



*global view*  
Solutions

Managed Services. Around the Clock. Around the World.



# Meeting increased demands in a global market

IT infrastructure and networks designed to address the high performance needs of global enterprises are increasing in complexity. Staying ahead of the competition requires:

- Maximizing network uptime
- Maximizing enterprise productivity
- Controlling and reducing costs
- Ensuring network security

Complexity and volatility in the current business environment is the norm. Managing complexity and volatility and associated costs in IT enterprises has become a necessity in this changing global landscape.

To control spending on infrastructure and human capital, and to optimize service levels and return on investment, companies are increasingly partnering with service providers to complement and improve their internal operations.

Global View IT Solutions has the depth of skills, technological resources, global reach and industry experience to help support your strategic IT initiatives.





# Solutions

## Solutions Tailored to Meet your Needs

Global View provides its clients assurance that their technology infrastructure is being managed in real time, at all times, so they can focus on running their business. We provide full-service IT management, monitoring, and specialized services to fit our clients' needs.

Our staff of highly-skilled engineers can help your organization:

- Manage day-to-day issues so that you can control costs and focus on strategic projects.
- Monitor and manage your network with skilled engineers, with knowledge of the details of your network—even in times of transition.
- Maintain comprehensive processes while keeping headcount down.
- Maximize the return on investment from your existing technology by driving down operational costs and introducing operating efficiencies.
- Engage in projects to help build new competencies in your on-site team.

### Global View Solutions

**Data Center and Infrastructure:** Optimize enterprise investment with comprehensive system monitoring and support for network, applications, servers, and vendor maintenance support.

**Unified Communications:** Manage VoIP to ensure communication structure is carefully integrated with business processes without overwhelming internal support teams.

**Mobility/Wireless:** Train, stabilize, secure, maintain, and manage mobility solutions to effectively lower life-cycle operational costs.

**Security:** Provide incident prevention and protection as well as analysis of network vulnerabilities to ensure that data, client information, and proprietary knowledge is safe and that your organization is compliant with regulations.

# Data Center



Data centers continue to increase in computing and storage requirements, IT workload, and operational responsibilities. At the same time, IT departments must manage an increase in issues related to security, privacy concerns, and compliance. Managing your data center is the most effective and least expensive method to combat these new challenges. With a state-of-the-art data center located in Southern California and clients supported with worldwide operations, Global View is the right choice for maintaining maximum availability and security for your critical business operations.

## Data Center Solutions

- **Remote Management Services** — Remote monitoring or call-in support for applications and servers to provide 24/7/365 access for uptime, performance, application, device, and storage availability.
- **Application Delivery Network** — Accelerate response time and streamline performance and delivery of applications.
- **Capacity Planning** — Determine the production capacity needed by your organization to meet changing demands of business.
- **Storage Backup and Recovery** — Provide the ability to remotely back up data in the case that Disaster Recovery is necessary.
- **Asset Management** — Access to critical asset information, service contract audit assistance, and proactive notification of renewals.
- **Power Monitoring** — Monitoring to reduce power consumption and help facilitate efficient operation of your data center.

## Why Managed Data Center?

- 24/7/365 availability to technical resources that know your enterprise
- Manage the day-to-day responsibility for improved, effective, and efficient operations
- Lower your TCO and avoid costs of building your own management and reporting systems
- Facilitate green initiatives by reducing an organization's carbon footprint

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# Unified Communications



State-of-the-art communication systems are a significant investment for any organization. Reliability and call-quality are necessary for collaboration with co-workers vendors, partners, and clients. The team at Global View can provide in-depth visibility to voice infrastructure to ensure the success and availability of enterprise communication services and help your team to ensure that you obtain the most from your IP telephony investment.

## Managed Unified Communication Solutions

- **Remote Management Services** —Remote monitoring or call-in support for your integrated communications environment, to provide 24/7/365 access for uptime, performance, and user availability.
- **Simulation Call Testing**—Conduct daily call center testing to ensure the availability of your IPTel systems.
- **Quality of Service (QoS)**. Measuring real-time mean opinion score (MOS) for every call to help guarantee call quality, identify jitter, and eliminate bottlenecks.
- **Visibility**—Insight into all components of a voice infrastructure, including voicemail, station sets, gateway, and server resources.

## Why Managed Unified Communications?

- Ensure the highest quality communications to support your business internally and externally
- Proactive insight into your current business communications system to enhance collaboration capabilities
- Improve trunk utilization and decrease jitter through proper monitoring and reporting

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# Security



With an increasing amount of ever-changing network vulnerabilities such as spyware, viruses, and denial of service attacks, organizations must do more than ever to ensure protection of their networks and data. Global View offers the most advanced managed security solutions with a user-friendly approach that complements your existing infrastructure.

