



SERVICES BROCHURE

IntraSystems, LLC

Transform your business strategy into a competitive advantage





Strategic Alliance

You can't be everything to everyone. Entering into a well thought out strategic partnership can dramatically improve your organization's operations and competitiveness. Today, organizations are forming strategic alliances to obtain technology, gain access to specific markets, and to ensure a competitive advantage.

By providing design, installation, security, and maintenance of networked technologies, IntraSystems enables strategic partners to utilize our technologies to enhance their corporate productivity and competitiveness. Because of our reputation as experts in the technologies that we deploy, IntraSystems is often called upon by strategic partners to assist their organizations in assessing, designing, deploying, and implementing a project.

Access. Security. Trust.

Why IntraSystems?

IntraSystems reviews your business priorities and your environment - seeking the right combination of technical skills and technology to suit your unique situation. Recommending, customizing, and implementing IT configurations form the backbone of our key strengths. Over the years, these services and our long-standing reputation of technological and business integrity have merited an impressive list of satisfied customers. Naturally, we take our responsibility very seriously. It's an approach that works well in everyday situations — and it's precisely what drives our success.

Customers today have such complex and integrated technology environments. With the ever-growing range of technologies and applications available, it is difficult for in-house IT resources to have the knowledge and expertise for each technology, to understand the interdependencies, and to manage the integration of these solutions into your environment.

Our dedicated professional consultants can help you plan, integrate, deploy, and operate technology solutions that will help you grow your business. If you lack the resources or know-how to plan, implement or optimize the cutting-edge technologies you need, IntraSystems and our key partners can help you position your business ahead of your competitors.

Balance our services and solutions with your unique business needs

IntraSystems delivers customer satisfaction through technical competence, prominent partnerships, and professional integrity of all employees. Because our specialized core knowledge and experience is difficult to duplicate, we can offer customers a trusted relationship with the highest level of personalized service in the industry. The IntraSystems team combines in-house expertise and the highest level of business partnerships to allow your organization to get on with your core business.

Some of the key benefits of utilizing IntraSystems Professional Services include:

- Mitigate risk and maximize return on investment when adopting new technologies with our world-class service portfolio
- Extensive training provided to IntraSystems engineers on a regular basis to keep up-to-date with the latest technology trends
- Support team comprised of three (3) key teams: IntraSystems Consulting Team; Deployment and Installation Team, and Inside Technical Support Team
- Peace of mind knowing that your business strategy is properly aligned for future business growth

Comprehensive support and maintenance services are essential to ensure high availability and top performance of all infrastructure components throughout their lifecycle. IntraSystems Support Services allows you to achieve the greatest return from your software and hardware investment.

IntraSystems Technical Competencies

Each client is unique – each challenge deserves its own solution. Customers can take advantage of our services in the way that best matches their needs: develop and implement the entire end-to-end technology solution; offer technical design services that can be documented and handed off for implementation; and provide technical consulting services to support your in-house implementation.

At IntraSystems, you'll enjoy long-term, efficient working relationships with a team whose members you get to know; savvy professionals who understand your business and your concerns, and who are focused on meeting your needs.

- **IntraSystems Consulting Team** – In complex IT environments, proactive support relationships are essential. IntraSystems offers our clients a highly trained, dedicated engineering consulting team to deliver technology solutions and resolve complex issues quickly.
- **Deployment and Installation Team** – Our certified specialists have the knowledge and expertise to deploy and install your technology project quickly and efficiently. Technology deployments are often overwhelming and resource intensive; they interrupt business and overburden IT department staff. With a single point-of-contact and a team to manage all the complicated logistics, IntraSystems takes care of the details and allows your IT staff to focus on its core responsibilities.
- **Inside Technical Support Team** – IntraSystems' Inside Technical Support team is staffed with certified specialists that have the knowledge and expertise to support our clients' applications and solutions. IntraSystems offers Standard and Premier Support. Regardless of the level chosen, IntraSystems' support provides clients with the competitive edge needed in today's networked economy.

IntraSystems Professional Services

Plan and Design

Our experts will plan and design the right solution for your business needs – identifying key issues prior to deployment. Our major service areas include a comprehensive network assessment to determine the readiness and requirements of your network and design services to optimize the performance of your network to help you avoid common pitfalls. Services include:

- Solution design services providing the expertise to determine the best deployment plan for the IntraSystems recommended solution
- Network consulting services to verify system capabilities and requirements and identify opportunities for optimal performance

VALUE PROPOSITION

Utilizing IntraSystems professional services, IntraSystems' technical experts will develop a detailed design for the deployment of the IntraSystems recommended solution – ensuring your investment in the recommended technology meets your specific business needs and environment.

SERVICE OVERVIEW

Working with our experts is the first step in designing the deployment of your solution by creating a detailed plan for meeting your needs. For every project, IntraSystems follows a five-step project methodology to ensure a successful project outcome.

Phase 1: Define

Gather relevant information to understand planned use cases, business requirements, IT applications, current network, specific technical requirements and/or system integration touch points.

Phase 2: Assess

Analyze the business needs/requirements in measurable goals, reviews current operations, define budget and costs benefits, and determine appropriate personnel for the project. This information allows us to define the project success criteria and set the direction for the proposed project.

Phase 3: Design

The Design phase defines the architecture and operational processes required to implement and maintain the production environment that will satisfy the client's success criteria. IntraSystems builds a design document outlining the tasks required to meet the needs of the client's goal. During this stage, a detailed analysis and design is conducted as we marry the business requirements to the technical specifications. A Statement of Work is developed; planning team is selected; deliverables and activities to complete the deliverables are identified; and resources, schedule, and budget are confirmed.

Phase 4: Deploy

Guide the client through a phased rollout approach to mitigate risk and ensure a successful deployment. During this "steady state" phase, the formal launch occurs. At this point, SLAs are measured, delivery sign-off occurs, and knowledge transfer is completed. The deployment phase occurs quickly and efficiently with minimal operational disruptions and risk.

