



# Infrastructure Management Services

## Maximizing Efficiency and Reliability

Enterprise computing environments are growing faster than ever, connecting more users, supporting business-critical services, and integrating products from an increasing number of hardware & software manufacturers. Corporate networks are expanding beyond the bounds of the enterprise, linking your business to clients and partners anytime and anywhere.

At the same time, evolving requirements for complex business applications, such as CRM, ERP, Internet / Intranet, messaging and groupware platforms, are placing great demands on IT support organizations that are already starved for skilled network support personnel. Applications, systems and networks must be monitored 24x7x365, with administrative tasks executed in a consistent and non-disruptive manner.

Is your IT organization able to minimize cost and provide a technology environment with the availability and scalability required in order to stay competitive?

### Client Challenges

- Flat or Decreasing IT Budgets Driving Predictable Costs Requirement
- Increase Growth of Enterprise Networks
- Need for Highly Trained Support Staff
- Difficulty in Documenting and Maintaining Process and Procedures
- Difficulty providing 24x7 service in response to system outages
- Proactively responding to shifting technologies and service demands
- Increasing need to provide real-time reporting



### The Solution

As part of our SieSequence® solution, Siemens IT Solutions and Services delivers comprehensive monitoring and management solutions that reduce operational support costs while improving the performance, availability, security and scalability of mission-critical business systems and applications. Our Infrastructure Management Services provide flexible, integrated solutions based on client requirements for complex, multi-vendor technology environments. Our solutions allow clients to selectively contract portions of their operational support as an alternative to total outsourcing, enabling them to maintain overall control of their IT infrastructure while allowing us to monitor and manage the environment for increased reliability and security.

### Proven Process Excellence

Our premise-neutral services can be provided centrally from our controlled Service Delivery Centers and are validated by SAS70 auditing and IT Infrastructure Library (ITIL)® standards as a guideline for best practice service delivery. In addition, we leverage standardized LEAN Six Sigma tools for analyzing process flows and delay times, maximizing process velocity. By focusing on the separation of “value added” and “non-value added” processes, we can show you how to work toward the elimination of delays, complexity and other forms of waste.

### Monitoring Services

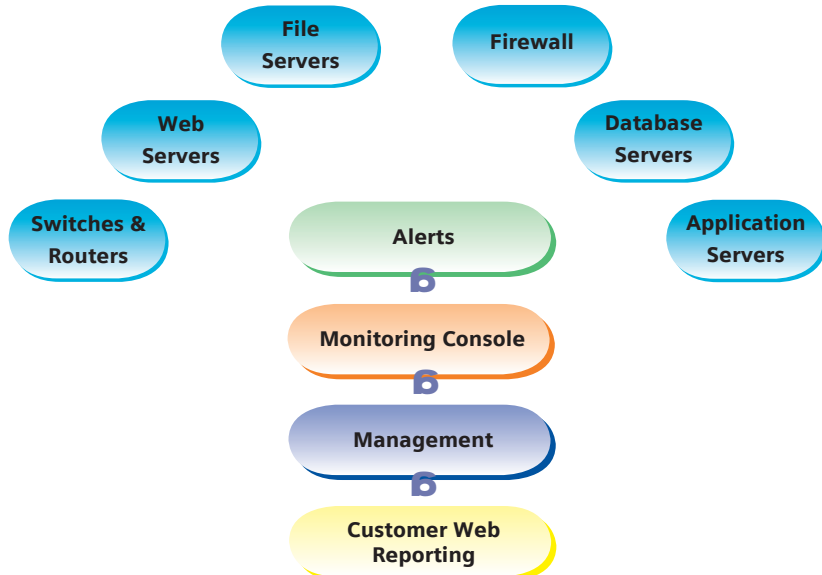
Siemens IT Solutions and Services' monitoring solution is our basic support offering, providing network and server monitoring and reporting of incidents. The Siemens Network Operations Center will collect alerts and provide notifications based on customer requirements.

