



## Solutions Overview

### **Managed Network Solution (MNS)**

Our Managed Network Solution (**MNS**) is an approach used by large corporations to proactively predict, circumvent and manage network failures. These services minimize system failures through real time monitoring, proactive and routine service procedures. Although preventing data loss and maximizing system uptime is the main focus of this process implementation, significant overall cost savings and peace of mind are inheriting benefits of the MNS model.

MNS is the result of over 25 years' experience in the IT services field. It combines essential core services required by all companies that retain an in-house network infrastructure  
By combining software & hardware technologies, we are able to monitor most significant services and processes of your entire Network, combined with our routine maintenance this process allows us to significantly reduce and/or prevent system failures.

**You should be concentrating on your business, not your Network.** CSG provides you with the peace-of-mind, through its Managed Network Services to do just that.

#### **The solution:**

CSG provides its **MNS** by combining software and hardware tools used by our experienced engineers to monitor and maintain our clients networks.

Our monitoring software continuously tests close to 100 software/hardware functions within each server, switch and environmental/communication device among others. This occurs several times every minute, 24/7/365, alerting our engineers of any anomalies and/or the reaching of significant thresholds.

Our engineers, on a daily basis, review server, backup, email, virus and other logs based on the clients server/network configuration. Server and application software is updated or patched as required by the vendors during this daily process; this includes virus and malicious software library updates and review of quarantined files.

Our engineers are able to remotely isolate, through our installed hardware, individual devices that require resets for updating BIOS software or are in a hold state. In addition our remote control software enables our engineers to address over 90% of potential or actual issues.

#### **Approach:**

At CSG our view is that Information Technology is a tool used by people to provide businesses a more efficient and advantageous way to achieve and maintain their business goals.

This belief permeates our business model, from the receptionist to the CEO. Our Engineers learn about the businesses they service, therefore, they understand the impact that their service has on our clients business.

First and foremost, we are a people company. We recognize how important it is that we support *people* as well as the technology they use. We passionately believe in the importance of quality employees, providing person to person service to our clients.

- Our staff are all "full-time employees"; we do not use temporary consultants.
- Our staff schedule is based on our clients' requirements not on ours.
- Our engineers get the most up-to-date training and direct support from our extensive list of Technology Partners

#### **Details:**

##### **Monitoring 24/7/365:**



By proactively monitoring your network, numerous problems can be averted before they happen.

- **Initial Network Inventory**
  - Inventory All of Your Servers Hardware/Software
  - Inventory All of Your Network Devices
  - Inventory All of your business Apps
  - Internet connection information
  
- **24/7/365 monitoring of vital components of you servers and network equipment**
  - Monitors the critical health status of devices and line of business applications
  - Monitoring of free space on your server(s)
  - Monitoring connectivity status (Internal/External)
  - Monitoring for Uptime and availability of resources
  - Monitoring for system failures
  - Monitoring essential services are running and restarts them automatically if they fail.
  - Verifying that Updates are being applied on time
  - Monitoring Antivirus/Anti-Spam/Anti-Phishing
  - Status of the Backups
  - Providing Daily/Weekly/Month reports on all issues found

### **Network Administration**

Oversees the day-to-day operation of network computers and equipment including:

- Hardware/software support for server, network equipment (Switches , Routers, Firewalls ...)
- User/Computer accounts management and access privileges.
- File/Print sharing management
- Perform data backup and recovery tasks.
- Internal/External Security management
- Providing network and remote connectivity hardware/software support
- Performs technology needs analysis and implementation plan

### **Network Maintenance**

Install, schedule, and coordinate server, router, firewall, switch and PC firmware/utilities/applications for optimum performance and take preventative measures to prevent hardware/software failures and security threats.

- **Initial Network Evaluation**
  - Evaluate your network's performance, security, and reliability.
  - Analyze your network security for vulnerabilities.
  - Monitor your network's traffic for bottlenecks.
  - Assess your network resources (printers, file servers, application servers, etc.) for reliability
  
- **Initial Maintenance**
  - Defragment your hard drives, run ScanDisk and surface scans and run disk-cleanup utilities.
  - Update system firmware, utilities, and software.
  - Install and run anti-virus/anti-spyware software.
  - Optimize system performance.
  - Perform system security and hardening tasks.
  - Setup a daily/Weekly/Monthly backup jobs as required by the client
  
- **Subsequent Maintenance**
  - Review logs for indicators of developing problems.
  - Perform routine maintenance.
  - Update system firmware, utilities, and software.
  - Verify that virus/spyware updates and scheduled scans are performed on a routine basis.



- Ensure you are backing up your critical data on a regular basis.
- Optimize system performance.
- Perform security and operating system updates.

### **Exchange Server Administration**

Maintain Microsoft Exchange servers in order to ensure the reliability of company email systems and to minimize service interruptions.

- Administration/ Management of server/ Database/ Storage/ Messaging
- Supporting a multi-site Microsoft Exchange organization in order to meet and maintain appropriate service levels
- Troubleshoot all issues related to Microsoft Exchange server and company email service, such as mail delivery issues and system and service outages.
- Review system event logs generated by Microsoft Exchange server systems to ensure systems are operating normally.
- Respond to email related emergencies
- Routine maintenance (Data store defragmentation, Updates, Monitoring...)