Phase 5: Document

Summarize the key findings and your recommended solution design. Status reports, meeting minutes, deliverable acceptance forms, issues log, and change requests (in compliance with the client's Change Management Policy) are presented at this time.

SERVICE BENEFITS

- Gain access to IntraSystems technical expertise to identify interdependencies and risks in advance of deployment
- Benefit from a solution deployment plan designed for your specific use cases and environments
- Save time and money by reducing implementation time and enabling a faster operational start

Project Management

VALUE PROPOSITION

IntraSystems Project Management services offer a single source solution ensuring the deployment of your project is smooth and trouble-free. Project management is an ongoing activity throughout each phase of the project, including use of formal procedures for change management, regular meetings with team members, and use of custom templates that contain all relevant engagement documents.

SERVICE OVERVIEW

The types of deliverables you can expect from your project manager include:

- Project planning
 - ✓ Working with you to develop and agree on a project plan, including scope of work, objectives, and project approach
 - ✓ Defining specific technical requirements and acceptance criteria
 - ✓ Providing a detailed plan of all implementation activities, with assigned owners, milestones, prerequisites, risks and dependencies, and defined deliverables at the end of each project phase
- Project implementation
 - ✓ Responsibility for managing resources to complete the project
 - ✓ Monitoring project schedules, providing regular status reports, and measuring success based on project timelines
 - ✓ Taking action to correct any divergence from the agreed plan, and conducting risk mitigation
 - ✓ Supervising equipment delivery and physical installation or system upgrade
 - ✓ Verifying site and equipment readiness
- Project review
 - ✓ Reviewing the result of a system implementation or upgrade against agreed timelines and expected outcomes
 - ✓ Full project reporting to gain acceptance of project completion

SERVICE BENEFITS

Benefits of utilizing IntraSystems Project Management services include:

- A single point of contact for your team and third-party vendors
- Complete planning and management of complex system implementation or upgrade projects
- Early identification and prevention of potential roadblocks

QUALITY ASSURANCE

IntraSystems Quality Assurance (QA) policies and procedures ensure that each project is delivered and deployed to our clients effectively. These QA policies and procedures are employed during all professional service engagements. Our QA policies and procedures involve test experts early in assessment phase to use the results to design tests; build a separate test lab that replicates the production environment, with profiles of representative user devices for accurate testing; store test scenarios in a common repository to encourage reuse; perform exploratory testing using checklists and guidelines; and verify and validate at every stage.

After requirements have been defined for the project, the IntraSystems Project Manager defines and documents test cases that will be used for testing the application once development is complete. These test cases ensure that all new functionality is thoroughly tested and regression testing is performed as necessary. The Project Manager works with the Client to ensure that test data for each test scenario is available in the Client's test environment. During all testing activities, IntraSystems prohibits the use or document of live production data. IntraSystems utilizes three unique test environments through which new and enhanced applications progress as the testing cycle moves forward.

The results of tests performed during all test phases are recorded in the written test cases and include the test data used as well as the results. Issues found during testing are reviewed with the technical staff and fixed according to severity. Items that are not critical and, upon approval from the customer can be addressed in a later release, are logged as a task for a future release. Upon the resolution of issues, the application is then regression tested with the new fixes to ensure the strength of the overall application.



About IntraSystems Advisory Division

IntraSystems' Advisory team can be engaged on a focused, outcome-based effort designed to solve a specific challenge(s) experienced by your organization.

Advisory's engagements are customizable to meet your needs while at the same time consistently following and leveraging the IntraSystems' Advisory Methodology to drive the success and adoption focused on achieving the outcomes you are targeting.

Our services are tailored to meet your needs and requirements across multiple verticals and domains.

Your organization can expect the following:

- **Alignment** | Flexibility to align to your organization's specific needs.
- **Scalable** | Engagement can be easily modified to ensure that the engagement maintains alignment to your organization's needs.
- **Adaptable** | Options to address your organization's needs will be presented, ensuring that the scope is aligned to your specific needs and requirements.

METHODOLOGY

IntraSystems Advisory team proactively manages the people side of transformation, measures success against defined metrics, and mitigates risk resulting in increased adoption, adherence to timeline and budget, and identifies additional digital use cases.

Below are the six (6) phases of Advisory's methodology that is implemented on every project engagement:

1. **Vision** | Define the overall goals and objectives for a transformation program, including level prioritized roadmap.
2. **Use Case Ideation** | Develop use cases and solution concepts that address the highest priority items identified in the Vision.
3. **Capability Review** | Evaluate the current services and capabilities within the organization to identify opportunities to reuse existing capabilities to meet use cases as well as identify material gaps.
4. **Digital Architecture** | Detailed Target State Architecture that address business, information systems, and technology components in an executable migration and/or implementation plan.
5. **Financial Analysis** | Detailed Business as Usual and Target State financial models that demonstrate the financial impact and expenditure timing of the transformation program.
6. **Digital Realization** | Governance of the implementation phase of the transformation program.

Advisory Services Overview

- **Workplace Digitization**
 - ✓ Enterprise Service Management/ITSM
 - ServiceNow
 - BMC
 - Cherwell
 - ✓ Process Optimization and Automation
 - ✓ Digital Enterprise Maturity Model
- **Enterprise Risk Management**
 - ✓ Incident Response Planning
 - ✓ Cybersecurity Strategy and Assessment
 - ✓ ESG Reporting
- **Enterprise Applications**
 - ✓ SAP
 - ✓ IBM
 - ✓ Modern Applications Architecture and Development
 - Cloud Native
 - Mobile
 - Omnichannel
- **Enterprise Data**
 - ✓ Data Strategy and Platform Modernization
 - ✓ Artificial Intelligence and Machine Learning
 - ✓ Data Governance
- **Enterprise Hybrid Cloud**
 - ✓ Hybrid Cloud Strategy and Migration
 - ✓ Hybrid Cloud Workload Placement
 - ✓ Hybrid Cloud Operations Optimization

