

TECHNOLOGY INFRASTRUCTURE MANAGEMENT SERVICES (TIMS)

Top 10 Benefits of TIMS - (Including TIMC Support Levels):

Description	Details	TIMC Support Level
<p>It provides end user help desk support for all problems and inquiries related to your technology infrastructure.</p>	<p><i>The performance and problem information contained in the TIMS database can be used by the TIMC technician to determine if the problem being reported is a new or an existing problem. If it is a new problem, the technician will create a trouble ticket that includes all of the pertinent information regarding the problem.</i></p>	<p>Outsourcing Level</p>
<p>It is your Single-Point-of-Contact (SPoC) with Cloud Service Providers (CSPs), network equipment vendors, Internet Service Providers (ISPs), and End-Point Networking (EPN) device vendors.</p>	<p><i>SPoC information for ISPs, CSPs, web hosting companies, and key hardware vendors is included in the TIMS inventory database. The fact that our TIMC specialist will know who to call and the exact nature of the problem will dramatically reduce the problem resolution phase.</i></p>	<p>Outsourcing and Basic Levels</p>
<p>It greatly-simplifies your networking hardware requirements, and thus dramatically-reduces your hardware cost by streamlining and optimizing the hardware acquisition and hardware utilization processes.</p>	<p><i>The network and hardware performance statistics contained in the TIMS database can be analyzed to determine if LAN hardware and/or WAN link speeds need to be upgraded. If so, a decision can be made whether to upgrade horizontally – by simply adding more of the same hardware or links, or vertically – by replacing the specified component with a larger, more powerful component of the same type or link with a faster link.</i></p>	<p>Outsourcing Level</p>
<p>It maintains the current operational status of all Global Internet WAN connections ensuring that your business applications and databases residing on CSP, SNSP, and WSP hosts can be seamlessly and instantaneously accessed by your LAN-attached and/or WAN-attached End-Point Networking (EPN) devices.</p>	<p><i>The Technology Information Management Information (TIMI) Capture and Feed Processes send Route Probes on each Global Internet WAN connection at frequent intervals (e.g., every 15 minutes) to verify end-to-end connectivity.</i></p>	<p>All Levels</p>

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<p>It provides a formable access security barrier that ensures employee-owned Bring-Your-Own-Devices (BYODs) are prohibited from accessing mission-critical business applications and databases located on cloud, web and legacy servers.</p>	<p><i>The TIMS inventory database can be used to identify all BYOD laptops, tablets, and smartphones that are authorized to access your business-critical applications and databases.</i></p>	<p>Outsourcing and Basic Levels</p>
<p>It mitigates network intrusions by proactively identifying and blocking known hacker attacks such as varies Denial-of-Service (DoS) attacks including remote attack, flooding attacks, and smurfing attacks.</p>	<p><i>Log records from routers, managed switches, and WAPs are continuously analyzed to determine if intrusion attempts or other hacker attacks are in progress. If so, all information regarding the attack is captured and an intrusion-attack trouble ticket is created. An attempt will be made to identify the IP address and port number of the intruder, and if this is successful, this information along with the data captured during the intrusion attempt will be forwarded to the proper authorities.</i></p>	<p>All Levels</p>
<p>It can include an online Technology Infrastructure Management Services (TIMS) database that contains all of your company's LAN hardware and company-owned end-point networking devices.</p>	<p><i>This database includes all pertinent information regarding the LAN and EPN devices owned by your company, including location, type, manufacturer, model number, serial number, Static IP address, and MAC address. This database can be updated on an on-going basis by your accounting and asset management departments.</i></p>	<p>Outsourcing Level</p>
<p>It proactively monitors your Global Internet WAN - which includes your Cloud Service Providers (CSPs), Social Network Service Providers (SNSPs), and We Service Providers (WSPs) - to ensure that they are delivering the advertised speeds and quality of service.</p>	<p><i>The TIMC performs speed tests and ICMP route tests on a frequent, scheduled basis to determine the routing paths, download speeds, upload speeds, jitter, latency, and ping time of the Global Internet WAN links between the customer's WAN router and designated service provider hosts. These statistics are stored in the TIMS</i></p>	<p>All Levels</p>

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	<i>database and used for both analyzing problems, and creating network performance reports. They are also archived on a relational database to provide long-term performance and availability reports, and trending analysis. Performance and availability reports are available online, and hard-copies of reports are sent to customers on a weekly, monthly, and on-demand basis.</i>	
It maintains backup copies of the configuration of all routers, switches and WAPs. If one of these components fail; new component can be acquired, loaded with the backup configuration, and placed online.	These backup copies can also be used if one of these devices requires a "hard" reset that returns it to the original factory configuration.	Outsourcing Level
It monitors the firmware release levels in all LAN components, and when a new firmware revision is released, it is downloaded and installed in the designated LAN component.	<i>New firmware is periodically released by manufacturers to fix bugs and to add new functionality, and tracking the firmware release of each LAN component ensures that it is performing at maximum efficiency.</i>	Outsourcing Level
It monitors and captures pertinent connection-related statistics regarding all components and devices attached to the enterprise network as well as Internet-connected devices accessing the enterprise network via an Internet connections.	<i>All end-point networking devices have identifying characteristics such as: 1.) IPv4/IPv6 IP addresses, 2.) Media Access Control (MAC) addresses, and 3.) Device/component name. This information is logged into the TIMS database each time an EPN logs into the network. Other pertinent information such as the destination URL, length of session, and amount of data sent/received, is also captured.</i>	Outsourcing and Basic Levels
It includes three different Virtual Private Network (VPN) implementations, which will allow remote access to the enterprise LAN.	<i>The TIMS VPN implementations support up to fifty-five encrypted tunnels that offer the same level of access security to your traveling and telecommuting employees as is</i>	Outsourcing and Basic Levels

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	<i>provided to your employees attached to the LAN via wired connections.</i>	
It provides proactive monitoring and problem management services to your branch offices and remote locations ensuring that all components of your technology infrastructure are performing at the highest level possible.	<i>Your new technology infrastructure includes a gateway-to-gateway VPN implementation that is ideally suited for including the routers, switches, and WAPs located at branch offices and remote locations in the enterprise LAN.</i>	Outsourcing Level
It archives all performance statistics, problem logs, and SysLog records on a secure relational database for up to five years.	This information can be used to create annual performance and problem reports that can be used for traffic growth projections and budgeting forecasts.	All Levels
It provides monthly, quarterly, annual, and on-demand performance and problem reports that can be used to identify problems or potential problems before they occur.	<i>Summary versions of these reports can be viewed online or can be sent designated members of your staff electronically.</i>	All Levels

The above is only ten of the many features of the TIMC. If you would like to learn more about any aspect of the TIMC, please call 623-979-1827 or 602-478-4778.