



GSI Technical Services – List of Services & Support (as of May. 2016)

Desktop / Desk-side support | server / network support:

- All Microsoft Operating systems (installation, troubleshooting, upgrades, general application support)
- Apple Mac OS X (enterprise & peer-to-peer), Apple server
- Linux
- Synology DSM

Printer & business-oriented peripheral configuration: (network & local) – installation, troubleshooting

- network printers (individual, workgroup, company/large-yield support), all-in-ones: scanners, copiers; network delivery configuration (Shares, user profiles, Exchange, etc.)

Hardware: support & service, troubleshooting:

- network hardware: Cisco, Meraki, SonicWall, more...
- business-class desktop resource
- laptop support: Dell business-class, Apple MacBook Pro (Windows Bootcamp); domain integration & mobile, port replicators, more...
- smart & device hardware: Nest, Wink, Lutron, Generac, WeMo, Trendnet, SmartThings, Apple, more...
- peripheral support: cameras, webcams, external disks & optical drives, specialized displays, multimedia

Servers & server product support: (installation, management, troubleshooting)

- **server hardware** – Dell, HP, IBM, Lenovo, Intel, Apple
- **Microsoft server operating systems** (up to Windows Server 2016; installation, troubleshooting, maintenance)
- **server-class UPS** (battery backup) – APC SmartUPS, monitoring, etc.
- Virtualization (Hyper-V, VMWare), Hyper-V P2V and consolidation
- File services (+ Distributed File System)
- Active Directory services / DNS / DHCP (network management services)
- E-mail (messaging) servers: Microsoft Exchange, SmarterMail; high-availability, failover
- SQL management (MS SQL, MySQL, SQLAnywhere)
- Work Folders SSL storage services (seamless secure access)
- Remote Desktop Services (RDS)
- Microsoft Internet Information Server (web services)
- Microsoft Group Policy, network management services

Network management / support:

- domain and peer-to-peer networking (various platforms)
- **routers and firewalls:** SonicWall, Meraki (various business-class); subnets, secure open ports, failover
- **managed switch installations:** Meraki, Cisco Small Business
- business-class **internet** provisioning consulting: broadband, DSL, wireless; static IP management, high-availability / failover, more...
- **Security applications & appliance installation:** gateway protection, **antimalware** (virus & related threats) solutions
- **backup solutions:** various backup & recovery regimes (history, volume shadow copy; multi-disk / high capacity; disaster proof / fireproof /waterproof units)
- **regular maintenance:** 1) desktops 2) servers 3) network devices (varying degrees)
- **Projects:** server deployment, desktop deployment, more...
- VPN configuration: SSL / IPSec on SonicWall
- **Network Attached Storage:** Synology, Iosafe, Drobo, etc
- VOIP phones

Network topology:

- cabling & termination
- patch panel installation
- server rack setup (4-post, 2-post, shelves, rails, cabling management)
- environment management (monitoring, consulting on air conditioning, etc.)
- consulting on power requirements, physical security, server room locations, etc.

WiFi / Wireless networking installation:

- **enterprise WiFi installation**, support & management (**Meraki** managed access points, SonicWall SonicPoints)
- wireless keyboards/mice
- Bluetooth technologies

Mobile technology support:

- **iPhone, Android, Windows, Blackberry support:** (configuration, ActiveSync Exchange, apps, network integration)
- **iPad/tablet/smartphone:** administration/configuration; MDM & enterprise tablet configurations
- **Mobile Device Management** (MDM on Meraki)
- mobile app integration with cloud & network: Microsoft Office for iOS, SMB explorers, etc.



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A HIGHER PLANE OF MANAGEMENT FOR YOUR BUSINESS NETWORK

Cloud:

- Private cloud technologies – support/setup (Work Folders, RDS, VPN, Exchange,
- Third party / Public cloud – support, administration, setup, licensing (Office365, iCloud, more...)
- cloud consulting / advice: hybrid cloud design

Application Support: installation, maintenance and troubleshooting

- Microsoft **Office**, Outlook, Visio, Microsoft Project
- **Adobe** Acrobat/Standard, Reader, Photoshop
- Java; other general multimedia applications, more...
- **Apple** (iTunes, QuickTime, iCloud), various OS X applications
- server management applications (OpenManage, APC, Spiceworks, more...)
- **accounting applications**, including Quickbooks and Quickbooks Enterprise, Sage, Freshbooks
- **security:** Symantec Enterprise (local & cloud), Symantec Mail Security, Kaspersky, Malwarebytes, more...
- types: local, web, cloud
- specialized industry experience: Point of Sale, hospitality, health care, CAD design, customer relations databases, web
- web & multimedia design: WordPress, web management, more...

IT management:

- network design consulting (building construction & network only)
- upgrade advice & planning
- disaster recovery planning
- network management assessments
- network security assessments
- licensing consulting and planning
- remote support assistance
- day-to-day network management / help desk support
- project management
- Sales consulting & procurement