Advisory Practices & Services

- **Modern Applications**
 - ✓ Ideation
 - ✓ Use Case Design & Validation
 - ✓ Rationalization
 - ✓ Dependency Mapping
 - ✓ Architecture
 - ✓ Implementation Governance
- **Data & Analytics**
 - ✓ Data Strategy
 - ✓ Data Governance
 - ✓ Data Engineering (data Pipeline & Services)
 - ✓ ML/AI Strategy
 - ✓ Robotic Process Automation
- **Cloud & Automation**
 - ✓ Cloud & Data Center Strategy
 - ✓ Cloud Architecture
 - ✓ Cloud Health Check
 - ✓ Cloud Operations Optimization
 - ✓ Tools Rationalization
 - ✓ Implementation Governance
- **Organizational Change Management**
 - ✓ OCM Strategy & Execution
 - ✓ Process rationalization and Optimization
 - ✓ Skills Assessment
 - ✓ Organizational Structure Rationalization & Optimization
- **Cybersecurity & GRC**
 - ✓ Compliance/Risk/Cybersecurity Assessments
 - ✓ Business Impact Analysis
 - ✓ Security & Governance Strategy
 - ✓ Security Platform Architecture
 - ✓ Incident Response Planning

SERVICE INCLUDES:

- ✓ 24x7 Monitoring (Availability, Performance, Services, Interfaces, Bandwidth, and Event Logs)
- ✓ Network Devices (Up/Down)
- ✓ Alert Validation and Escalation
- ✓ ISP Vendor Management for Link Down
- ✓ Verifying completion of backup jobs on servers
- ✓ Anti-virus definition updates validated
- ✓ Patch management and firmware upgrades (if required)
- ✓ Monthly Windows patch testing and ratings (sanity checks to post patch install)
- ✓ Access to portal for metrics
- ✓ Executive Dashboard
- ✓ Troubleshooting and full remediation
- ✓ Root cause analysis of critical issues
- ✓ Vendor tech support for further troubleshooting and full resolution
- ✓ Move, adds, and changes (MACs)

IntraWatch Managed Services

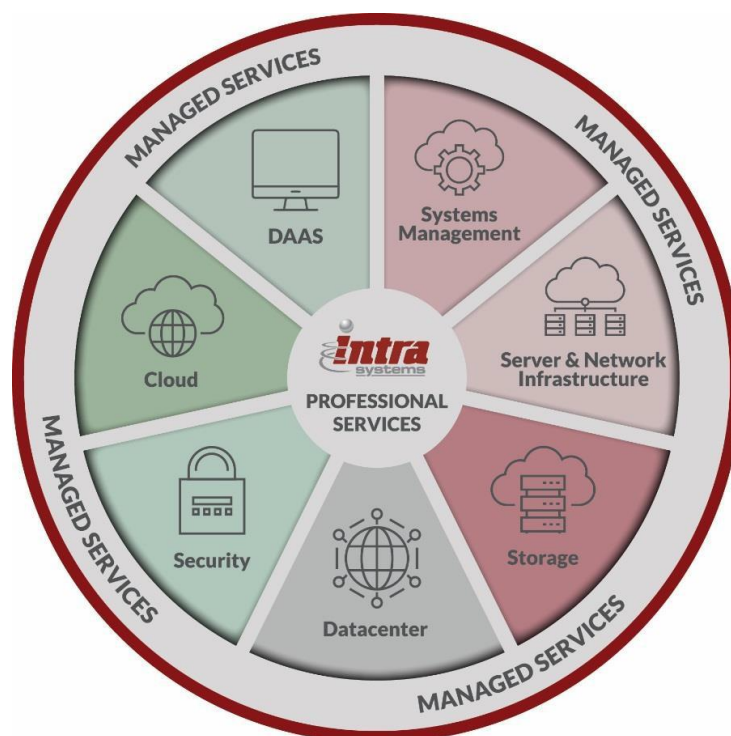
OVERVIEW

What's your business cost of being down for 24 to 48 hours or longer – in terms of lost sales, productivity, and customer loyalty? Your network is the core of your operations. Network downtime is just not an option. Our enterprise-level services and support proactively monitor and maintains your network's infrastructure to keep it up and running at peak performance.

SERVICE OVERVIEW

IntraSystems identifies potential network problems before they occur. With two (2) levels of services to choose from, you can be assured of maximum uptime and higher end-user productivity. Consider the following key benefits:

- Enterprise ELA – Ensure a 24x7 worry-free mission critical SLA without extra effort and prevent IT issues from turning into major problems
- Free Up Staff Engineers – Focus your valued IT team on strategic projects – let IntraSystems handle the operational tasks consistently and efficiently
- Access to Expertise – Get on-demand access to premium skills in advanced technologies from a single source



SERVICE INCLUDES:

- Remote Technical Support Desk | 5x8 or 24x7 Support
 - Normal Business Hours
 - Off Hours
 - Weekend
 - Technical Support for client owned and maintained endpoint devices:
 - ✓ Account Lockout
 - ✓ MS Office troubleshooting
 - ✓ Installation of Microsoft Suite and suitable applications
 - ✓ General email troubleshooting
 - ✓ Applicable AD Access changes
 - ✓ Applicable File/Folder Permissions
 - ✓ MDM general troubleshooting
 - ✓ MFA assistance
 - ✓ Password Reset
 - ✓ Microsoft 365 License allocation
 - ✓ Email configuration
 - ✓ Best-Effort Support for company owned end-user printers
 - Third-Party Application Support
 - Subject Matter Expert Escalation Services
 - End-Point Services

Help Desk Services

OVERVIEW

IntraSystems provides the industry's most effective help desk offering available today. IntraSystems understands that help desk is one of the most visible and important services we can provide to our customers. Unfortunately, many businesses have become accustomed to poor customer service characterized by complicated phone trees, inability to reach a live person, and communication challenges as well as a general lack of expertise and interest in helping to solve the problem.

