

### Application Readiness Service

ARS provides outstanding flexibility and affordability, with the necessary expert project management, configuration, and testing to get new server and storage systems ready for the installation of applications within a robust and demanding environment.

- Project Initiation
- Consulting and Design
- Configuration and Testing

#### Key Features

- Architecture and design consulting to maximize server availability
- Custom configuration and implementation to help meet your business needs
- Application review, system availability test, and operational handover for a smooth transition

#### Key Benefits

- Expert guidance that helps reduce risk and improve return on investment by configuring the system right the first time
- Save time and money by expediting system deployment and optimizing overall performance
- Verify the proper configuration of availability and recoverability features through a formal testing methodology prior to handoff

### Enterprise Installation Service

EIS provides on-site support to install and configure Operating System in your development environment, including the application server and database installation, product education and implementation best practices.

Operating System will be installed and configured to enable integration with an existing or planned customer application. Customer resources will be prepared to repeat the process for future environments or upon receipt of a new version of the software.

#### Key Features

- Computer hardware installation
- Operating System installation
- Storage setup and configuration
- Network Switch setup and configuration
- Fibre Switch setup and configuration
- SUN Cluster and Veritas Cluster installation

#### Key Benefits

- Get up and running quickly
- Reduce or eliminate installation errors
- Maintain focus on your core objectives
- Receive face-to-face knowledge transfer
- Reduce risk and stay on schedule

### IT Maintenance and Support

Maintenance and Support for Oracle, HP and IBM Hardware and Software

#### Hardware Support

- Service Desk and Dispatch capabilities 24/7/365
- Nationwide support and logistics coverage
- Dispatched onsite services as required
- Telephone support by Technical Support Engineers 24/7/365
- Trained engineers for all products supported
- Established escalation processes

#### Software Support

- Solaris Service Desk capabilities 24/7/365
- Telephone support by Software Support Specialists 24/7/365
- Trained engineers for all Solaris & trade releases supported
- Established escalation processes

#### Sun Experience

- Depth & Breadth - 20+ years
- Solaris™, HP UNIX™, AIX™
- Oracle Sun Desktop/Server Systems Maintenance
- Oracle Sun STK and StorEdge Storage I and II
- Solaris™ System Administration I and II (Solaris™ 8, 9, 10 and 11)

#### Solaris™ Service Desk



## **About us**

*Open Decisions Inc. founded in 2009, with our HQs in Toronto and offices in Vancouver and Calgary serving customers across North America.*

*With a group of energetic and talented IT architects and technical experts nationwide, Open Decisions has evolved its services into system deployment, IT architecture and IT out-sourcing. We are certified with ORACLE, IBM, HP, Cisco, HDS, Dell and Lenovo for computing solutions; HDS and NetApp for enterprise storage solutions and CISCO, F5, D-Link, Huawei, Xirrus, Aruba for network and security solutions.*

*Open Decisions continually provides leading edge technology training for its technical and sales teams to ensure they are on top of their technology field. It allows us to provide the best solutions to meet our customer's business need and grow their business.*

*Open Decisions also heavily invests in new products and technology that will help our customers build their business for the future. We develop Open Network® serial network production and Green Data Center solutions.*

*Open Decisions is a business partner with ISVs in the telco industry. We provide professional Service to help our business partners deploy solution platforms and on-going support.*

