SERVICE OVERVIEW

PROFESSIONAL SERVICES

At GlobalXperts, we excel at supporting our customers with professional services for their end-to-end network communication solutions. Our support services track with Cisco's PPDIOO model which is to prepare, plan, design, implement, operate, and optimize. All of these standardized service phases play an integral part in the successful deployment of the customer's solution.

And while each phase of the service delivery model is strategically designed to build upon the previous phase, GlobalXperts technical staff can be utilized by our customers for any phase. We have years of experience with installations worldwide to assist customers with their multi-vendor solutions.

Our engineers can successfully manage projects of varying scope, from a small-scale software application to a large enterprise national rollout. Our technical team works with your IT staff to ensure that the solution meets or exceeds performance requirements and business objectives. GlobalXperts team of IT consultants and engineers offer experienced life cycle consulting services in support of the deployment of a variety of solutions & business applications. Our technical augmentation services support solution providers and integrators that are primarily Cisco based. We work with and support your team in the following areas:

- Requirements analysis,
- Architecture planning, design
- Full life cycle engineering
- Integration and project deployment
- Software configuration
- Day 2 support

Unified Communications

GlobalXperts Unified Communications technical services are based on real-world; best practices developed from several successful deployments of Unified Communications solutions worldwide. We have a team of certified and experienced consultants and technicians that collectively cover the functional and technological disciplines necessary for integrating disparate technologies into one cohesive network. Converging voice, data & video onto a single media fabric is a methodical process. It must take into account existing infrastructure & business processes along with the organization's objectives and goal architecture. Our engineering team is highly knowledgeable with:

- IP Telephony,
- Video Conferencing (Telepresence)
- Call Center (IPCC Express & Enterprise) technologies
- The virtual "meeting room" created by the highly flexible and mobile collaboration environment.

Collaboration
- Unified Communications
- IP Telephony
- Unified Contact Centers
- TelePresence

Borderless Networks
- Routing & Switching
- Wireless LANs
- WAN Optimization
- Security and Surveillance

Data Center and Virtualization
- Unified Computing
- Storage Networking
- Blade Switches
- Data Center Switches

Day 2 support
- 24 X 7 X 365 Tech Support
- White label NOC
- ITIL Compliant
- ISO 9001-2001 Certified

Certifications:

Cisco CCIE	Cisco CCVP
Cisco CCNP	Cisco CCDP
Cisco CCSP	Cisco CCNA
Microsoft MCSA	
Microsoft MCSE	

Connecting your business to the world

PROFESSIONAL SERVICES

WAN Optimization

The GlobalXperts network engineering team supports solutions providers in evaluating their customer's network devices (such as routers, switches, gateways etc) and applications to determine any weaknesses that affect speed, productivity or QoS across the network. The need to regularly monitor WAN performance is especially important as users become more mobile and as new applications to improve productivity and flexibility are introduced. Services range from utilizing network monitoring tools to assess the network to hardware/software implementation.

Wireless LAN

The technical services we offer in supporting Wireless LAN solutions are for installing new solutions and for upgrading existing wireless solutions. Our engineers are highly skilled in executing onsite site surveys which generally address:

- Locating all access points
- Determining radio frequency propagation levels
- Examining any frequency congestion issues

Security

The engineering team at GlobalXperts that specializes in Managed Security will work with your staff to design/implement a network-based security solution that addresses:

- VPN, MPLS, SSL, SSH, Authorization, Access control lists
- Proxy servers, gateway configuration
- Worms, Viruses, Firewall (Hardware, software, enterprise)
- SNMP configuration and monitoring
- Unauthorized users, Intrusion detection
- Regulatory requirements, backup & restore procedures

Data Center & Virtualization

GlobalXperts offers comprehensive technical expertise for advanced network solutions. Data Centers and Desktop Virtualization has dramatically improved the efficiency and availability of resources and applications for thousands of companies both large enterprises and SMBs.

Our Data Center and Virtualization team utilizes best practices in designing, implementing and optimizing new or expanded data center solutions for our customers. We work closely with our technology partners to offer industry leading servers, grid storage for backup & archiving and scalable SAN storage. Services we offer are virtualization, high availability strategies, green data center & reduced operational costs, virtual desktop infrastructure (VDI) site recovery management (SRM) and physical to virtual conversion.

Provide experts globally – 6 continents in well over 30 countries and counting…

Onsite Wireless LAN Site Surveys for a large Global customer:

- Determine radio propagation levels
- Locate all access points
- Completed WAN surveys in 18 countries within three weeks

Technology refreshment program for a Fortune 100 company:

- Installed Routers & Switches
- Upgraded networking solutions
- Implement, test UC solutions
- Worked on 6 continents in over 30 countries

We are a "services only" company which means our customers are Solutions & Services Providers and Integrators, who at times, require more technical bandwidth in executing solutions rollouts, technology refreshment programs and systems upgrades.