

## Case Study: IT Infrastructure Support

### PROJECT BACKGROUND:

Our client has extensive IT infrastructure that includes a server farm, network, and voice systems. The management of which requires a support model. These three domains are being supported by Vertisystem via ticketing tools. In addition to daily support, we offer critical support as well i.e. priority 1 and priority 2 tickets plus we have made major changes to the infrastructure.

### CHALLENGES:

Existing support models have many bottlenecks like accessibility permission issues for some areas and devices. Having trouble in getting proper response/ help/ knowledge transfer from client-side. Facing issues with the flow of information/ emails about the project changes e.g. When one teammate makes a change to the device, the other teammates are not notified. In some cases, users must be available to solve the issue, and in some cases it requires approval from the authority figure. The VDI system also gets slow when users try to access it via VPN or via VDI.

### OUR SOLUTION:

In order to address the challenges that the client was facing, Vertisystem designed a solution that enhances accessibility to devices. VDI must provide access to the users. Resolved the availability issues by setting a time with the user. Included every member of the team on every conversation (Like-Email) trail as per their domain, on which they are working or giving support so the communication and share of information within the team must be smooth and every team member is aware of the updates and changes made. Requested to add the new VPN setup for improved accessibility and upgraded/replaced the laptop for the system performance. Our team consisted of the following roles:

- Server Engineer
- Voice Support Engineer
- Network Engineer

The support model is based upon the following technologies:

- Windows 2008/2016/2018 Server
- VMware ESXi
- Solarwinds Monitoring Tools, IPAM, and NPM Management
- CISCO (Router, Switches, Firewall)
- Fortinet (Firewall, VPN, and EMS )
- Juniper (Firewall, Pulsesecure VPN, and DMVPN)
- CISCO Meraki, WLC, & HP Aruba Wireless
- Servers Provisioning in Citrix
- MPLS Circuit Management
- Cisco Collaboration for VOICE support
- HP (ARUBA Switches & ClearPass Auth)
- PaloAlto (Firewall, VPN, and DMVPN)
- BIG IP F5 LTM (Load Balancer)

### BUSINESS RESULT:

Vertisystem's custom solution allowed the client to reach their objective by enhancing the support model so better infrastructure support can be provided to all the domains i.e. server farms, network and voice systems

Confidential – Vertisystem, Ltd