#### Benefits:

- 24x7x365 monitoring of systems and network infrastructure
- Automated alerts
- Incident detection, recording, classification and notification
- Device and Server Availability
- Application Monitoring
- Reporting Portal/Real Time View

**Siemens IT Solutions and Services offers continuous monitoring of a company's mission-critical systems and networking infrastructure.**

### Siemens Monitoring Process



## Management Services

Our management services offer clients a higher level of network and server support, allowing them to focus on their business while we manage the business computing environment.

### Basic Management Services

Combines monitoring with the following:

- Determination of the business impact and priority of the incident
- Investigation and Diagnosis
- Incident Management
- Incident Resolution

### Advanced Management Services

Combines monitoring and basic management with the following:

- Patch Management
- Change Management
  - Monitor / report on the change implementation
  - Review and close Requests for Changes (RFCs)
- Problem Management
- Configuration Management
  - Installation / configuration for devices / servers
  - Provisioning of network devices
  - Hardware and firmware upgrades
- Knowledge Base Research
- Administrative Operations — Access Control Lists, domains, users, disk
- Backup and Recovery

### Premium Management Services

Combines Advanced Management Services with these features:

- Release Management
- Configuration Management
  - Security configuration audits
- Asset Tracking
  - Documentation of network assets (versions, releases, locations, hardware configuration, serial #)
- Engineering Services
  - Availability Management
  - Capacity Management: Forecast business impacting events before they happen



## Reporting

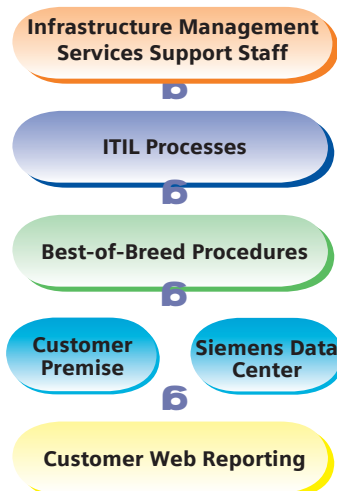
Provides information aimed at increasing network availability and performance while maintaining strict adherence to Service Level Objectives.

Available reports include:

- Managed Problem/Resolution report
- Managed Change Request report
- Total of provisioned Managed Server infrastructure and information summary
- Configuration Management report
- Web-based real-time and historical reports

**Siemens IT Solutions and Services' Infrastructure Management Services are ideal for companies that need to concentrate on their application development rather than daily management and administration.**

## Siemens Management Process





### Supported Environments

Operating Systems	
• Microsoft	• Redhat Linux
• Sun Solaris	• VMWare
• SuSE Linux	• HP-UX, AIX
Network Monitors	
• ICMP	• DNS
• SNMP	• DHCP
Advanced Monitors	
• Log Files	• Event Log and Performance
• Threshold Monitoring	• URL Monitoring
Application Monitors	
• Messaging	• ERP
• CRM	• Database
Major network device vendors, including:	
• Cisco	• 3Com
• Dell	• HP
• IBM	• Nortel Networks
• Sun	• Extreme
• Fujitsu Siemens	• Enterasys
• Avaya	• Siemens COM

### Quality Service Delivery

Our trained consultants use proven project methodologies and a milestone-based delivery approach for evaluating your current enterprise environment. With an eye to the future and the goal of driving business value, our consultants assist you in aligning your systems and processes with present and emerging business strategies.

### The Benefits

Siemens IT Solutions and Services delivers innovative infrastructure solutions that cover the entire range of network and application lifecycle services at a lower cost than companies can provide themselves. By utilizing the ITIL framework of processes and best practices, along with our global capabilities and real-world experience, we provide the expertise you need to monitor the performance of your networks and applications and optimize their availability. With the right mix of People, Process and Technology, we concentrate on delivering quality support while allowing you to focus on your core business.

Your benefits include:

- Operations management solution that provides the scalability to expand or contract as your business requirements change
- Operational processes based on industry standards
- Predictability in ongoing cost of enterprise management and monitoring based on a reduction in the high cost of downtime
- Emphasis on mapping service levels to key business requirements
- Enabling of IT departments to focus on critical core business activities

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