



Infrastructure Management

Where traditional infrastructures are often reactive, fraught with project delays and difficulty scaling to meet current workloads, InVision provides a proactive model that provides for less risk and more predictable costs. We offer system design and architecture, storage and network solutions, desktop virtualization and deployment services partnering with such industry-leading software providers as VMware, Citrix, Microsoft, Linux, and more. Programs include:



INVISION NOC WATCH SERVICES - NETWORK

- ✓ Up/Down Ping monitoring – All Servers, Storage
- ✓ Call answer by NOC
- ✓ Ticket creation & transfer

INVISION NOC SILVER SERVICES - NETWORK

- ✓ Up/Down Ping monitoring
- ✓ Call answer by NOC
- ✓ Ticket creation & transfer
- ✓ POC notification
- ✓ Network device monitoring
- ✓ Hardware audits, reports, service
- ✓ Remote access to devices
- ✓ Priority-based workflow
- ✓ Ticket-escalation to resolution

INVISION NOC GOLD SERVICES - NETWORK

- ✓ All Silver Services Plus
- ✓ Remote restart of network device service
- ✓ Full remote device troubleshoot & resolution
- ✓ Network device firmware management service
- ✓ Proactive or on-demand network device restart
- ✓ Complete device management & support

INVISION NOC SILVER SERVICES – COMPUTE/STORAGE

- ✓ Up/Down Ping monitoring – All servers, storage devices
- ✓ Call answer by NOC
- ✓ Ticket creation & transfer
- ✓ POC notification
- ✓ Network device monitoring
- ✓ Hardware audits reports service
- ✓ Remote access to devices
- ✓ Priority-based workflow
- ✓ Ticket-escalation to resolution

INVISION NOC GOLD SERVICES – COMPUTE/STORAGE

- ✓ All Silver Services Plus
- ✓ VMware – Full support
- ✓ Hyper-V – Full support
- ✓ Storage devices – Full support
- ✓ Proactive & on-demand server restart service
- ✓ Global-Policy troubleshooting
- ✓ System performance analysis & troubleshooting
- ✓ MS Exchange health checks & defrags
- ✓ MS Service Pack install services

