

## Maximum productivity and minimal downtime

With the bottom line driving so many IT business decisions, the importance of maximum efficiency and minimum downtime cannot be overstated. That's why organizations often find that comprehensive, 24x7 system monitoring and problem management are essential to their longevity and profitability. It's also why they often turn to an experienced and dedicated third party for support and availability. As a comprehensive IT solution provider, DSS leverages an unparalleled combination of leading technology, expert skills, best-practice-based processes, and best-in-class tools to deliver high-value managed services. All of this ensures:

- > Decreased downtime via improved system security, planning, tuning, and utilization
- > Reduced lifecycle TCO from the ability to better leverage existing technology investments
- > The peace of mind that comes from a dedicated 24x7x365 resource
- > Increased customer and partner satisfaction via enhanced service levels

- > Improved IT staff utilization through the use of a skilled third-party for installation-specific advice, problem management, and continuous system monitoring
- > Increased end-user satisfaction and productivity through improved system availability and live-answer response
- > Increased profitability through system and capacity optimization that increase return on investment (ROI)
- > Enhanced understanding of the IT environment with real-time system insight and trending




# SIMPLIFY

## DSS Managed Services Practice



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It can be difficult for IT departments to balance day-to-day operational needs for system availability and problem management with effective support of strategic initiatives and organizational goals. It's a dilemma that is being answered simply and successfully with third-party outsourcing. Because it frees internal resources to focus on core competencies and important projects, a managed services partnership can be the key to improved staff and system utilization and increased profitability.

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## Simplified infrastructure management

As a comprehensive technology solution provider with a robust suite of managed services, DSS is well positioned to help you eliminate downtime, reduce total cost of ownership (TCO), and protect your technology investments—through a full-service, always-on Managed Service Center (MSC) designed to simplify infrastructure management and maximize productivity. The cornerstone of all DSS solutions, the MSC provides 24x7, lifecycle-based infrastructure management, including first-level, end-user support, closed-loop problem management, inventory reporting for asset management, server and network monitoring, security services, and backup and recovery.

Our tools and processes are founded upon the IT Infrastructure Library (ITIL). The most widely recognized methodology for IT service management, ITIL ensures a best-practices approach to achieving business effectiveness and efficiency in the use of information systems. Our local facility—the likes of which is usually only maintained by the largest hardware and software vendors—features secure, virtual private network

(VPN)-based direct connectivity and a totally integrated, web-based tool for user insight and timely reporting. And, our expert staff provides a level of experience and knowledge that allows you to rest easy with an outsourced model for traditional help desk support and problem and infrastructure management. Together, our people, processes, and technology provide:

- > Rapid live-answer response
- > Installation-specific assistance
- > Help with hardware, software, and networking issues
- > Round-the-clock monitoring of servers, networks, and storage backups
- > Accurate observation and escalation of issues from first alert to resolution

## We manage, you decide

When DSS is managing your infrastructure, you need to have confidence your people and systems are fully supported. That's why we developed the DSS Systems Manager (DSM), which provides real-time answers and insights via a secure web portal.

An easy-to-use, powerful tool, DSM offers up-to-the-minute information regarding the systems and services you entrust to us. With our comprehensive web interface, you have any-time, anywhere access to the real-time insight you require about your managed services. DSM offers you a simple, consistent, and affordable way to observe the status and administration of the technology infrastructure you have outsourced to DSS.

And, DSM is so comprehensive that DSS engineers use it to troubleshoot issues and make proactive recommendations—helping you with decision making and IT strategy development in such areas as capacity and technology planning, performance tuning, workload balancing, and hardware upgrades and consolidation.

Depending on the solutions to which you subscribe, you can view...

- ✓ Asset inventory
- ✓ Server and network availability and performance metrics
- ✓ Capacity, availability, and outage data
- ✓ Reports for storage backups, resource usage, and disk pool and library capacity
- ✓ Service level metrics
- ✓ Problem management statistics
- ✓ Current statuses and trends over time



Asset Inventory Graphs



Server Performance Workbench



System Health Summary