



The Application Management Experts

Infrastructure Management

Companies invest significant time, money, and effort into maintaining an IT environment that effectively supports their business. For most organizations, the IT environment typically includes a wide range of assets (e.g. servers, storage, network, applications) from a variety of vendors, often spread across multiple locations. Not surprisingly, managing all of these elements can be difficult because there are so many components to track, each with its own unique set of issues and escalation procedures.

TriCore simplifies the monitoring and management process by providing a comprehensive view of IT infrastructure through giving clients access to assess the availability, responsiveness, performance and state of all critical IT components including:

- Network Devices
- Security Devices
- Servers/Operating Systems
- Applications
- Databases
- Transactions

TriCore can assist all companies with their IT needs by providing services around all of their IT components. What follows are some examples of how TriCore can help business focus on the demands of their business by offering various services of which that clients can take advantage.

Server Management

TriCore Server Management service provides companies with managed hosting services tailored to meet the requirements of each client's application and/or infrastructure environment. Whether at the client location or hosted at TriCore, the Server Management service provides comprehensive 24x7 managed hosting services including:

- Operating system and server hardware monitoring
- Operating system and server hardware management services
- Provisioning, monitoring, and management of the network infrastructure
- Power, cooling, and space within a cabinet

TriCore Provides:

- Server Management
- Storage Management
- Backup Services
- Network Management Services
- Messaging and Collaboration Services

Strategic Partnerships





141 Longwater Drive
Suite 100
Norwell, MA 02061
Phone: 617-774-5200

www.tricoresolutions.com



**TriCore simplifies the
monitoring and
management process.**

Storage Management

TriCore's Storage Management Service provides installation and day-to-day support for your mission critical storage systems. TriCore monitors and manages the entire storage fabric (storage arrays, software, switches, cabling and host bus adapters (HBA) to ensure continuous availability.

Backup Services

TriCore provides managed backup services for managed servers seven days a week. TriCore produces either an online backup to a vault or a backup to tape media of all client-requested file systems, directories and files. The backups are produced using one of the following backup configurations:

- Dedicated backup infrastructure
- Centralized shared backup infrastructure
- Ongoing support includes 24x7 management, troubleshooting, and support of the storage infrastructure.

TriCore may recommend that a client utilize a dedicated backup infrastructure if their volume of data being backed up exceeds established server or site capacity thresholds for TriCore's shared network infrastructure. Additional reasons for a client to utilize a dedicated backup infrastructure include:

- The client needs to have a custom backup schedule
- The client requires the highest level of backup security that TriCore offers
- The client requires their own sets of physical media, regardless of type

Network Management Services

The TriCore Managed VPN Service is available for remote and Managed Hosting customers that require secure network transport of content and secure access to servers located at TriCore Data Centers. TriCore offers three distinct VPN offerings including Customer managed, Co-managed (Customer and TriCore) and TriCore managed. Each offering supports different client needs based on different deployment architecture.

TriCore offers a managed Firewall and Load Balancing Service for Hosting and remote managed clients who require a high degree of security protection and monitoring for their sites. This solution includes installation and configuration of the system, ongoing management, monitoring and maintenance of the system, and optional levels of ongoing monthly support.

Messaging and Collaboration Services

Messaging and Collaboration is a set of services under which TriCore provides certain management services for the Microsoft Exchange and SharePoint server messaging and application software, operating system, and hardware for clients either hosted or on the clients premises. Services include: System design, Exchange and SharePoint Server installation and configuration, monitoring of the Exchange and SharePoint Server Environment, providing certain management functions for the Environment (i.e., problem management, change management and System recovery management), and performing ongoing maintenance of the Exchange and SharePoint Server Environment.