



Remote Systems Management, Administration and Support for IT Infrastructure

MANAGE | ADMINISTER | SUPPORT



AOD REMOTE MANAGED SERVICES

73% of CFO's plan on outsourcing processes and functions to leverage provider's expertise and free up personnel to refocus on matters core to the business.

Itrus Technologies' Remote Managed Services Cost Effective Solutions for Managing the Environment

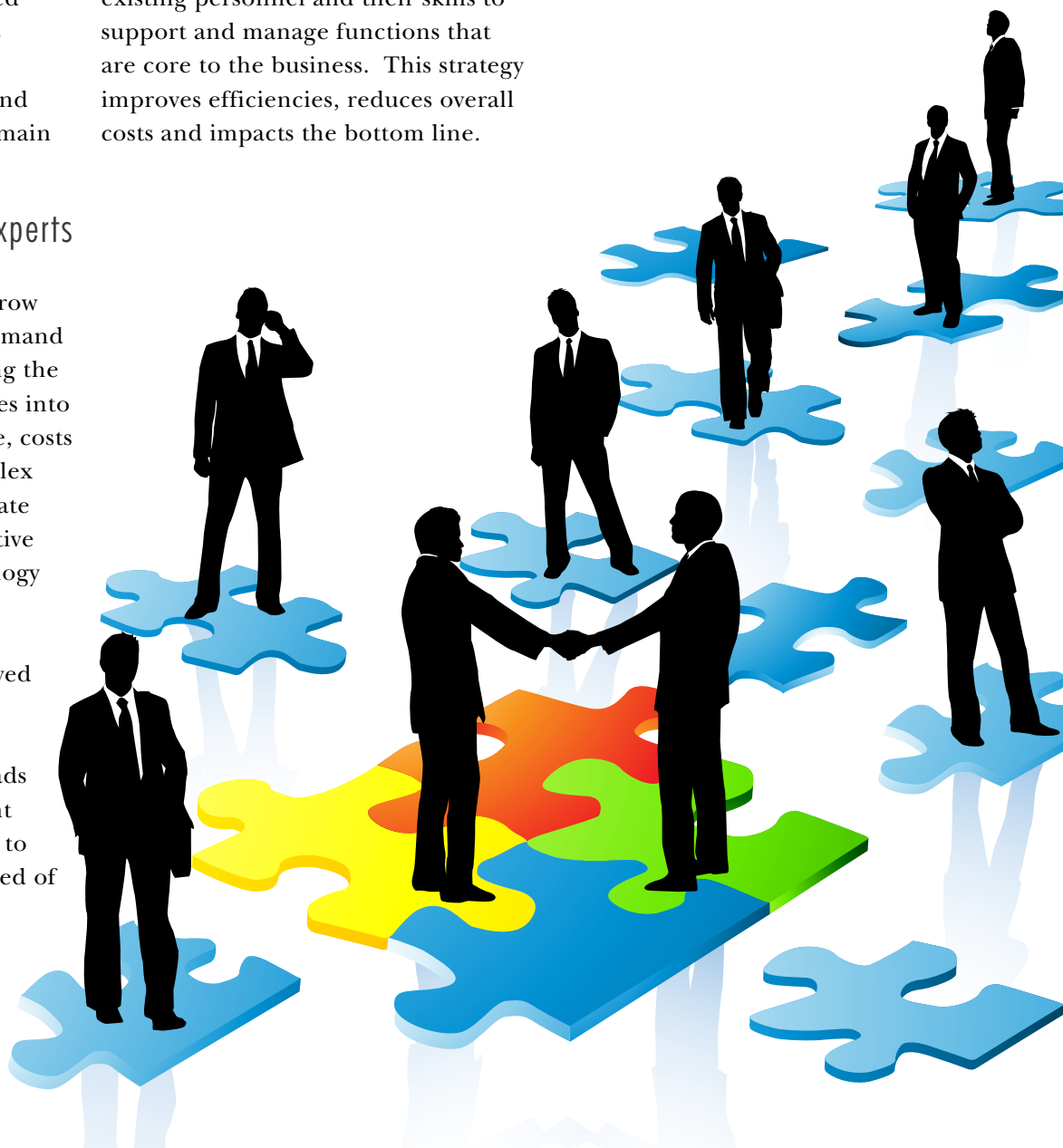
AOD (Admin on Demand) Remote Managed Services is a hybrid managed services solution that combines the advantages of two management strategies, Managed Services and Outsourcing. This hybrid solution delivers cost effective remote management and administration while systems remain in your control and facilities.

Tapping into our expertise will give you access to intellectual knowledge developed over years of experience while enabling you to focus your existing personnel and their skills to support and manage functions that are core to the business. This strategy improves efficiencies, reduces overall costs and impacts the bottom line.

Leveraging Our Team Of Experts

For companies to continue to grow and in some cases to survive, demand for business innovation is driving the introduction of new technologies into the enterprise. At the same time, costs associated with managing complex environments continue to escalate creating the need for cost-effective methods to manage the technology infrastructure.

For many, this dilemma is resolved through outsourcing functions that require specialized skill. Outsourcing these functions leads to greater resource management of existing personnel and helps to drive improved efficiencies, speed of innovation and risk mitigation.





Remote Managed Services

AOD Remote Managed Services is the family of services that provides remote systems management, administration and support for:

- AIX Operating System
- Tivoli Storage Manager (TSM)
- High Availability (HACMP)
- IBM Storage



"We provide our partners and customers with this invaluable asset: Extensive technology infrastructure expertise developed over the past two decades working with 100's of customers across the US."

AOD SERVICE LEVELS

■ AOD Silver Level

Remote Support

- Support for OS maintenance, software and application upgrades
- Problem determination/resolution

■ AOD Gold Level

Remote Systems Administration

- Support for OS maintenance, software and application upgrades
- Problem determination/resolution
- Daily administration and monitoring functions
- Administer existing processes
- Problem determination/resolution

■ AOD Platinum Level

Remote Managed Services

- Manage and maintain ability of systems to achieve customer defined SLA's
- Support for OS maintenance, software and application upgrades
- Problem determination/resolution
- Daily administration and monitoring functions
- Develop processes for managing environment
- Problem determination/resolution
- Disaster Recovery Test Support
- High Availability Support
- Review/Revise Backup strategy
- Trend reporting
- Technical Consulting for infrastructure Architecture



About ITRUS

Itrus Technologies, Inc is a Premier IBM Business Partner based in Dallas, Texas. For over 10 years, Itrus has been providing technology consulting, implementation and support services to companies across the US. The Itrus team consists of Subject Matter Experts (SME) and certified technical engineers in the areas of infrastructure, data protection, high availability, disaster recovery and business continuity. For more information, go to www.itrus.com.

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