## Managed Security Solutions

- **Security Management Services** — 24/7/365 remote monitoring and technical support for your security environment.
- **Intrusion Detection / Intrusion Prevention** — Proactive protection of information from known intruders and in-depth information on malicious network traffic and data correlation.
- **Firewall Protection:** Detect and block suspicious network traffic with the ability to customize security rules, policies, and events.
- **Vulnerability Management:** On-going protection against security weaknesses.
- **Website Filtering, Phishing, Spyware, Malware Protection:** Manage employee Internet access and prevent code injection.
- **Virtual Private Network (VPN) Services:** Maintain, secure, share files, applications, and resources among remote locations and provide remote access to client data using IPsec or SSL.

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## Why Managed Security?

- Proactively protect your organization's data and network infrastructure
- Regulatory compliance support through active monitoring and threat assessments to meet or exceed HIPPA, Sarbanes-Oxley, PCI-HSS, GLBA, DoD 8100.2, PCI-DSS, ISO27K, BASEL2, and FISMA standards
- Save on security monitoring tools, deployment costs, training, and upgrades
- Avoid outages, downtime, and associated mitigation costs

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# Wireless Mobility



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Solutions

Allowing employees to be mobile and stay connected to corporate resources is imperative for maintaining business operations and improving productivity. However, connecting and supporting these highly mobile workers can be an expensive and time consuming process for IT departments already supporting internal users. As an experienced provider of managed network solutions, Global View can keep your remote workers connected while staying within budget.

## Managed Mobility Solutions

- **Device Management, Monitoring, and Security — 24/7/365** control enables proactive management of secure multiple device types, applications and data to allow for protection against security threats and compliance issues.
- **Mobile Application Development and Management** Simplify the development, deployment, and management of mobile applications as well as ensure proper integration and secure access for mobile devices.
- **Managed Connectivity** — Secure, reliable infrastructure for communicating with employees and clients.
- **Threat Mitigation** — Full-time protection against threats, rogue and ad hoc devices, and other WLAN vulnerabilities, as well as offensive methods of enforcing policies and reviewing compliance.
- **Centralized Control** — Manage policy provisioning, user tracking, network optimization, security monitoring, and RF prediction.

## Why Managed Mobility?

- Improve productivity of mobile work force
- Upholds compliance with government regulations and protects your investment both inside and outside the four walls
- Manage and predict the costs of maintaining mobile communications
- Improves end user productivity and satisfaction with mobile communication tools

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# Infrastructure



After human capital, infrastructure is the most valued asset in the IT department. It represents a significant investment, and in the event of a failure, can cause substantial operational and financial losses. Global View Infrastructure Managed Services focus on planning and improvement of the infrastructure in your IT environment to improve functionality and create costs savings for your organization.

## Enhanced Infrastructure Solutions

- **Remote Management Services** —Monitoring or call-in support for your network environment so that you have access to uptime, performance, and device availability.
- **Incident Mitigation**—Remediation for LAN/WAN switches, routers, and firewall problems to minimize any issues in your environment including working with you ISP or provider to remediate circuit problems.
- **Capacity Planning**—Ensure that you have the metrics and SLAs to baseline and benchmark your enterprise performance at all times.
- **Network Configuration Backup**—Keep configuration information up to date to ensure quick disaster recovery.
- **Vendor Maintenance Management**—Manage and act on your behalf to address vendor product issues that your maintenance contracts cover and support.

## Why Managed Infrastructure?

- 24/7/365 availability to identify and remediate problems throughout your environment
- Reporting and trending to address chronic problems and provide capacity planning to help plan and manage growth
- Manage and remediate issues with ISPs and assist in supporting vendor maintenance management

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# About Us



## Plug us in. We're always on.

With a team of highly skilled engineers, Global View effectively integrates with and augments your team to help manage day-to-day operations so that you can focus on the big picture.

- We maintain and operate our own Enterprise Operations Center (EOC) to support your network and systems, and alert you immediately when there is an issue.
- We provide 24/7/365 monitoring and support. Our EOC is always staffed and available to support your account nights, weekends, and holidays.
- We effectively leverage some of the most advanced network technologies available, which ensures that you remain current with technology advances, and enable you to maximize the return on infrastructure investment.
- We maintain professional certifications from a range of organizations and maintain high level partnerships with our vendors to ensure that we will always find the solution that is in line with your organization's goals.

### Why Our Clients Choose Us

**Availability** – We are here 24 hours a day, 7 days a week, 365 days a year.

**People** – We hire only *the most qualified* engineering talent.

**Flexibility**—We can help manage the areas of your environment so that you can focus on core business competencies.

**Business Savvy** – Our clients come from a variety of industries which means we understand how IT fits into original business strategy.

**Accountability** – We expect the best out of all of our team members and vendors, every day, period.

**Responsiveness**—We operate with a high sense of urgency and earn high marks from our clients in providing timely response.

# Global Reach



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