

# Professional Services

Design, Implementation and Integration



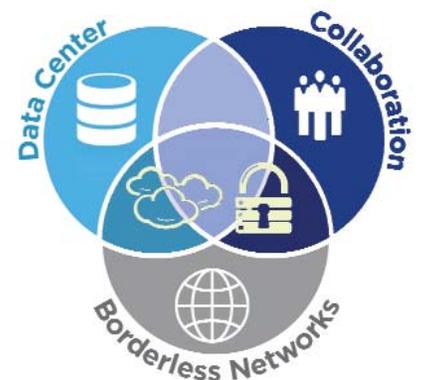
## Delivering IT Efficiency

The ProSys Professional Services organization comprises practice managers, solution architects, senior engineers and field engineers who have earned the top certifications in the industry and have extensive experience in the design, implementation and integration of IT infrastructures. They are thoroughly trained and have successfully completed thousands of hours integrating solutions in their respective disciplines.

The ProSys Project Management team leads our most challenging and complex engagements. With a deep knowledge of IT project processes and considerable experience in coordinating the tasks required for complex projects, our Project Management group has developed a thoroughly tested and successful management methodology.

### ProSys Practice Areas

At ProSys, we emphasize advanced technologies across three core practice areas: **Data Center**, **Collaboration** and **Borderless Networks**. Each area of concentration is led by a practice manager who works collaboratively with designated consulting leads to develop a thorough base of knowledge, skill sets and refined best practices. ProSys executives and practice managers also provide input and gain valuable insight into vendor products and solution offerings through consistent participation in executive groups, industry councils and advisory panels.



Our objective is to provide optimized solutions with measurable results and a distinguished client experience across the technology lifecycle. Each engagement begins with a comprehensive assessment, followed by design and integration services. The ProSys lifecycle approach is completed by the capabilities of our award-winning Integration Center and Technical / Deployment Services groups. ProSys has the expertise within one company to deliver the latest technology solutions while minimizing complexity.



## Data Center

We specialize in the design, integration and support of complex, adaptable solutions that maximize operational efficiency and performance without increasing costs. To accomplish this, our experts align solutions that address each customer's challenges and objectives while maintaining flexibility and operational simplicity. We promise only the most advanced — yet proven — technologies complemented by the best sales, technical and support staff available.

The ProSys Data Center Practice encompasses:

- Unified computing
- Unified network and storage fabric
- Enterprise storage and servers
- Virtualization (server, desktop, application)
- Blade server architecture
- Data retention, including backup and tiered storage, data de-duplication and high availability
- WAN optimization
- Load balancing/application optimization



## Collaboration

By implementing comprehensive, state-of-the-art communication, collaboration and messaging environments, ProSys helps customers optimize the way knowledge is communicated within the organization and beyond. Our dedicated engineers possess the skills and experience necessary to architect and deploy a comprehensive solution that meets current and future communications needs. Technologies ranging from call center solutions to digital signage can maximize customer service, while conferencing, video, collaboration and instant messaging help cut response times and boost productivity.

The ProSys Collaboration Practice encompasses:

- Unified communications
- Enterprise contact centers
- Web collaboration
- Conferencing — audio and video
- Messaging deployment and migrations
- Instant messaging and presence



## Borderless Networks

At ProSys, our highly skilled staff can help shore up any weaknesses within the network infrastructure while developing a long-term strategy for overall IT optimization. An optimized IT infrastructure will maximize resources and reduce overall costs by eliminating redundant processes and unnecessary components. Security and compliance are also more effectively managed within an optimized environment that features policy-based automation, remediation and reporting.

The ProSys Borderless Network Practice encompasses:

- Network infrastructure and upgrades
- Bring Your Own Device (BYOD)
- Enterprise mobility management
- Unified wireless and mobility strategy
- Identity management
- Security control architecture and implementation
- Online services and solutions