



New Release Upgrades

Stoneworks' Professional Services has strategically categorized its service offerings to rapidly implement new systems and other technological changes with minimal operational impact. These groups include Planning, Building and Operational Services.

Stoneworks in partnership with IDS's professional services engineers deliver new release upgrade services for supported products. This upgrade process is designed to preserve existing data currently protected by the software system. The service upgrades core components as well as peripheral software modules, including software agents and specialized options implemented in conjunction with the core products. It retains system data and configuration data as well as the ability to access prior version processed data when supported by the software manufacturer. The completion of the new release upgrade is intended to deliver enhanced product functionality, performance and ease of operation, as well as additional compatibility with current technology devices and equipment. Customers may also leverage this service to enable additional functionality that was previously unavailable in the product version installed prior to the upgrade.

Standard Services

- **Customer Environment Validation**

Validation that system requirements have been met within the software product environment prior to upgrading.

- **Database Upgrades**

Application of any required service pack upgrades and other required activities to prepare the system for the upgraded software system.

- **Core Component Upgrade**

Application upgrade to the core application components.

- **Software Agent Upgrades**

Upgrade of all software agents and confirmation that all storage devices are being properly accessed and controlled by the upgraded software.

- **Basic Knowledge Transfer on Upgraded Modules**

New feature and functionality review with operational staff.

- **Basic Project Coordination**

Performance of basic project management activities; serves as single point of contact scheduling IDS resources and risk mitigation to ensure quality service delivery in a timely manner.

Optional Services

- **New Feature and Functionality Configuration**

Post-upgrade follow-on support for the implementation of new software enhancements within the upgraded product suite.

- **Remote Agent Module Upgrade**

Upgrade of the platform and application specific modules for agents on remote servers and platforms that are not dedicated to the operation of the primary software system that was upgraded as part of the Standard Services.

- **Customer Specific Installation and Upgrade Documentation**

Captures actual user environment detail and defines the required paths, configuration details, hardware requirements, etc.

- **Disaster Recovery Testing**

Regression testing for existing practices and procedures to ensure operational consistency following the application upgrade.

- **Comprehensive Project Management**

Detailed project planning, scheduling of consultant resources, daily and/or weekly communications and reporting with the project team.

**Intelligent
Enterprise
Solutions**

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For more information

To find out more about Stoneworks Technologies Professional Services, contact info@swti.ca

Comprehensive Professional Services Offerings

Stoneworks Technologies Inc. Enterprise Services organization offers a broad array of services. Based on a client-centric flexible approach, organizations of all sizes can acquire these services precisely when they are required.

All engagements involve the deployment of Stoneworks Professional Services team. Each highly skilled member possesses the knowledge and experience to effectively meet client needs. Team members may include a Stoneworks or IDS Project Manager, Technology Architects and one or more Systems Engineers.

Resources are deployed as required throughout the engagement to ensure that project objectives and deadlines are met.

Contact your account representative for details on how to build a customized service offering for your organization.

Planning & Assessment Services

Buildout & Implementation Services

Operational Consulting

- Storage & Archival assessments
- Blade server readiness assessments
- Wide area data services assessments
- Enterprise technology discovery
- Implementation planning
- Compliance assessments
- Merger & Acquisition planning

- Hardware installation and configuration
- Software installation and configuration
- Technology trials and proof of concepts
- Data centre integrations
- Network deployments

- Critical Services support
- Resident Systems Engineers
- Site Reviews
- Software release migrations
- Managed Services
- Technical Staff augmentation

Advanced Consulting Services

Services related to regulatory compliance (SOx, MITS, etc.), disaster recovery, business continuance, consolidation and virtualization

Technical Account Management

Strategic technology planning and review, infrastructure lifecycle planning, technology conflict resolution and conflict avoidance

Project Management

Project and activity planning, scheduling and resource management (applied on all activities over one week in duration)

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About Stoneworks Technologies

Founded in 2001, the team at Stoneworks Technologies Inc. have been providing leading technology, services and support to both corporate and Government clientele across Canada.

Stoneworks has established themselves as a trusted advisor to the clients they serve through an extensive understanding of the IT landscape and through partnerships with firms such as IDS Systems and Gridway.