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Technology Support Services

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Overview

Digital Edge is a highly-specialized technology organization focused on providing clients with datacenter facilities and supporting back-end technology services within datacenters. Our company is designed to help clients build their IT environments with the technical experts they need to succeed. Whether an environment is collocated within one of our facilities or at a client's main site, Digital Edge can help monitor, manage, and strengthen companies. One of our primary understandings is that satisfactory is just not enough. We believe in 24/7 coverage and that any downtime can be detrimental to a business; therefore we have ZERO tolerance for technical failures. We believe that any technology failure results from a lack of architectural design or failure in support processes. Therefore, our database of known industry failures and analysis is updated continually.

Digital Edge is dedicated to our clients and concentrates on making sure that IT is covered, keeping the important business processes where they should be… "Top Priority". Our team holds multiple certifications in all areas including Cisco, Oracle, Microsoft, and Redhat. Additionally, our security team members follow all industry security developments, participate in hacking discussions, verify reported exploits and code weaknesses, and continually reprogram our monitoring systems to include new vulnerabilities in scheduled scans. We support hundreds of servers and dozens of globally-diversified networks and constantly run our R&D lab to test and identify best solutions and practices, providing our clients with the highest possible return on investment (ROI).

With Digital Edge IT operations become agile, smooth-running utilities-and as a result, businesses thrive.

Technology Support Services

Digital Edge covers a broad scope of monitoring, managing, and supporting IT services. Below are tables defining each individual area of IT and how and what can be covered. This is a guideline of what kinds of tools and options Digital Edge can offer, and can be expanded on depending on the circumstances and client situation.

Table of Contents

Digital Edge Hardware Support Services

☒	Vendor coordination
	   • First level communication to hardware vendor (IBM, HP, etc...)
	      Includes: calling vendor, troubleshooting
	   • Part Replacement
	      Includes: arranging for parts to be shipped, physically replacing parts

☒	Plan/Install/configure/deploy/Rack mount
☒	Power and data circuits planning and wiring
☒	Scheduled log browsing for hardware problems (manual or automated)
☒	24/7 Coverage

☒	Troubleshooting
	   • Problem isolation
	   • Running tech support facilities
	   • Gathering syslog information
	   • Running system

Digital Edge Enterprise Storage Support and Administration

☒	Planning/installation/configuration/deployments
☒	Fabric planning and implementation
☒	Storage utilization planning and volume configuration
☒	Multi-pathing configuration
☒	Security management
☒	SAN configuration, DAS configuration
☒	Clustering, integration with client's needs

☒	Vendor coordination
	   • First level communication to vendor (Includes: calling vendor, troubleshooting)
	   • Part Replacement (Includes: arranging for parts to be shipped, physically replacing parts)

☒	24/7 Coverage

Digital Edge Network Administration and Support Services/Firewall Administration Services

Services	Network Admin	Firewall Admin Support (Cisco/Checkpoint/ISA/WatchGuard)

Vendor coordination
   • First level communication to vendor
      Includes: calling vendor, troubleshooting
   • Part Replacement
      Includes: arranging for parts to be shipped, physically replacing parts
	☒	☒

Planning/Implementation/Wiring (**DC ONLY**)	☒	
Documentation/map/blue print creation	☒	
Performance monitoring • Real-Time Graph Reports	☒	
Routing planning and configuration (BGP/HSRP included)	☒	
High availability planning, implementation and support	☒	☒
24/7 Coverage	☒	☒
Rules management		☒
Security management		☒

Digital Edge Operating System Support Services

Services	Sun	Wintel	Linux	AS/400	Virtualization

Vendor coordination
• First level communication to vendor
   Includes: calling vendor, troubleshooting
• Problem Case management
   Includes: Problem case open, collect problem documents and submit to the software manufacturer's support
	☒	☒	☒	☒	☒

Planning/Installation/configuration/deployments	☒	☒	☒	☒	☒
Domain administration		☒			
Security management • Hack attempts trouble shooting • User access logging and troubleshooting • New discovered vulnerabilities fixing	☒	☒	☒	☒	☒
Availability monitoring	☒	☒	☒	☒	

Performance Monitoring (Knight Watch Platform)
• 24/7 monitoring
• Manual checks/reboots/application restarts
• Problem Detection
   Includes: performance bottlenecks performance degradations
   failure events/failover events
• Troubleshooting
• Performance and capacity management
	☒	☒	☒	☒	☒