### **SQL Server Administration**

SQL Servers are business critical systems that require technical support, continue monitoring and frequent maintenance of their database environment

- Database Administration
- Database Tuning
- Database Management
- Database Security
- Database Backup and restoration of SQL environment
- Database performance monitoring and optimization
- Database High availability.

### **Backup Administration**

You can in no way be certain when your pc network is going to fail. You can in no way be confident when a personal computer is going to . This can take place even if you take all of the proper precautions and do your greatest to retain yourself safe. A energy surge to your workplace could knock out all of your computers and could even ruin them beyond repair. A malicious virus could come in off of the net and run its way through your complete system, deleting materials that you cannot afford to shed. The only way to actually make certain that you are protected is by having a proper backup system.

Backup does not mean just making a copy of the data and ignoring it. Backup is important because it makes the data available for continued use. More than making a backup of all data, the method to restore them to usability is critical. Also, backups have to be made consistently – not one-half of the data now and the other half later. Backing up large volumes of data and restoring them takes considerable time and efforts. We manage that for you:

- Configure, manage and monitor backup and related infrastructure components.
- Create and manage backup scripts.
- Plan and execute backup upgrades and patches.
- Ensure that data backup solutions are implemented and supported to meet internal and external standards and service level requirements.
- Perform SAN fabric configuration management and zoning as pertains to the backup infrastructure.
- Maintain inventory of tape, backup, and server hardware in local data center.
- Basic troubleshooting of backup and restore failures on multiple platforms with varied configurations
- Perform data restorations for server, file system and or databases upon customer request.



- Organize regular audits of backup configurations to ensure quality of service

### **Remote Backup**

Having onsite backup is not always enough. Implementing an offsite backup solution is important because businesses depend on data; data sits in an office – offices are vulnerable. Hi-impact events such as fire, flood, and theft can be devastating; low-impact events such as power-cuts,, etc. are disruptive and inefficient. Most businesses that perform regular backups do so using a tape or hard disk storage system. Only a small proportion of these, however, use a systematic method of storing data offsite. Most either keep these storage systems onsite (often in the same physical room as the source of the data) or in a separate part of the same building. Many would have a system in place for taking these tapes or hard drives 'home', relying on a member of staff to do so. Most typically, this would be the IT administrator, the office admin or one of the company Directors.

The biggest limitation of this method of offsite data storage is that process is manual. It is too difficult to ensure that data is automatically offsite. And even if the data is held offsite, it is difficult, or at least inefficient, to get the data back when needed.

Remote backup is an effective solution as offsite data storage. Solutions allow for historical archives to be stored in multiple secure data centers. Data is encrypted and sent in 'block level' increments, meaning that even large volumes of changing data can be transmitted effectively over relatively narrow internet connections. Because the system is automated and monitored by us, data is guaranteed to be offsite and secured. The system is not limited by the physical or logical size of individual tapes or external hard drives, the solution can scale according the source data requirements.

### **Disaster Recovery**

The intention of disaster recovery planning is to keep a business running during a natural, manmade, or technological interruption. Although the first concern must be for the safety and welfare of employees, today's knowledge-centric organizations require a technology solution to continue business operations in as full a capacity as possible. A robust disaster recovery plan – which encompasses not only protection of information and redundant infrastructure but also worker access to them – can be critical to the survival of the organization and to the livelihood of its employees.

- Perform a Business Impact Assessment to prioritize your business processes
- Audit/Independent Review Program
- Perform risk assessment/ Identification
- Perform Risk/Crisis Management
- Managing the Human Element
- Identifying the Recovery Objectives
- Creating a Disaster recovery and business continuity Plan
- Testing the Plan

### **Onsite Network support**

Our expert engineers, technicians and management teams can handle any aspect of your network needs from one-time network design projects to connectivity troubleshooting to proper technology training.

- Network Infrastructure design and implementation
- Wireless Network Design, Installation and Support
- IP Phone Systems Setup and Computer Integration
- Network hardware fix, upgrade and support
- Software Upgrades, Updates, Patches, Installations and Support
- Weekly/Biweekly/Monthly network onsite maintenance visit
- Individual and Group Tutoring and training

### **Help Desk**



Client staff has access to our helpdesk for everyday Network or Desktop issues, this service enhances productivity when various software issues require to be addressed or users need advanced guidance with application functionality.

#### **Asset Management**

Keeping track of your hardware & software inventory is a part of our core MSP; this allows CSG to track Vendor warranty and licensing statuses, the purpose of this service is to:

- Uncover savings through process improvement and support for strategic decision making
- Gain control of the inventory
- Increase accountability to ensure compliance
- Enhance performance of assets and the life cycle management

#### **Vendor Management**

Through its various core services, CSG can efficiently manage your vendor relationships for such purposes as warrant repairs requests, software upgrades and address business related inquiries. And as too simply consult on best pricing for your consumable and IT needs.

