



## Resident Systems Engineer

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.

The Resident Systems Engineer service is designed to ensure that solutions implemented in the customer environment continue to meet client expectations based on their functional, operational and business requirements. A Stoneworks engineer can be provided to monitor and control performance levels, schedules, storage requirements, archival policies, as well as ensure compliance with configuration management and change control obligations. The Resident Systems Engineer service is available on all products and technologies that are supported by our staff.

The Resident Systems Engineer service can be included as a follow-on service to ensure successful implementation and on-going operation of a complimentary activity, or used by itself to address a specific requirement in the client technology environment. The Resident Systems Engineer service provides on-site technical consultative support in maintaining the customer's software and hardware solutions. The Resident Systems Engineer can provide support in any one or more of the following areas:

- System Administration Services
- Scheduling and monitoring of backups
- Monitoring and optimizing archival solutions
- Storage, Networking and Firewalls
- Assistance with upgrade and expansion plans
- Monthly or other frequency technology and strategy reviews
- Assistance in creation of site-specific documentation, including operating guides, Install/Upgrade Cookbooks, Design Guides, Weekly/Monthly Status Reports
- Disaster Recovery Planning Procedures
- On-site Training to Customer Staff
- Tier-1 escalation support with affiliated manufacturers and ISVs.

The customer has the option of selecting which support activities are required to address their specific needs. Normally these engagements will run from four months to two years. Pricing for the Resident Systems Engineer service will vary based on the duration, level of complexity of the customer environment and the level of expertise required resources committed to guaranteeing customer satisfaction. A tailored statement of work is prepared prior to each engagement based on the set of agreed-upon activities that match the customer's business needs.

**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.