Our Help desk Service is the most efficient way to deliver immediate support to your end users. It's convenient and fast. IntraSystems' engineers possess various levels of engineering and help desk expertise to meet the needs of our customers.

We listen to your problems and then solve them quickly and thoroughly. We also provide complete flexibility with service delivery. The vast majority of our customers' issues are resolved over the phone in one session. We are always improving by continually refining our help desk and our unique help desk management system that makes our solution so powerful.

We also provide complete flexibility with service delivery. Our services are available via a dedicated number or email. Additionally, our remote-control technology allows us to remotely support a customer who needs hands-on assistance.

INTRASYSTEMS PRIORITIES & SLAS

- Priority 1 | Critical (*Service is unavailable*)
- Priority 2 | High (*Partial Loss of Functionality or access to services or a resource*)
- Priority 3 | Medium (*Service is not functioning properly*)
- Priority 4 | Low (*Classified as "Nice to have"*)

SOC 2 AND ISO 27001 CERTIFIED



OVERVIEW

In today's fast-evolving digital landscape, maintaining the highest standards of data security and compliance is critical. As a Managed Service Provider (MSP) and Managed Service Security Provider (MSSP), IntraSystems is proud to highlight our commitment to safeguarding your sensitive information and ensuring operational integrity through our SOC 2 and ISO 27001 certifications.

Our SOC 2 certification attests to our adherence to the rigorous security, availability, processing integrity, confidentiality, and privacy standards set forth by the American Institute of Certified Public Accountants (AICPA). This certification is a testament to our ongoing dedication to maintaining a secure environment that protects client data and ensures trust in our services.

In addition, our ISO 27001 certification further reinforces our commitment to information security. This globally recognized standard outlines the requirements for an Information Security Management System (ISMS), ensuring a comprehensive framework for managing sensitive company and client information in a secure manner. By achieving ISO 27001 certification, we demonstrate our systematic approach to managing risks and safeguarding data across all operational areas.

Together, these certifications reflect our unwavering focus on maintaining the highest levels of data security and operational excellence. They provide you with the confidence that your data is in capable hands, supported by globally recognized and independently verified frameworks for information security.

WHY PARTNER WITH INTRASYSTEMS?

Below are the key advantages and benefits to partnering with IntraSystems:

- **Demonstrated Commitment to Security | SOC 2 and ISO 27001** certifications validate that IntraSystems has implemented robust controls to protect sensitive data - minimizing the risk of breaches or unauthorized access.
- **Regulatory Compliance Support |** IntraSystems can assist your organization in meeting industry and regulatory requirements (e.g., GDPR, HIPAA) as well as reducing legal and compliance risks.
- **Enhanced Data Protection and Privacy |** IntraSystems follows strict protocols for data handling, encryption, and access control - ensuring the confidentiality, integrity, and availability of your information.
- **Increased Trust and Credibility |** IntraSystems is committed to global security standards, fostering trust with our customers.
- **Reduced Risk of Downtime and Incidents |** The structured risk management approach of ISO 27001 and the operational controls of SOC 2 reduce the likelihood of security incidents or service disruptions.
- **Support for Scalability and Growth |** IntraSystems can support your organization with consistent, scalable processes that adapt to evolving security and compliance needs
- **Key Security Certifications:**
 - ✓ Computer Hacker Forensic Investigator (CHFI)
 - ✓ Certified Information Security Manager (CISM)
 - ✓ Certified Information Systems Security Professional (CISSP)
 - ✓ Certified Information Security Administration (CISA)
 - ✓ GIAC Security Professional
 - ✓ CompTIA Security Plus CE
 - ✓ CompTIA Security+
 - ✓ Cybersecurity Analyst (CySA+)
 - ✓ Certified Ethical Hacker
 - ✓ Microsoft Information Security Assurance
 - ✓ Microsoft MC365 Security Administrator Associate
 - ✓ Microsoft Security, Compliance, and Identity Fundamentals
 - ✓ Vendor specific security certifications

SECURITY SOLUTIONS



VALUE PROPOSITION

At IntraSystems, we don't "trust" any packets, network traffic, and data.....we reduce the temptation for insiders to abuse or misuse your network and we improve your chances of discovering cybercrime before it can succeed. Some industry experts refer to this as "Zero Trust." IntraSystems has always equated security to an onion.....a layered approach that requires many layers of trust. Unfortunately, trust is the fundamental problem in information security today.

Your corporate network offers access to valuable and sensitive information ...information that must never fall into the wrong hands. Can you be sure there aren't any hidden "surprises" threatening your most precious data assets? No stealthy malware, back doors, data leaks or other security vulnerabilities? Early exposure to hidden threats will enable you to immediately address these risks and enhance security. With IntraSystems, you can uncover security risks threatening your organization.

Don't leave your business vulnerable to data breaches and malicious attacks! IntraSystems' portfolio of cybersecurity services provides both proactive and preventive security solutions to ensure your organization's network and data is free of security vulnerabilities.

SERVICE OVERVIEW

Moving to a Zero Trust model is a change in approach and requires a well-planned transition.

- All resources are accessed securely - regardless of location
- A "least privilege" strategy is implemented
- Access control is strictly enforced
- All network traffic is logged and inspected

ZERO DAY THREAT EMULATION

Hackers constantly modify their strategies and techniques to evade detection and reach corporate resources. Zero-day protection provides a deeper level of inspection so you can prevent more malware and zero-day attacks, while ensuring quick delivery of safe content to your users. Our solution can catch the most sophisticated zero-day attacks utilizing unique CPU-level 100% evasion resistant technology. IntraSystems delivers safe content that allows users to not only detect malware, but to rather prevent it; end-to-end protection on the network and a non-intrusive agent on endpoints; forensics tools for immediate analysis and remediation in case of a breach, and provides a single, consistent view into events and alerts.