#### **Printer Management**

Through remote administration CSG can manage your company's printer drivers, notify you of consumable status and maintenance requirements in addition to resolving print queue failures and redirecting of print jobs.

## **Managed Cloud Solution (MCS)**

Opinions vary on what Cloud computing actually is. To most vendors it is their ability to provide you their software application(s) or services through their applications over the Web.

This requires your environment to adapt to and even be limited to their offering without customization and in most cases this results in limited support. Of course the benefits must be considered: Relocating your IT infrastructure to Cloud, allows you to eliminate all or most of your Network infrastructure and the required upgrades and support. That can be a significant financial benefit.

In addition the flexibility of accessing your IT environment from anywhere as if you were at the office can be significant to your business model. Ultimately only a fraction of your applications will be able to be ported to the Cloud, leaving you with a hybrid system and you will still need to retain an in-house IT environment. In this scenario, your business is not able to take advantage of the potential advantages a complete move to the Cloud has to offer.

Our Managed Cloud solution (MCS) is based on its principal idea, which is that IT solutions are tools to improve a business: To make a business more efficient and competitive.

MCS entails the move of your existing environment, as is, to the cloud, thereby providing the benefits that the cloud computing is intended to provide but without the need to adapt your business' existing infrastructure to a collage of diverse currently available Cloud solutions.

### **The solution:**

Opinions vary on what Cloud computing actually is. To most vendors it is their ability to provide you their software application(s) or services through their applications and/or systems over the Web.

To CSG, a cloud computing is based on its principal belief; that IT solutions are tools to improve a business: To make a business more cost effective, efficient and competitive.

Our MCS entails the move of your partial or complete environment to the cloud, providing the benefits that the



cloud concept is intended to impart without the need to adapt your business' existing infrastructure to a collage of diverse currently available Cloud solutions.

We have found that most cloud solution providers offer their applications and services over the Web; this requires your environment to adapt and possibly be limited to their offerings without customization, thus restricting your Cloud interoperability.

**Private Cloud Solution** - By combining remote computing solutions with our Virtualization, and Hosting capabilities, CSG is able to port your current IT infrastructure to the cloud. Depending on your current and future Business model this Solution can provide you with the hands off flexibility and cost savings you expect from a cloud solution without the compromises required by current offerings.

**Private Email Cloud** - Managing and maintaining your in-house e-mail server can be both costly and frustrating. You can benefit from our hosted mail service since we provide reliable, secure and managed hosted business Exchange Email.

**Private Cloud Disaster Recovery and Business Continuity** - The Cloud is perfectly suited to address various business continuity needs. At CSG we combine Hosting, Virtualization and Remote Backup solutions to address our clients varied continuity needs. Our Solutions provide Solutions as basic remote backup data access to complete Virtual duplications of your systems accessible through the WEB.

## Approach:

“The Cloud” This latest catch phrase means different things to different people. CSG's view of any new technology is simple, “What can the Cloud do for my Business”, we continue seeing IT as a tool for business and we believe that should be any owner or managers primary concern when confronted with new technologies.

Some of our routine questions are:

- What is the implementation cost?
- Does this technology provide new and improved venues for service and or goods delivery?
- Can it reduce labor cost?
- Can it increase our customer base?
- What benefits have our competitors realized?
- Does it reduce IT costs such as Infrastructure, upgrade and support costs?
- What efficiencies can be realized compared to the current methodology?

These amongst other questions would be addressed between your managers and our team of experts in an initial consulting phase. We have found that in most cases not all IT environments can be entirely relocated to the Cloud, in these cases a hybrid system can be considered based on the benefits found. If any potential benefits can be established, CSG's team would take a deeper look into your existing systems and assess your current application and network environment. At the conclusion of our analysis we will provide you with a report based on your individual situation, outlining an implementation strategy which also describes both a potential business and cost benefits.

## **Network Support Solution (NSS)**

Our support solutions are extensive and based on client needs; these services are always provided by a team of qualified support Engineers, remotely or on-site as required and scheduled by client.

Our Solutions are designed to address single issues such as Server upgrades and Data migration as well as complimenting in-house IT support staff a fixed monthly basis.



## **The solution:**

CSG Service is provided by a team of remote support engineers, who provide telephone as well remote support. CSG Field engineers complement our remote support staff by being dispatched to client sites as required, based on the service needed.

Our clients are able to select the services which best fit their needs to either augment their existing in-house support staff or completely outsource their Technology support needs on a fixed monthly rate or billable terms. We assure all our clients that regardless of how small or large a project, or long term solution our clients select, CSG will always address your needs professionally and courteously as our customers have come accustomed to through our 28 years in the IT business.

## **Approach:**

At CSG our view is that Information Technology is a Tool used by people to provide businesses a more efficient and advantageous way to achieve and maintain their business goal.

This view permeates throughout our business model, regardless of the technical expertise or client interfacing. Our Engineers learn about the businesses they service and therefore understand the impact their service and interaction has on our clients and their business.

First of all we are a people company, we recognize how important it is that we support people as well as the technology they use; We passionately believe in the importance of quality people, providing person to person service.

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