



Service Catalogue

1. Network Switching and Routing

This includes all switching and routing related projects to do with network switches, routers, load balancers (NetScaler, ACE, F5, A10, HAProxy, etc.) and other LAN and WAN devices and technologies. We work with Cisco, HP, Dell, Netgear and pretty much any other vendor in this space.

2. Security services

Firewall, IPS, IDS, Next Gen Firewalls, Malware protection services, web filtering services, network access control systems, security remediation projects/assessments etc. top vendors we deal with: Cisco (ASA, Firesight, ISE, Ironport, etc.), PAN, Fortigate, Websense and other cloud-based services out there. Ivanti (Shavlik) deployment services

3. Datacenter services

This includes build, migration, upgrade, break fix of all DC platforms. We mainly work with Cisco UCS and HP Blades and standalone servers, HP Storage (3par, MSA, StoreOnce), Nimble Storage, NetApp and EMC. We also do storage networking with HP, Cisco and Brocade platforms as well. Also familiar with Symantec, Commvault and Veeam on the back up side

4. Virtualization

We work on virtualization projects, virtual desktop projects, server consolidation, upgrade, migration, conversion etc. projects. We are certified with VMware and also have extensive VMware Horizon View experience and have worked on several occasions with the Hyper V platform. Citrix XenApp and XenDesktop, Unidesk (Application Layering).

5. Wireless

We have extensive experience with Cisco, Meraki, Aruba and Motorola wireless infrastructure including, build, surveys troubleshooting, upgrades, etc.

6. Application platforms

We have in-depth expertise in Microsoft core infrastructure platforms such as Exchange, Office 365 (net-new or migration), SQL Server, SharePoint (server-side), Active Directory, Windows Server, etc. Built with High Availability and Disaster Recovery best practices. Microsoft System Center Configuration Manager, System Center Operations Manager and System Center Virtual Machine Manager

7. Cloud Platforms

We are familiar with MS Azure, AWS and other cloud platforms but working with IAAS and PAAS offerings in both. We have assisted in system builds, migrations, troubleshooting, networking, storage, platform services, etc. in cloud both in fully cloud and hybrid solutions. Scripting the deployment of entire environments into Azure.

8. Managed services

We have a comprehensive managed services offering for all the technologies above and has components such as 24x7 monitoring, support, staff training and augmentation, remediation services, etc. along with a fully baked SLA backing that we can customize based on opportunity. We can also offer desktop support services. Highly skilled with Solarwinds tools (NPM, IPM, etc.), Microsoft SCOM, and various open source offerings such as Zabbix, Cacti, Nagios, OpenNMS, Observium, etc.

9. Migrations from non-Cisco (especially Avaya) Contact Centers to UCCX/UCCE

Upgrades of UCCE/UCCX applications, design, configuration and deployment of new UCCX and UCCE applications including:

- Scripting, Third Party (applications) Integrations, i.e. Call Recording, Reporting, etc.
- Post Cutover Support
- Maintenance
- Support and Managed Services
- Training
- End User Training
- Admin Training
- How to Guides
- Video on Demand (30-60 second videos)
- Customized Training Guides

10. Cyber Security

Including digital forensics and incident response

- Vulnerability and Penetration Testing (VPT)
- Web Application Testing (OWASP)
- WIFI security assessment
- Managed VPT
- PCI-DSS mandated assessment
- Cyber Threat Hunting
- Intelligence gathering (OSINT)
- SIEM and MDR Solution
- CTI strategy and road map
- Workplace and internal investigations (HR)
- Mobile Forensics
- Secure evidence acquisition and collection
- System forensics
- Breach advisory and readiness program
- Incident response roadmap and maturity assessment
- Ransomware response or simulation
- Cyber investigation
- Cloud services incident response (Office365)
- Malware analysis
- Server compromise (assessment)
- CISO-as-a-Service
- GAP assessment
- Cyber Security Strategy/Roadmap
- OSFI pre-assessment
- Pre-audit assessment
- Information Security Policy, Standard and Procedure assessment

Others

In conjunction with the above, we can also run with various assessment projects such as network, system, storage, virtualization, security, penetration, etc. assessment type projects as well as desktop support and deployment.

Certifications

- CCIE in Voice, Routing & Switching, Data Center & Security
- CCP - V Certified Citrix Professional – XenDesktop / XenApp 7.5

- CCV - P Certified Citrix Professional NetScaler 10
- CCAA - Certified Citrix Advanced Administrator XenApp, 6.5
- CCA - Certified Citrix Administrator XenApp 4
- CCA - Certified Citrix Administrator – XenDesktop 5
- CCA - Certified Citrix Administrator – XenApp 6
- Quest Certified – Active Directory Migration
- ITIL 4.1 certification
- MCSE: Cloud Platform and Infrastructure
- MCSA: Server 2016
- MCITP: Desktop Administrator Windows 7
- MCTS: SCCM 2007
- MCTS: SCCM 2012
- MCT
- ITIL Foundation Certification v3