SECURITY CHECK-UP

IntraSystems' Security Checkup is an assessment identifying security risks on your enterprise network. At the end of the assessment, we provide a comprehensive threat analysis report. A security expert will go over this report with you, which includes all the security incidents detected during the assessment and recommendations on how to protect against these threats. Our experts will be your advisor, to help you address any security issues and make your organization more secure.

Security report includes the following:

- Malware infected computers
- Access to high-risk web applications and websites
- Exploited vulnerabilities and attacks on your network
- Data leakage incidents
- Recommendations to protect your network from these risks

EMAIL SECURITY

When it comes to cyber security, there's a simple reason why email is the number one threat vector — people open emails! IntraSystems' email solution prevents threats, identifies and limits the impact of any threats, secures data, and ensures compliance. IntraSystems can provide continuous cloud-based protection to block viruses, spam, malware, ransomware, phishing, etc. to safeguard your organization.

ACTIVE DIRECTORY HEALTH CHECK

If your Active Directory (AD) is not healthy, it can have wide-reaching ill effects, including system downtime, directory unavailability, and end-user disruption. AD is a critical component of most enterprise networks and requires a periodic health check to detect these potential configuration problems and security risks.....before they become an issue.

Today's networks are constant targets for cybercriminals. Due to COVID-19, IntraSystems has seen a big uptick in attacks. If your AD forest gets compromised, then these cybercriminals can then likely gain access to pretty much every system on the network, including all the data associated with those systems. Typically, many IT Administrators do not have an easy way to run AD health checks or identify resource bottlenecks. As a result, many spend a lot of time troubleshooting and resolving problems in AD.

Let IntraSystems assist you with this as we have the tools and expertise to help your team.

Through automated data collection and discussions with your team, IntraSystems gathers this data to analyze and makes remediation recommendations to your team.

CYBERSECURITY TESTING & READINESS ASSESSMENT

IntraSystems' unique blend of best-in-class services, technology, and intelligence allows us to strategically target the areas and attack vectors most relevant to your organization. IntraSystems offers various testing and assessments to determine if there are exploitable vulnerabilities that expose data or unauthorized access to your organization: External and Internal Penetration Testing; Vulnerability Assessments; Network Security Assessments; Endpoint Security Assessments; and Identity and Access Management Assessments.

IDENTITY MANAGEMENT

IntraSystems verifies that your users are who they say they are and provides them with the right level of access. Users have convenient, secure access—from any device, anywhere—to the applications they need - whether in the cloud or on-premises. IntraSystems utilizes an enterprise-grade multi-factor authentication and access management solution that lets organizations consistently and centrally enforce dynamic risk-driven access policies aimed at providing continuous, seamless authentication. It protects all resources with a wide range of authentication methods, including push notification, biometrics, OTP, SMS, and traditional hardware and software tokens.

PATCHING & END POINT DETECTION

Unpatched software and applications or operating systems are one of the leading causes of security breaches today! IntraSystems' patch management process, in addition to our monitoring, detection and remediation tools, can help your organization reduce the risk of a security breach. IntraSystems' team of professionals develop underlying policies and procedures that ensure your organization is aligned on remediation priorities and responsibilities.

DATA ENCRYPTION & KEY MANAGEMENT

To reduce the risk posed by hackers, insider threats, and other malicious attacks, your organization must utilize encryption to protect sensitive data wherever it is found across your on-premises, virtual, public cloud, and hybrid environments. This includes data-at-rest in application and web servers, file servers, databases, and network attached storage, as well as data-in-motion across your network. Encryption applies security and access controls directly to your sensitive structured and unstructured data - wherever it resides. IntraSystems can deploy a comprehensive portfolio of data-at-rest and data-in-motion encryption solutions to secure all types of sensitive data across today's distributed enterprise.

CLOUD SOLUTIONS

VALUE PROPOSITION

For many organizations, whether or not to move to the cloud is a very difficult question to answer. At IntraSystems, we believe that there is no “one size fits all” roadmap to the cloud as each organization is different with their own unique needs and requirements. IntraSystems enables organizations to adopt cloud technologies and leverage full benefits of private, public, and hybrid cloud through a concierge set of services, methodologies, and tools. We help you understand the potential drivers for cloud adoption to realize the full benefits of operating in the cloud.

IntraSystems’ robust and mature cloud enablement approach helps enterprises visualize the roadmap for successful enablement and adoption of cloud computing technologies. The four essential steps in the cloud enablement process are:

- Application & Migration Assessment
- Application Enablement
- Infrastructure Enablement
- Service Delivery

IntraSystems’ cloud consulting services help customers evaluate the cloud as part of their IT delivery strategy, classify which applications can be migrated to the cloud, and identify which target operating models, processes, and technologies are required for using the cloud. Our cloud consulting services include Cloud Readiness Assessment Services that helps assist clients in adopting cloud technologies – enabling them to align their cloud computing strategy with their overall business strategy.

CLOUD MIGRATION

Cloud technologies - especially cloud migration - play a critical role in how businesses operate today. Consequently, IntraSystems has created a complete set of concierge services to help you move to the cloud. From the desktop to servers to storage to network security to cloud workloads, we have the services, experience and expertise to get you there! In the process, we optimize agility, security, and performance and improve the costs for our clients.

We leverage our proven expertise and experience in fields such as migration services, application enablement, infrastructure virtualization, and data center hosting to enable migration of clients from existing environments to public or private clouds.

Additionally, IntraSystems provides Private Cloud Enablement services for clients drawing up a roadmap for data center consolidation, SaaS enablement of products, and virtualization with our comprehensive private cloud services.

IT SUPPORT SERVICES

IntraSystems provides various IT services and solutions to manage your entire environment as well as migrate your organization securely to the cloud.

