

# 24/7 Technical Operations

Keep current systems running at peak. Leverage the full TDS team for growth and special projects.

In an age when technical operations has become a required, utility-like function, businesses are increasingly confronted with a simultaneous business and budgetary challenge: how to keep operations at peak performance while also keeping it affordable.

For most companies, these needs are asymmetrical. You may need a network architect for a month – and then you only need him / her part time on an ongoing basis. You need immediate 24/7 response to service disruptions, and yet can't allocate too much budget to resources that are hopefully idle most of the time.

As a result, hiring of operations staff is often viewed as a series of compromises:

- Should you pick the expensive specialists or a broad generalist?
- Do you hire based on most urgent needs or to support the long term strategy?
- How do you maintain balance between architects, implementers and administrators?

Of course these tradeoffs are the symptom of a larger problem. By its very nature, good infrastructure management will periodically require specialists. Yet few budgets can justify dedicated technical expertise always be on hand just in case they are needed.

## Modular Alternative for Technical Operations Capacity and Service

With TDS, you get the full operations team you need without the cost and headaches.

TDS has the strategic knowledge, expertise, technical breadth and experience to manage your operations more effectively at a fraction of the cost of internal staff. TDS provides you with the resources of a fully staffed technical operations department.

TDS customers have access to our deep expertise in network architecture, Linux, Windows, security, backup and storage without having to build Staff and employ such professionals.

In addition, TDS can manage your IT facilities on your behalf and manage relationships with hardware, software and telecom vendors. By leveraging a "vendor agnostic" partner in your operations, you will generally have more alternatives to consider and drive down equipment acquisition cost and services expense.

## Service Highlights:

- ✓ **24/7 Operations** - continuous remote monitoring and automatic escalation
- ✓ **Onsite dispatch** with skilled technician as appropriate for fast remediation
- ✓ **Flexible Team** to supplement your "in house" resources as needed
- ✓ **Modular Services** – pick the support level to fit your needs and budget
- ✓ **Operations Infrastructure** - all systems and processes needed for operations
- ✓ **Short-term Service Option** – with a "no questions" 3 month cancel option, quickly scale up / down to meet temporary needs
- ✓ **Service Terms** - project basis, long term and SLA "guaranteed response" options

### Quickly Extend Your Capabilities

TDS can help you establish, maintain and grow your IT infrastructure. Leverage "best for need" / "best of breed" systems including:

- WAN/LAN: Cisco, Juniper, F5, Citrix & HP
- Servers and Storage: Dell, HP, Sun, IBM, EMC, NetApp and others
- Data Center Management tools: APC, Raritan, Avocent and Barracuda
- Virtualization: vmWare, Citrix, Zen Server
- Server software: Linux, Windows, Tomcat, Apache and Resin
- Databases: mySQL, Oracle, Postgress, MS SQL Server and others

TDS services pay for themselves many times over by reducing manpower costs, reducing equipment acquisition costs (we create leverage with your suppliers) and accelerating key services required by your business.

### TDS Technical Operations Clients:



### FLEXIBLE TEAM & EXPERTISE

Architect	DB Administrator
Network Engineer	Hardware Engineers
Systems Engineer (Linux & Windows)	Facilities Engineers
	Tier 1, 2, 3 Support

### MODULAR SERVICES

24/7 Monitoring	Manage Systems (Servers/Storage/Net)
On-site Support	Ticketing System
Change Management	Monitoring Systems
Plan, Build, Deploy	Systems Admin.
Application Hosting (email, web, Wiki, etc.)	Process Documentation

### About Transitional Data Services:

TDS provides independent assessments, recommendations and improvements for IT including data center designs, relocations, operational support, ERP, web and mobile applications. Our recommendations cross departmental and technology silos to achieve the best ROI for our clients. Since we do not operate as a vendor or VAR, we are unrestricted to a specific product portfolio and unbiased by the latest trends and highest commission.

TDS clients include successful organizations of all sizes and focus including John Hancock, Monster.com, Boston Red Sox, Cedars Sinai, Liberty Mutual and many others. As these organizations are committed to leadership in their respective fields, they rely on quality business partners like TDS to operate transparently in their best interest.