



DATA CORP's **Cisco, Citrix, and Microsoft ASSIST**SM Services cover proactive monitoring, maintenance, and management of these advanced infrastructure platforms and application services. These offerings are based on a managed and flexible Managed Service Agreement (MSA), combined with proven high-quality methodologies and complemented by DATA CORP's commitment to adhere to manufacturer best practices and service delivery models.

As a recognized leading provider of Advanced Infrastructure Services and Solutions, DATA CORP can offer a cost-sensitive, comprehensive outsourcing service for monitoring and management of these solution sets:

Cisco:

- Communications Manager (Call Manager) and Express
- Unity Connection
- UCCX (IPCC Express)
- Cisco IP Telephony
- Security, Routing, Switching and Wireless Environments

Citrix:

- XenApp (formerly MetaFrame / Presentation Server)
- XenServer, Provisioning Server
- XenDesktop
- NetScaler, Branch Repeater (formerly WANScaler)

Microsoft:

- Active Directory Services (Windows 2003/2008)
- Exchange 2003/2007/2010
- Terminal Services
- OCS
- SQL Clustering
- Windows 7

Benefits:

A major strength is our ability to offer end-to-end consulting, deployment, and SLA-driven support services encompassing first and second tier helpdesk services and level 3 engineering technical expertise, as well as skills in monitoring and managing for optimal 'steady-state' performance and maintenance. Supported by a comprehensive network and communications monitoring appliance-based platform, DATA CORP engineers are alerted to any degradation of service or performance.

AssistSM Advantages:

By using leading management technologies, skilled staff, and partnering with industry leading vendors, DATA CORP services can provide:

- Peace of mind management allowing increased focus on core business.
- Improved control and management through reduced complexity.
- Regular reports on overall system performance and maintenance updates.
- More effective use of your in-house engineering and support resources.
- Single SLA -> Single Point-of-Contact -> Single Monthly Investment .
- Improved service-level and lower administrative overhead.
- 24 x 7 x 365: Helpdesk Support Line (Level 1 and 2).
- Proactive Monitoring and Management on Best Practices.
- Remote and Onsite Level 2 and 3 Engineering.
- Maintenance and Licensing Management (as applicable).
- Toll-Free Hurricane Hotline.
- A predefined budget and control for technical support costs of your Cisco, Citrix, and/or Microsoft core infrastructure.
- Access to DATA CORP's core competencies and strategic partnerships to assist with I.T. Business needs.
- Access to other Managed Support Services: Alert AssistSM, Helpdesk AssistSM, Backup AssistSM, VMWare AssistSM, Vendor AssistSM and Data Center Assist.

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