Let IntraSystems become your trusted advisor to lead you on this journey. No matter your need, we have the services and solutions to support your environment:

- Concierge Support Services
- Help Desk
- Managed Desktop Services
- Hosted Desktop Services
- O365/M365 Migration
- Managed Services
- Hosted IAAS
- Hosted Security Services
- Block Time Services
- Virtual IT Manager Services

CLOUD READINESS ASSESSMENT

- Assess the readiness of your infrastructure to move to cloud
- Identify gaps in current capabilities to deliver on your cloud vision
- Make you aware of changes that will happen from a business perspective
- Best practices for migration
- Recommendations for cloud transformation - based on Assessment findings

State & Local Technology Contracts

ELIGIBLE ENTITIES:

Any eligible entity within the Commonwealth of Massachusetts (ITS75 is a multi-state contract) can purchase a full range of hardware, software, and services through IntraSystems. Below is a listing of the Eligible Entities:

- Cities, towns, districts, counties, and other political subdivisions
- **ITS75** | Other states, including CT, RI, NH, ME, VT, NY, NJ, and PA
- Executive, Legislative and Judicial Branches, including all Departments and elected offices therein
- Independent public authorities, commissions, and quasi-public agencies
- Local public libraries, public school districts, and charter schools
- Public hospitals owned by the Commonwealth
- Public institutions of higher education
- Public purchasing cooperatives
- Non-profit, UFR-certified organizations that are doing business with the Commonwealth
- Other states and territories with no prior approval by the State Purchasing Agent required
- Other entities when designed in writing by the State Purchasing Agent

State & Local Technology Contracts Overview

No stranger to the state, IntraSystems has been active on the Commonwealth's statewide contracts since its inception in 2004. Any eligible entity within the Commonwealth of Massachusetts (and other states through ITS75) can purchase a full range of technology services and products through IntraSystems.

Because of our excellent reputation and ability to provide outstanding products and services to the Commonwealth of Massachusetts, IntraSystems has been awarded the following technology contracts:

- **ITS75, Categories 2 and 4 | Multi-State Software and Services Contract** | Eligible entities of the states of MA, RI, CT, NH, VT, ME, NY, NJ, and PA can procure various types of software and services from IntraSystems)
- **ITC73, Category 3 | IT Hardware and Services** | All subcategories, including hardware, support, maintenance, integration services and project management
- **ITS78, Categories 2, 3, and 4** | Data Cybersecurity and Related Services
- **ITT72, Category 9 | IT Network Services, Communications Services, and Related Equipment** | IT networking hardware, software, and services
- **ITS81 | IT Project Services** | Information Security; Systems Integration and Networking; and Systems Planning
- **GSA Contract | Citrix**
- **NYS IT Manufacturer Contract PM201810 | Citrix**
- **E-Rate | ITC73 and ITT72**

Citrix | Accolades, Experience, and Expertise

Since the inception of the Citrix Partner Program, IntraSystems has been a **Platinum Plus Solution Advisor** where our Citrix business remains consistent year after year. IntraSystems has a highly experienced sales team with an average of fifteen (15) years at IntraSystems selling Citrix solutions and services.

IntraSystems manages multiple sites via the Citrix CSP license program. We offer organizations (key focus on healthcare) ongoing technical support and professional services to manage each of their locations. Through our partnership with prominent ISVs, IntraSystems has enabled many customers to offload their internal management of their Citrix environment utilizing CSP licensing.

Consider the following IntraSystems' accolades with Citrix:

- 2023 | Global Partner of the Year
- 2021 North America Partner of the Year
- 2021, 2019 & 2017 CSA Enterprise Partner of the Year
- 2017 Worldwide Partner of the Year
- 2017 CSP Apps and Desktop Partner of the Year
- 2015 CSP Top Innovator for Enablement & Growth
- 2014 & 2011 Northeast Partner of the Year
- 2013 SMB Partner of the Year
- 2013 Partner Innovation Award Finalist
- 2016 & 2013 North America Marketing Excellence Award
- 2013 Channel systems Engineer Excellence Award

Why IntraSystems and Citrix

As a Citrix Platinum Plus Solution Provider, IntraSystems was most recently recognized by Citrix as the **North America Partner of the Year**. Previously, IntraSystems has also had the distinct honor of being named the first-ever **Worldwide Partner of the Year**. IntraSystems received these notable awards because of our year-over-year growth in Citrix product sales, our continued commitment to our partnership with Citrix and customers; and how we've helped our customers on their journey toward the cloud. We have also named CSA Enterprise Partner of the Year and CSP Apps and Desktop Partner of the Year. These awards are in addition to the many accolades we have received from Citrix.

As a member of the Partner Technical Expert Council (PTEC), IntraSystems provides technical feedback on existing Citrix products as well as has access to early release programs to evaluate upcoming releases. Being a select member of this council gives IntraSystems the opportunity to be heard by Citrix experts and product owners to help influence the future direction of Citrix solutions. The PTEC is an invitation only council and is only open to a few technical members of the Citrix Partner Network.

IntraSystems is proud to be recognized as the first Northeast partner to achieve the Citrix Specialist Partner level of expertise in the following competencies: *Citrix Workspace & App Delivery and Citrix Workspace*. IntraSystems has demonstrated technical competency, end-to-end sales capability, and service delivery expertise in these areas. As a best-in-class Specialist partner with leading-edge training and the most advanced skills in these areas, you can count on us to receive the highest technical skill and expertise available in the marketplace.

Citrix | Technical Certifications and Expertise

CITRIX CERTIFICATIONS:

- Citrix Certified Administrator (CCA)
 - ✓ Citrix ADC
 - ✓ Networking
 - ✓ Citrix Virtual Apps
 - ✓ Citrix Virtual Desktops
 - ✓ Virtualization
- Citrix Certified Expert (CCE)
 - ✓ Networking
 - ✓ Virtualization
- Citrix Certified Professional (CCP)
 - ✓ Mobility
 - ✓ Networking
 - ✓ Virtualization
- Citrix Specialist Practicum
 - ✓ Mobility
 - ✓ Networking for Apps & Mobile Security
 - ✓ Virtualization
- Workspace Microapps Service Certified
- ShareFile Engineer Certified
- Customer Success and Adoption
- SD-WAN Certified
- Virtual Apps and Desktops Service Integration Certified
- Virtual Apps and Desktops on Citrix Cloud Certified

Citrix Support Services

Configuration and Installation Assistance – IntraSystems offers “scheduled” assistance with product installation, upgrades, or configuration of Citrix products. IntraSystems also provides personalized design, implementation, deployment, and installation services. Utilizing our highly trained Citrix engineers ensures a successful project implementation.

