



## On Site Review

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.

As part of Stoneworks Enterprise Operational service offerings, The Site Review Service is designed to assist organizations who have already invested in a specific technology solutions and who wish to assess the operational performance of that system. Each component of the specific solution is examined for proper installation, operation and performance. The results of the Site Review service are documented and presented to the customer. An action plan is created with the customer to address issues identified during the Site Review.

The Site Review service is a current state analysis delivered by a qualified and experienced systems engineer who is mandated to ensure that the solution is optimized to meet business requirements. Performance levels, scheduling, retention requirements are used to verify an efficient design.

### Standard Services

- **Operational Issues Assessment** An analysis of current state performance and configuration to compare with desired business and technical goals. If required, appropriate contact with product support will be initiated for assistance.
- **Software Inventory and Compatibility Review** A review of software and firmware release levels validated against minimum product and third-party requirements. Automated software update process will be reviewed and implemented where applicable.
- **Applications Review** An analysis of data protection requirements for applications in the environment to validate configuration (i.e. media agents, add-on modules, media sets, client agents, etc.)
- **Configuration Review** A review of storage policies to verify schedule configuration and media management objectives (i.e media usage and efficiency, daily exports, etc.)
- **Operational Review** An overall review of backup and restore successes, failures, root-causes and exceeding backup windows. An analysis of existing and applicable system reports and configuration data. Recommendations provided on operational monitoring processes, alerting mechanisms and overall media management.
- **Basic Project Coordination** Performance of basic project management activities; serves as single point of contact scheduling Stoneworks resources and risk mitigation to ensure quality service delivery in a timely manner.

### Optional Services

- **Site Review Implementation** Stoneworks Professional Services will perform the recommended improvements to the system resulting from any or all of the Standard services above.
- **Scalability Review** A performance and load analysis of the hardware, network, and software configurations. The environment is verified against the software manufacturer's scalability and sizing guidelines with respect to current state of operations and projected data and server systems growth.



**Intelligent  
Enterprise  
Solutions**

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### For more information

To find out more about Stoneworks Technologies Professional Services, contact [info@swti.ca](mailto: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.