Tritone Consultants
TECHNICAL ASSESSMENT

Know your **IT Infrastructure**

While dealing with everyday incident and problem management, an IT department often deviates from industry best practices. Add new initiatives from the organization and a detailed understanding of your infrastructure becomes extremely crucial. The first step of strategic planning is to take a step back and assess the status of technologies in place.

An objective, 3rd party analysis of your organization's IT infrastructure will assess risk, inventory resources, diagram technologies in place, and verify best practices are being met. This information allows you to easily define goals for projects on the horizon and outline measures of success for the department.

Many professional services companies offer their own operational assessment or audit as a precursor to quoting products or services. While there may be some value in strengthening the relationship between your organization and the provider, this inherently creates a conflict of interest in the initial reports. Allowing a 3rd party like Tritone to perform this assessment ensures the findings are truly objective and returns the power to you.

The technical consultants at Tritone have years of experience in IT, are closely aligned with vendors, and will help you to understand how your technologies align with industry best practices. Seeing such a wide variety of clients has allowed the consultants to develop highly transferable skillsets. The combination of these skills and a refined discovery methodology generates accurate, concise, and customized results.

Challenge
Maintaining an IT infrastructure is increasingly costly and complex, making optimization of that infrastructure more crucial than ever. Business change and requests from the organization can create alignment gaps between internal technologies and industry best practices. This hampers efficient operations, heightens costs, creates security concerns, and can generate downtime for end users

Solution
An Infrastructure Assessment from Tritone Consultants identifies where best practices are being met within the environment, creates an accurate inventory of resources, and defines measures of success for future IT projects. While collaborating with the IT department, Tritone's technology experts conduct a 3rd-party analysis to establish a report of technologies, equipment, and processes then create recommendations for alignment.

Engagement Objectives
• Discover physical and virtual IT assets, applications, and the relationships between them
• Assess Risk, Map Dependencies, Identify Single Points of Failure
• Confirm Product Supportability and Industry Best Practices
• Examine Backup and Disaster Recovery
• Map and Diagram Architecture of the Environment
• Assist in Defining Goals, Projects, and Measures of Success

Benefits
• Gain greater insight into your organization's IT technologies
• Understand your department's structure and capabilities
• Obtain the right information to prioritize upcoming IT projects
• Plan alignment of IT strategies with industry best practices
• Ensure staff skills are matched to technologies in place
• Verify service providers and internal staff are accountable for day-to-day maintenance the environment

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INFRASTRUCTURE ASSESSMENT

How long does an infrastructure assessment take?

Depending on the size of the organization and scope of work, an assessment may take anywhere between a few days and several weeks. Tritone will customize a statement of work for your organization which matches core objectives.

Does Tritone perform the discovery onsite or remotely?

Tritone offers both onsite and remote assessments.

Is the organization disrupted during the assessment process?

Discovery methodology and procedures are built to be non-intrusive. End users should not be impacted while scans and investigation is being conducted.

How much involvement does Tritone need from the IT staff?

The consultant(s) will work with IT staff to obtain necessary access to systems. They will need administrative credentials for servers and other equipment and may also inquire about procedural details.
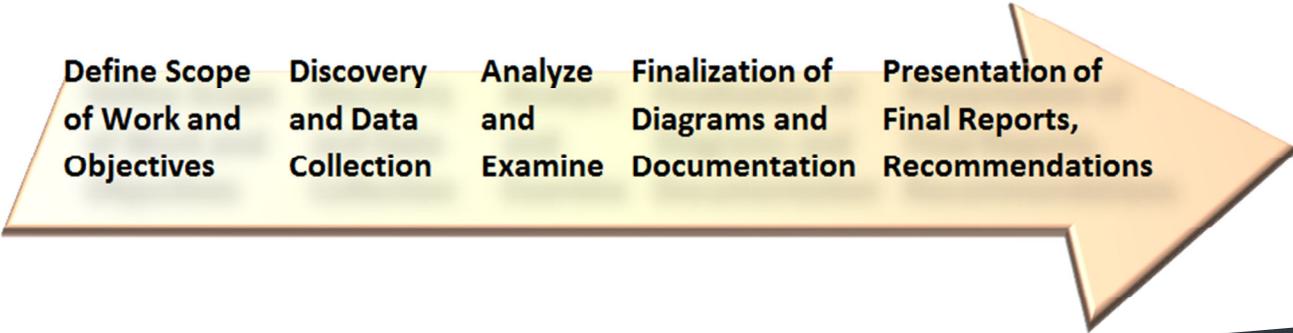
What is the fee structure for the assessment?

Total fees are based on a predefined number of consultant hours built to fit each customer.

Will Tritone attempt to sell products or services when the assessment findings are being presented?

No, in the interest of keeping the review as accurate as possible, Tritone does not sell products or services associated with the findings.

COMPONENTS OF THE ASSESSMENT

The scope of the assessment may include a review of any or all of the following:

- Systems – Servers and PCs
- Virtualization
- Email, Messaging, Communications
- Network – Routing, Switching, Firewall
- Physical Data Center Operations
- Backup and Disaster Recovery
- Remote Access
- Application Delivery

TRITONE CERTIFICATIONS

Assessment Process

| Define Scope of Work and Objectives | Discovery and Data Collection | Analyze and Examine | Finalization of Diagrams and Documentation | Presentation of Final Reports, Recommendations |

TAKE NEXT STEPS TOWARDS A GREATER UNDERSTANDING OF YOUR IT INFRASTRUCTURE

Contact Tritone Consultants for additional details:
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See more information at www.tritoneco.com