Premium Guided Support – IntraSystems Services takes support to the next level by interacting with Citrix development staff to ensure problem resolution in a timely manner. Each customer with have access to a Technical Resource Manager (TRM) at no additional cost, which will act as the liaison for account management.

System Monitoring – IntraSystems provides 24x7 monitoring of your environment by expert-led technicians. IntraSystems delivers 24x7x365 infrastructure management performed by experience, certified technicians who use enterprise-class technologies and follow proven ITIL processes to ensure 24x7 uptime. Our service provides 24x7 monitoring, troubleshooting, remediation, and administration. In addition, IntraSystems provides the following services: Environment Readiness Report, Citrix Morning Health Check, and Hypervisor Level Support.

Software Updates and Upgrades – Our highly certified Citrix engineers can provide version updates of your Citrix environment with “scheduled” time to perform updates.

Citrix Security Audit - IntraSystems will perform a security scan on your Citrix environment. IntraSystems’ security audit includes host hardening recommendations, network-based vulnerability scan, and change control management. As such, IntraSystems determines the competency of security measures currently in place; identifies security deficiencies, recommends security measures to be implemented, and confirms adequacy of such measures after implementation.

Citrix | CSP Program

Moving to CSP licensing allows your organization to have predictable costs which are paid on an annual basis.

Secure and compliant by design, Citrix CSP Universal Hybrid Cloud licensing allows your organization to transition workloads between on-premises and cloud environments without needing to purchase additional licenses.

In addition, your organization can easily scale resources up or down based on demand – improving efficiency and cost management. Citrix CSP Universal Hybrid Cloud licenses eliminates the need to manage separate licenses for different environments.

Citrix CSP Universal Hybrid Cloud licenses combined with our excellent support expertise ensures that your organization's environment runs at optimal performance.

IntraSystems CSP Support Options

IntraSystems provides various support options to support your Citrix environment: **Premier** (Reactive 8x5); **Premier Plus** (Reactive 24x7); **Managed Service Premier** (Proactive 8x5); and **Managed Service Premier Plus** (Proactive 24x7). IntraSystems' support provides customers with the reassurance that their networks and systems are maintained by industry-leading support engineers.

To keep your systems operating at peak performance, our support resources include both telephone and online access to dedicated, highly-certified Citrix support engineers; timely, onsite system monitoring; and leading-edge remote diagnostic tools. IntraSystems ensures the technical challenges customers face are resolved quickly and efficiently.

Services provided under IntraSystems' Support Agreements:

- **Premiere Support** coverage hours are Monday through Friday, 8:30 am to 5:30 pm EST ("normal business hours"), excluding IntraSystems' published holidays and declared emergencies.
- **Premiere Plus Support** coverage hours are provided on a 24x7x365 basis.
- Unlimited telephone support available during Premiere and Premiere Plus Support coverage hours.
- Access to IntraSystems 24x7 Customer Response Portal to create, update and view support tickets. Easy access is available through the Customer Response Portal link found on our website: [IntraSystems Support](#).

Citrix Health Check Services

As Citrix infrastructures become more business critical, the demand for availability and reliability becomes paramount. Citrix Virtual Apps and Desktops and Citrix Gateway provide your organization with reliable access to key applications, other business critical applications, and virtual desktop environments from any device - anytime, anywhere!

IntraSystems' Citrix Health Check ensures that your Citrix solution is accessing your applications securely while maintaining maximum resilience.

Don't wait until your infrastructure does not perform as required. Environments that seem to be working well may have problems that often appear once access to an application is needed. Often, Citrix platforms are left to operate quietly in the background and reviewed only when a new application is required to be accessed.

VALUE PROPOSITION

IntraSystems' team of highly certified engineers have experience in assessing, designing, implementing, and tuning Citrix. Our Citrix Health Check is a comprehensive service that analyzes the overall state of your Citrix platform and compares your current Citrix environment against best practices.

SERVICE OVERVIEW

IntraSystems will review the following when conducting our Health Check:

- Architecture & Design
- Installation & Configuration
- System performance and reliability
- Application Integration & Environment
- Policies and associations
- Printing Configuration
- Capacity planning
- Network Architecture

Once IntraSystems has reviewed the areas listed above, we will then provide a comprehensive report on our findings:

- Summary of findings
- Recommendations
- High level remediation plan
- Details on new features and/or improvements

OTHER KEY SERVICES

Infrastructure Assessment and Design

As a leading Citrix Platinum partner, IntraSystems can provide your technology team with detailed recommendations on ways to improve your use of Citrix technologies. Beginning with the determination of your organization's strategic business and technical objectives, we complete a comprehensive analysis of the key infrastructure areas that impact the performance and scalability of your existing or planned environment, such as hardware, network, security, applications, backup, printing, client devices, systems management, disaster recovery, and operating systems.

Full Production Deployment

IntraSystems has the experience, staffing, and services to maximize the success of technology deployments while reducing operational disruptions and risk. IntraSystems will work with your organization to provide a cost-effective and professional solution for your technology initiative.

Upgrades and Migrations

Whatever your migration needs, IntraSystems can provide a smooth migration path.

24x7 Technical Support

In complex environments, such as Citrix and key applications, proactive support relationships are essential. IntraSystems offers our Citrix clients a highly-trained, dedicated engineering consulting team to deliver Citrix solutions and resolve complex issues quickly.

Microsoft | Accolades, Experience, and Expertise

As a Microsoft Gold-Certified partner, Microsoft has officially endorsed us to provide you with the highest levels of expertise, strategic thinking, and advanced skills. Moreover, we've established a close working relationship with Microsoft.

