



Network Si

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Infrastructure Assurance Service

Your new hardware built, configured, tested and delivered to your specifications

Remove Uncertainty

Modern hardware and software is exceptionally reliable but it can fail. On average it is most likely to fail at two key points; immediately after manufacture when it is turned on for the first time, and around the manufacturer's predicted failure point i.e. with age or use.

Whilst we can do nothing about the second failure point we can assist you with the first.

Our Infrastructure Assurance Service fully tests your purchased hardware and associated software for you prior to use. This means that the probability of the item failing when it is installed at your site is dramatically reduced.

Full Component Assurance

The process we run is not just a basic power on test. It fully configures hardware and software to the level of detail that you specify, to fit in with your business needs.

In essence we perform the following:

1. The base equipment (server or PC) is built.
2. All hardware options are installed.
3. All specified software is loaded.
4. All the software and hardware components are then tested together.

Please see the sidebar for more details on what is carried out in the process and the benefits of the service.

Desktops – Save Time

Applying our Assurance service to your desktop purchases means that each system can potentially be ready to use out of the box. This reduces your effort when you receive the desktop.

In fact if you provide us with IP addressing and domain information we can configure each system to be simply plugged in. This saves your in-house personnel time and reduces the disruption to end users. This "imaging" approach means that all desktop configurations are replicated across your organisation making support easier.

Servers – Ensure Reliability

For these systems the process reflects their critical position in the infrastructure environment.

For our HP servers we use HP's SmartStart and Inspect server tools to fully set up and test your systems. We also test run the servers for typically 24 – 72 hours under load to confirm reliable operation.

Purpose Built Assurance Room

All work is undertaken in our specialist facility with all the required rack, power and test facilities to hand.

Configuration Library & Media

All customers that purchase our infrastructure assurance service receive the following:

- An individual image of each desktop or server is uploaded to our Image Library server. This can be used to recover the specific system back to its original configuration.
- Records of tests, performance, specifications and configurations are kept. Allows you to check what was in the system when we shipped it to you.
- Restore media are provided to allow restoration of the system back to your bespoke specification in the event of problems.

Shipping

When we have completed the Assurance Service all the configured parts are repackaged in their original containers for safe despatch to you.

Options

We can vary the service to suit your needs:

- Include server to SAN testing if you need it.
- Combine the deployment of new desktop systems with our "On Site" Services Package to refresh users hardware quickly and easily.
- We can perform volume imaging for you – we have prepared and imaged over 1000 desktops for some clients.

Primary Benefits

- ✓ A full assurance service that tests multiple items.
- ✓ All ancillary and additional hardware is installed, e.g. graphics cards, RAID cards, additional disks, additional processors and additional memory. Your team has no additional work to do.
- ✓ Realistic testing of all components in their "live" operating configuration according to your specification.
- ✓ Installs the application software on the hardware saving you time.
- ✓ All recommended and appropriate patches, fixes, BIOS and firmware updates are installed for reliable operation and feature presence.
- ✓ All software is licensed saving your personnel time.
- ✓ Critical software updates are installed to reduce failures and improve security. E.g. currently around 20+ for Microsoft 2003 Server.
- ✓ Server hardware is left running under load in realistic conditions to ensure that it can cope with heat fluctuations and operational demands.
- ✓ Any hardware that fails is removed and replaced by us so that all components are under the same manufacturer warranty and start date.

For further information:

- Contact your Account Manager
- Email us on sales@networksi.co.uk
- Call us on 0121 511 1234

INTEGRATION &
MANAGED SERVICES