Capacity monitoring	☒	☒	☒	☒	☒
Scheduled log reviews/browsing	☒	☒	☒	☒	
Patch management • Applying new patches on schedule basis • Applying new patches per request • Emergency patching (related to hack attempts or newly discovered vulnerabilities)	☒	☒	☒		
Backup management • Schedule backups • Data recovery • Failure troubleshooting	☒	☒	☒		☒
Remote access management • Login recovery service	☒	☒	☒		
Cluster Support/Planning/Implementation • Add/configure/deploy/support	☒	☒	☒		☒
Load balancing support	☒	☒	☒		☒
Data replication • Local/diversified replication	☒	☒	☒		☒
NAS/SAN/DAS configuration and management	☒	☒	☒		☒
Volume management • Expansion policies/control • Capacity expansion	☒	☒	☒		☒
Tape Library management • Policy management for tape life/usage • VTLU management • Tape rotation	☒	☒	☒	☒	☒
Performance Troubleshooting	☒	☒	☒	☒	☒
Stress Testing/Performance Tuning				☒	☒

	Sun	Wintel	Linux	AS/400	Virtualization
Consolidation planning, virtualizing physical instances, assistance in business integration					☒
Enterprise storage configuration for virtualization					☒
Cloning, backups					☒
24/7 Coverage	☒	☒	☒	☒	☒

Digital Edge Email Services Support /Database Support

Services	Oracle	MS Exchange/Lotus Notes/ SendMail
Planning/Installation/configuration/deployments	☒	☒
RAC Planning/Implementation/Support	☒	
Security management • Third Party vendor access	☒	☒
Mail boxes/rules management		☒
Email Archiving		☒
24/7 Coverage	☒	☒
High availability Planning, implementation and support	☒	☒
Customization (MS Exchange only)		☒
System Monitoring (Knight Watch Platform) • 24/7 monitoring • Manual checks/reboots/application restarts • Problem Detection Includes: performance bottlenecks performance degradations failure events/failover events • Troubleshooting • Performance and capacity management	☒	☒
Capacity monitoring • Data allocation management • Log management	☒	☒
Scheduled log reviews/browsing	☒	☒
Patching	☒	☒
Backup management • Schedule backups • Data recovery	☒	☒
Version control • Patching • Change management/ source control	☒	
Performance Troubleshooting	☒	☒
Stress Testing	☒	
Database planning	☒	
Recovery Planning/Documentation/Implementation	☒	☒
Replication Planning/Implementation/Monitoring/ Troubleshooting	☒	☒

Digital Edge Preferred Vendors

Hardware Vendors
- 3Com
- Adaptec
- AMD
- Apple
- Belkin
- Blackberry
- BlueArc
- CISCO Systems
- Cobolt
- Compaq
- Dell
- Dialogic
- D-Link
- EMC
- Extreme Networks
- Foundary Networks
- Fujitsu
- Gateway
- HP
- IBM
- Intel
- Linsys
- Lucent
- NetApp
- Netgear
- Nokia
- Nortell Networks
- Segate
- Sony
- SUN
- Texas Instruments

Marketing tools/service providers
- 24/7 Real Media
- GoAlbert
- Bright Moon
- DoubleClick
- FireClick
- Google
- GoTost
- Hitbox
- Netscape
- MSN
- Omniture
- Overture
- RichFX
- WebTrend
- Yahoo

Ecommerce affiliates
- ArtemisGift
- BeFree
- BizRate
- DealTime
- Epinion
- Shopping
- Google
- Inktomi
- MSN
- MySimon
- Netscape
- Nexttag
- PriceGrabber
- WebLoyalty
- Yahoo
- Amazon

Data Mining Services
- Epsilon

Content Management
- RedDot
- Intervowen

Shipping Companies Integrations
- FedEx
- UPS
- USPS

Fulfillment Houses
- Datapak

Professional Services
- Xinet
- Cumulus

Software Vendors
- Adobe
- Apache Software Foundation
- ATG
- Blackberry
- BSD
- Check Point
- Cognos
- Ecometry
- IBI Intelligence Builders
- IBM
- Intervowen
- IPSwitch
- Macromedia
- Mandrake
- Microsoft
- Mondosoft
- Novell
- Oracle
- RedDot
- RedHat
- Symantec
- Sun
- SuSE
- Viki
- Veritas
- xAuthorize
- Xinet
- ShadoFinancial
- HedgeTek
- VMWare