planning
 - Application backups and recoveries
 - Performance tuning and monitoring