

On Demand Services

REMOTE SYSTEM ADMINISTRATION (RSA) AND REMOTE DATABASE ADMINISTRATION (REMOTE DBA) SERVICES



NetEnrich On Demand Remote System Administration (RSA) services help partners take on additional projects or on-demand requests from their customers to troubleshoot and manage databases, applications, servers and other network infrastructure.

Remote System Administration (RSA) Projects

RSA services include: Exchange migration, firmware and software upgrades, server provisioning, database administration, back-up and restores, adds/moves/changes and installation/configuration of applications, or services not included under one of NetEnrich's packaged services.

NetEnrich partners use On Demand Services to fill resource gaps in their organization due to bandwidth/expertise shortage, sick/vacation days or spikes in business. A VAR can also decide to use On Demand services to reduce the resource overhead or use valuable IT resources to support higher value IT projects. On Demand Services are sold in hourly blocks on subscription or as needed.

On Demand Service Matrix

	Network Infrastructure	Servers	Virtualization	Storage	Application	Desktops
Moves, adds, changes	✓	✓	✓	✓	✓	✓
Provisioning a new physical server		✓	✓		✓	
Install, configure and bring online a virtual server	✓	✓	✓	✓		
Install and configure applications on desktops						✓
Set up and assignment of printers		✓	✓			✓
Installation		✓	✓		✓	✓
Install, configure and monitor		✓	✓			✓
Install, configure, monitor and bring online a new OS or application	✓	✓	✓	✓	✓	✓
Set up and monitor backups – execute restores	✓	✓	✓	✓	✓	✓
Ongoing reporting on services via secure web portal	✓	✓	✓	✓	✓	✓

On Demand Services Target All End Clients

Services include Exchange migration, firmware and software upgrades, server provisioning, database administration, back-up and restores, adds/moves/changes and installation/configuration of applications.

- Project-based Service Expertise**
 Serves short one-time project gaps or long-term needs where a certain expertise is required.
- Do More with Less Resources**
 Reduce operations costs on 'day-to-day' maintenance and management needs that tie-up internal resources.
- Clear Service Level Agreements**
 Service level agreements and service request processes are discussed and jointly agreed upon to minimize impact on business operations.
- Project Work Recorded, Documented**
 All services performed are recorded and attached to trouble tickets to easily track staff accountability or provide later for training purposes.
- Advanced L# and L4 Expertise**
 Advanced level of support with L3 and L4 engineers available upon request.



SALES CONTACTS: For more information, visit us at www.ingrammicro.com/seismic or call the

Ingram Micro Services team at (800) 705-7057, option 5. For questions about our services, e-mail saleservices@ingrammicro.com.

For the Ingram Micro Services team in Canada, call (877) 755-5002, option 1, e-mail services2ingrammicro.ca or visit www.ingrammicro.ca

On Demand Services

REMOTE SYSTEM ADMINISTRATION (RSA) AND REMOTE DATABASE ADMINISTRATION (REMOTE DBA) SERVICES



Remote Database Administration (Remote DBA) Projects

NetEnrich also offers Remote DBA services to improve database performance and reliability, as well as security to eliminate the loss of data through proper backup and recovery. Remote DBA services are delivered by experienced database administrators who have extensive experience and follow ISO 27001 ITIL methodologies. NetEnrich's remote DBA administrators thoroughly review the 'health' and performance of the database, and build an operation plan that is first shared and discussed with our partners to set priorities for DBA project-oriented activities. Remote DBA services are scheduled outside customer business operating hours, in order to minimize disruption. Upon completion of the process, Remote DBAs will deliver a final document that details the configurations and policies for the database(s).

Remote DBA Services

Device discovery to categorize the health of databases

Build operational plan and validate all configuration and back ups

Identify and analyze missing indexes, update and optimize existing indexes

Migrate and consolidate databases, update/optimize indexes and create index views

Identify, optimize and verify table spaces and optimize queries

Defrag database disk storage

Implement specific monitoring tasks

Set-up and documentation of clustering, mirroring and replication



About NetEnrich

NetEnrich services give solution providers a better way to manage IT from the closet to the cloud. The company's innovative remote and comprehensive suite of IT services (IT-as-a-Service) gives solution providers and MSPs instant access to expert certified IT engineers, proven ITIL processes and an ISO27001 certified, SAS70 audited network operating center (NOC) at a much lower cost than full-time resources. Partners purchase NetEnrich IT-as-a-service on a monthly or hourly basis to enhance or augment their IT capabilities; some choose to resell NetEnrich directly to their end customers. Visit us at www.netenrich.com, follow us on Twitter @NetEnrich or call 408-436-5900.

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