"Microsoft Certified Professional (MCP) certification validates IT professional and developer technical expertise through rigorous, industry-proven, and industry-recognized exams. MCP exams cover a wide range of Microsoft products, technologies, and solutions," stated Microsoft.

Such a distinction proves that we have met the minimum benchmark for the number of Microsoft Certified Professionals (MCPs) who have a demonstrated level of technical expertise and the proven ability to deliver solutions featuring Microsoft products. MCPs have to pass certification exams developed by Microsoft. IntraSystems currently has fifteen (15) MCPs on staff!

So, why should you care? Being certified Gold by Microsoft means that when it comes to working on Microsoft products, we know better than other companies how their products operate, their strengths and weaknesses, and above all else, how to get the best results from all Microsoft products.



IntraSystems is committed to providing the most specialized technology, resources, and sales to support our clients' Microsoft infrastructure. IntraSystems' extensive experience in working with enterprise customers has allowed our engineers to implement, fully utilize, and maximize the capabilities within Microsoft infrastructure so that your IT environment can benefit from improved security, enhanced performance, manageable user accounts and groups, and increased operational efficiencies. Using our five-step service methodology, IntraSystems will assess your current infrastructure and will customize a solution to meet your goals.

IntraSystems offers consulting, training, implementation, and maintenance and support – the complete package! With 24 x 7 telephone support available to us from Microsoft, 365 days of the year, there is no Microsoft-related IT inquiry that we cannot solve for our clients – making us one of the most skilled IT professional services business in the area.

IntraSystems is a member of Microsoft's Partner Investment Engine (PIE) program. What does this mean to you? We can get funding from Microsoft for eligible customers for various engagements, such as Office 365 pilots and deployments; Microsoft Proof-of-Concepts; and other activities involving cloud, Windows, System Center, etc.

IntraSystems' highly-experienced sales team (with an average of twelve (12) years at IntraSystems selling Microsoft solutions and services) combined with our highly-certified technical team can provide the support you need – when and where you need it!

From assessing and designing a solution to deploying and implementing the project to training and documentation services, you can rely on IntraSystems to manage and support all of your Microsoft infrastructure needs.

Microsoft | Cloud Solution Provider (CSP)



IntraSystems is a Microsoft Cloud Solution Provider (CSP) Direct Reseller. As a Microsoft CSP, IntraSystems can help your organization maximize your investment in Microsoft technologies, improve operational efficiency, and drive business growth. In addition, being a CSP combined with our excellent support services ensures that your Microsoft environment is secure and up-to-date.

Key Benefits

- **Direct Access to Microsoft Products and Services** | IntraSystems has a direct relationship with Microsoft, ensuring access to the latest Microsoft products and services, including Azure, Microsoft 365 and more.
- **Customized Solutions** | IntraSystems can tailor solutions to meet your specific business needs. We can provide customized cloud solutions, integrations, and managed services to ensure optimal use of Microsoft technologies.
- **Cost Efficiency** | IntraSystems can provide flexible billing options, including pay-as-you-go and subscription-based models, which can help manage and reduce IT costs. IntraSystems can also offer discounts and bundled services.
- **Expert Support and Service** | IntraSystems provides expert support, including technical assistance, troubleshooting, and advisory services. In addition, we can help with migration, deployment, and ongoing management of Microsoft services.
- **Single Point of Contact** | IntraSystems serves as a single point of contact for all Microsoft-related needs, simplifying vendor management and streamlining communication.
- **Enhanced Security and Compliance** | IntraSystems ensures that Microsoft solutions are configured and managed according to best practices for security and compliance, including adherence to industry standards and regulations.
- **Scalability and Flexibility** | Businesses can scale their Microsoft services up or down based on their needs, with the flexibility to add or remove users and services, as required.
- **Access to New Features and Updates** | By working with IntraSystems, your organization can stay up-to-date with the latest features, updates, and innovations from Microsoft.
- **Managed Services** | IntraSystems offers managed services to our customer base, taking over the management of cloud infrastructure, applications, and security which allows you to focus on your core operations.

Microsoft Co-Pilot | Pre-Deployment Services



Leveraging Microsoft Co-Pilot can empower companies to optimize operations, drive productivity, foster innovation, and stay competitive in an increasingly dynamic and fast-paced business environment.

Key Benefits

- **Needs Assessment and Planning**
 - ✓ Conduct a comprehensive needs assessment to understand your organization's specific requirements and objectives for using Co-Pilot
 - ✓ Develop a detailed deployment plan, including timelines, milestones, and resource allocation
- **Infrastructure and Environment Preparation**
 - ✓ Review and prepare the existing IT infrastructure to ensure compatibility with Co-Pilot
 - ✓ Set up necessary hardware and software environments, including any required updates or upgrades to Microsoft 365 services
- **Security and Compliance Review**
 - ✓ Conduct a security and compliance assessment to ensure that Co-Pilot deployment adheres to organizational policies and regulatory requirements
 - ✓ Configure security settings, data privacy controls, and compliance policies within Microsoft 365
- **Pilot Testing and Feedback Collection**
 - ✓ Deploy Co-Pilot in a controlled pilot phase with a select group of users to test its functionality and gather feedback
 - ✓ Use feedback from the pilot phase to make necessary adjustments and improvements before full-scale deployment
- **Customization and Integration**
 - ✓ Customize Co-Pilot features and functionalities to align with specific business processes and user needs
 - ✓ Integrate Co-Pilot with other enterprise systems and applications to enhance its utility and streamline workflows
- **Data Migration and Management**
 - ✓ Plan and execute data migration strategies to ensure that relevant data is accessible and properly indexed by Co-Pilot
 - ✓ Implement data management practices to maintain data quality and relevance
- **Support and Maintenance Planning:**
 - ✓ Establish support and maintenance plans to address any technical issues and ensure ongoing performance optimization
 - ✓ Provide ongoing technical support and resources to assist users and administrators' post-deployment