



ProSys Practice Areas

At ProSys, our emphasis is advanced technologies. We prioritize these technologies in our business so that we may better serve those who are depending on us: our customers. To do this, we offer established services and experience in four core practice areas: **Data Center, Collaboration & Messaging, Infrastructure Optimization** and **Technical Services**.

Each area of concentration is led by a Practice Manager who works collaboratively with designated consulting leads and key industry solution partners to continually evolve their specific practice in the ever-changing IT climate. ProSys executives and Practice Managers provide input and gain valuable insight into vendor products and solution offerings by consistent participation in executive groups, industry councils and advisory panels.

The objective: To develop a thorough base of knowledge, experienced skill sets and refined best practices, providing optimized solutions to our clients with measurable results and a distinguished client experience.

Data Center

We understand the value our customers place on their data. Our highly-skilled Data Center Practice is designed to fully address the complex challenges you face while maintaining this asset. We specialize in the design, integration and support of complex, adaptable solutions that maximize operational efficiency and performance without increasing costs. To accomplish this, our experts analyze the individual challenges and objectives of your business, aligning solutions that effectively and efficiently address them while maintaining flexibility and operational simplicity to adapt and grow in the future. We promise only the most advanced – yet proven – technologies, complemented by the best sales, technical and support staff available.

How do you know you can trust ProSys for your data center solutions? It's simple: Our team is comprised of Practice Managers, Senior Consultants and Systems Engineers who have earned the top certifications in the industry. They are thoroughly trained and have successfully completed thousands of hours integrating solutions in their respective disciplines. They represent the ProSys difference and consistently prove to be our competitive advantage.

The ProSys Data Center Practice includes:

- Unified computing
- Unified network and storage fabric
- Enterprise storage and servers
- Virtualization
- Blade server architecture
- Data retention strategies, including backup and tiered storage, data deduplication and high availability
- Data center power and cooling
- Enterprise assessments
- Deployment and relocation services

Collaboration & Messaging

The ability to communicate and interact with others can make or break a company – whether internally, with partners or with customers. Poor or inefficient communication leads to dissatisfaction, lending way to a host of other issues, all of which cost time and money. By implementing comprehensive, state-of-the-art collaboration and messaging environments, you can optimize the way knowledge is communicated and drive cultural improvement within your organization.



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That's where ProSys comes in. Our dedicated engineers possess the skills and experience necessary to architect and deploy a comprehensive solution that meets your current and future communications needs.

For improved customer engagement: From call center solutions providing enhanced customer service to digital signage point-of-purchase displays, maximized responsive customer interaction utilizing best-of-breed technologies can have a direct and profound effect on overall satisfaction and customer loyalty.

For internal staff communication: Response times, productivity, time management and, ultimately, employee commitment are all boosted when internal staff can communicate and collaborate quickly and efficiently via optimized portal services, instant messaging, email and wireless.

For external communications: In this era of increased mobility, organizations regularly conduct business across great distances. With a variety of available solutions for scalable, interactive platforms, participants can collaborate via the Internet for video, web presentations, brainstorming sessions or conference calls from any device ubiquitously.

The ProSys Collaboration & Messaging Practice includes:

- Enterprise assessments
- Unified communications
- Enterprise contact centers
- Web collaboration
- Conferencing – audio and video
- Email, instant messaging and presence
- Digital signage

Infrastructure Optimization

A strong foundational infrastructure is a necessary component for any successful business – regardless of size. The ability to respond or adapt quickly and effectively is tantamount. At ProSys, our highly skilled staff will assess the strengths and weaknesses of your current infrastructure, helping you overcome short-term obstacles while developing a long-term strategy for overall IT optimization.

Improved performance: By optimizing the technology and processes that make up your IT environment, not only can you expect improved asset management and resource utilization, but an increase in employee productivity is sure to follow. Ultimately, the result is better alignment between IT and the front lines of your business.

Increased security: Today, regulations are becoming more stringent, users are more connected, data is more prevalent and hackers are more creative...the reputation of your business is at stake. Compliance is more effectively managed within an optimized environment that includes automated security measures, remediation and reporting.

Reduced costs: By maximizing resources and time along with efficient utilization of IT assets, an optimized IT infrastructure will reduce overall costs and increase profitability by eliminating redundant processes and unnecessary components.

The ProSys Infrastructure Optimization Practice includes:

- Network infrastructure upgrades
- Directory migrations and optimizations
- Name services architecture and migration
- OS platform upgrades
- Systems management
- Enterprise assessments
- Unified wireless and mobility strategy
- Security control architecture and implementation

Technical Services

So many tasks, so little time...sound familiar? Today's businesses are stretching the most out of IT and operations budgets. In many cases, products are purchased in a manner in which the physical infrastructure does not allow for immediate deployment, or even worse, they rush to install client devices, leaving out critical updates and overlooking security policies.

ProSys has built our Technical Services Practice to remove the issues our clients experience with infrastructure and device lifecycle management. We offer a wide range of services and solutions to support the procurement, maintenance and disposal patterns of our clients. This allows you, the customer, to focus your internal staff on major IT projects, issues and operations.

The ProSys Technical Services Practice includes:

- Configuration and deployment services
- Maintenance and support services
- Asset recovery and disposal services
- Smart classroom and conference room services
- Structured cabling services