PRESCIENT
SOLUTIONS GROUP
ACCELERATING TIME TO VALUE

Infrastructure Management Services

INFRASTRUCTURE MANAGEMENT SERVICES

"Hourly cost of network downtime is over $40000" - A leading analyst group

Managing IT infrastructure has never been more important as even a single outage cascades across the organization's IT landscape leading to a loss of revenue, consumer confidence and credibility. Organizations look forward to infrastructure
management, only to find themselves constrained by several factors:

- Increasing complexity in managing IT infrastructure caused by multiple, siloed IT implementations
- Resource scarcity for deploying and maintaining diverse IT environments
- Shorter technology cycles rendering existing technology environments obsolete.

Through our Infrastructure Management Services, Prescient Solutions Group helps you assess, transform and manage your critical IT infrastructure more efficiently, guaranteeing
round the clock peak system performance and availability.

SERVICES
Prescient Solutions Group offers a complete spectrum of Infrastructure Management Services from consulting and strategizing on infrastructure initiatives to infrastructure management through remote service delivery models. Our services address requirements across your system landscape – from server and middleware, database, storage, mail infrastructure and end user computing, to network components.

Backed by experienced staff, ITIL and ISO 27001 standard based service models, our services use a holistic approach, incorporating advanced technologies like virtualization depending on your infrastructure management needs.

STRATEGY & DESIGN → TRANSFORM → OPERATE

01   02   03

CONSULTING   MANAGED SERVICES
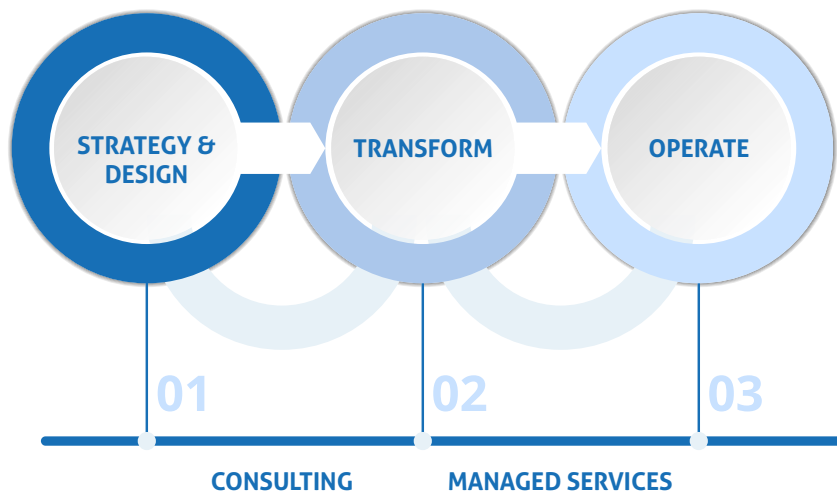
SUCCESS STORIES
Database support for the world's largest retail chain
24x7 level 2 database maintenance and support for one of the largest number of deployed database instances across multiple platforms - Informix, SQL Server, Db2- Mainframe, Oracle and Teradata.

POST MIGRATION SUPPORT FOR A TIER 1 GLOBAL FINANCIAL SERVICES FIRM
Post migration support for Lotus Notes to Microsoft Outlook migration covering 300,000 records across multiple software versions. Our flexible service delivery model enabled the client to address ramp up/ramp down of support team in line with project demands.

Office Locations: Novi, MI. | Reston, VA. | Chicago, IL. | Edmonton, Alberta. | Dallas TX. | West Palm Beach, FL.

866-823-1890   info@psgincs.com   www.psgincs.com

CONSULTING SERVICES

Prescient Solutions Group's infrastructure consulting services are designed to assess and optimize your IT infrastructure by focusing on key aspects – technology, skills, governance and processes.
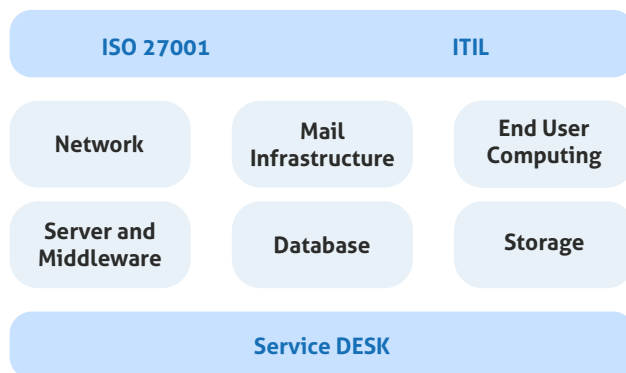
Our consulting services span across

- *Infrastructure Strategy*: Assess current infrastructure to develop the right strategy backed by appropriate technology and management structures
- *Infrastructure Architecture*: Design infrastructure architecture through technology relationship maps and service delivery modes – dedicated, shared and blended
- *Infrastructure Consolidation / Optimization*: Evaluate infrastructure components – technology and solution, for consolidation and optimization
- *Sourcing Strategy*: Analyze business requirements to identify sourcing options based on service level agreements and service delivery modes
- *Capacity Planning and Performance Tuning:* Optimize system performance by forecasting workload demand, identifying performance bottlenecks and recommending infrastructure configurations

MANAGED SERVICES

Prescient Solutions Group's managed services help you lower infrastructure management costs without compromising on service levels by providing end to end management and support of your IT assets through a balanced onshore/offshore support model.

Our managed services address

- Server and Middleware: Across production support, administration and monitoring activities like user/account/filesystem management, job scheduling, alert management and security/capacity monitoring
- Database: Addressing production and application DBA services like database backups/restoration, database exports/imports, log and trace monitoring, query optimization and job management
- Service Desk: Providing complete 24x7 help desk coverage – across level 1 and level 2 resolutions, voice/email support, asset management and access provisioning.

ISO 27001		ITIL
Network	Mail Infrastructure	End User Computing
Server and Middleware	Database	Storage
Service DESK		

BENEFITS

- Reduce costs and risks associated with in-house management of critical IT infrastructure
- Enhance profitability by enabling your core team to focus on more strategic initiatives rather than routine infrastructure initiatives
- Overcome constraints associated with IT staffing and training across diverse IT environments and technologies
- Address scalability of infrastructure in line with business requirements

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