

Virteva Core Principles

Our core principles ensure your projects success. We:

- Align technology recommendations with your business objectives
- Look for ways to optimize systems and processes
- Consider security and risk management at every step
- Conduct thorough reviews before and after project completion
- Focus on knowledge transfer to empower your staff

IT on Your Terms

Unlike traditional outsourcing models, Virteva Managed Services (VMS) are designed to keep you in control of your IT environment. We call it selective outsourcing—SelectSourcing. Rather than expecting you to hand over your entire IT workload, Virteva helps you choose which part of the IT environment to outsource, and then we help you decide how and to what extent to share with us. Whether you need onsite or remote management, whether you want to offload all or part of your IT environment, Virteva will build a managed solution that meets your specific business requirements.

Business Case: IT Survival in Tough Times

In an Enterprise environment, cost reduction is likely the number one driver for SelectSourcing. VMS not only offsets traditional service fees, we reduce hardware, operations, and other capital and businesses expenses. By easing adoption of new business processes, your staff can focus on innovation over maintenance and your budget will be more stable and predictable over a short period of time. Our SMEs and senior-level consultants are current on the latest technology for security, services, and standards. We can help your employees enhance their skills and adapt to the constantly changing business environment.

Virtualization Technologies

VMS gives you visibility into your virtual machine (VM) infrastructure. We analyze your VM resource consumption and capacity and then help optimize load balancing accordingly. Virteva's proven processes can help you determine if your VM environment is adequately sized and if your applications are running effectively. By correlating virtual machine data with

application performance, your baseline and norm data can be established and monitored going forward. Trending this data in a quality system will not only help your resource planning, but also allow you to project capacity and plan schedules and budgets in a streamlined and accurate manner.

Exchange Environment and Active Directory Management

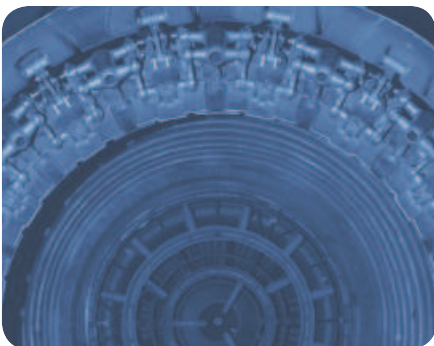
Effectively managing your multi-faceted Exchange environment and Active Directory (AD) is critical to the success of real-time monitoring and accuracy of capacity metrics. With VMS, Virteva can provide both Level 2 and Level 3 support within the Exchange environment. We can assess and recommend upgrades to your environment/systems including: service pack installation, upgrades, patches, hot fixes, and anti-virus definitions. Other VMS best-practice services include managing the security of, and auditing, your Exchange environment; troubleshooting and revolving performance issues, disaster recovery planning, and reporting (including retrospective, diagnostic, and trends). We can monitor both the Exchange environment for backup purposes as well



About Virteva

Virteva is an independent information technology consulting firm serving clients throughout the United States. We deliver Optimized, Secure and Innovative IT solutions. We help our clients gain competitive advantage by optimizing and securing their IT environments, and by leveraging innovative technologies and services to make their businesses more responsive to market opportunities and threats, strengthen relationships with customers, suppliers and partners, improve productivity and reduce information technology costs.

Since 2004, we have delivered successful business-driven technology solutions for dozens of enterprise customers.



as the AD requirements for Exchange. VMS also includes managing your Outlook Web Access (OWA) environment, including ISA, certificates, and remote access to mail services.

Server and Workstation Environment

Microsoft Windows Level 2 and Level 3 operating system support is available at both the server and workstation level. We can implement both Microsoft

provide LUN management, provisioning and/or expansion as necessary.

Network Infrastructure Management

VMS manages and monitors both network status and performance, including real-time traffic monitoring, capacity metrics, and notification of incidents, failover, and threshold alerts. Network infrastructure management is available on-site and remotely through a VPN

“We spent the last 20 years helping organizations buy and deploy technology, now we’ll spend the next 20 making it disappear.”

-tom kieffer. ceo

Windows and Microsoft Office patches, service packs, and hot fixes. VMS proactively manages both anti-virus and malware definitions at the system level, as well as track all hardware support incidents with third-party vendors. In addition, we can maintain standard server and workstation images using SCCM, Kaseya, and other tools as necessary.

Data Storage System (SAN) Management

VMS includes both monitoring and managing your SAN performance. We configure switch and network management, set administration and permission levels, and track the capacity of the network. We then recommend expansion strategies when demand is projected to exceed capacity. Virteva monitors and manages SAN performance and systems backup and implements successful data retention processes. We provide periodic testing of disaster and data recovery systems, and also

connection.

We can perform historic, diagnostic, and trend reporting. We are highly-qualified in implementing change management and auditing (including configuring backups accordingly). Our continuous capacity analysis helps us intelligently recommend expansion strategies and grow your networks in a way that is in line with your bottom line.

Workstation

Microsoft Windows Level 2 and Level 3 operating system is available at the workstation level. We can implement both Microsoft Windows and Microsoft patches, service packs, and hot fixes. VMS proactively manages both anti-virus and malware definitions at the workstation level, as well as track all hardware support incidents with third-party vendors. In addition, we can maintain standard workstation images using SCCM, Kaseya, and other tools as necessary.