

## SERVICE BRIEF

# IT Delivery Services

Balancing operational efficiency, cost and user satisfaction is a tall order, but having expert help can make all the difference.




**IT delivery expertise makes implementations smooth so business runs like clockwork.**

Today's business landscape is adding increasing pressure on IT to deliver services more efficiently and cost-effectively than ever before, while still deploying new innovation and an easy end user experience. But balancing operational efficiency and cost with user satisfaction and innovation can be a complex task. Legacy systems don't always play nice with new IT solutions designed to streamline the business and improve the user experience. That reality creates a divide between the business and IT that can hinder forward progress. According to a 2015 Deloitte study, 61% of businesses rate their own IT departments as "fair" or "poor" business partners. That means IT must find new ways to humanize the interface between them and the business by improving service levels and the success rate of hardware and software delivery projects.

**Make delivery worry-free with cStor expertise to help minimize business disruption and risk.**

cStor's certified Consulting Engineers work closely with your team to deliver seamless implementation and integration delivery services across a wide range of hardware and software projects—all with little to no disruption to your business. Better still, our experts train your team so they retain the knowledge needed to keep operations running smoothly around the clock after the engagement ends so they are prepared for whatever lies ahead.

### Benefits of Expert Delivery Services

-  **Improve project success rates.** Get expert implementation and integration support on hardware and software projects to improve success rates and user satisfaction.
-  **Minimize business disruption.** Expert planning on delivery means you can update, integrate and innovate while minimizing disruption to everyday operations.
-  **Improve service delivery and user satisfaction.** Strengthen IT's reputation by improving SLAs while also meeting dynamic user requirements.

### Benefits of Expert IT Delivery

- Better balance projects with ongoing operations.
- Add needed skill and expertise to improve project success rates.
- Maximize existing assets while balancing innovation and user satisfaction.
- Improve support for distributed workforces and virtualized environments.



*cStor helped us overcome our budget and manpower challenges with a variety of pre- and post-sales implementation projects to grow our server infrastructure and capacity. Their delivery expertise has helped us achieve a more stable environment, greater reliability and a scaled-out infrastructure. We would recommend them to anyone in need of expert IT support.*

—Damien Brodie, IT Project Manager, Clark County Nevada Public Defender

## IT Delivery Service Areas of Expertise



### SAN/NAS CONFIGURATION

Ensure your storage area network and network-attached storage are properly configured to support your environment.



### STORAGE/BACKUP IMPLEMENTATION

Prepare a smart plan for disaster recovery with expert storage and backup implementation services using best-of-breed solutions.



### SERVER INSTALLATION

Take the hassle out of server installation with expert help to install and configure servers to your unique environment and specifications.



### WAN ACCELERATION

Maximize the efficiency of data flow across your entire wide area network to better meet demand and user requirements.



### BACKUP APPLIANCE INSTALLATION

Improve data management and protection capabilities with expert installation of pre-loaded backup software on hardware with built-in storage.



### SYSTEM INTEGRATION

Get expert help to integrate systems across your environment to streamline operations, add functionality and improve experience.

## Flexible delivery service engagement options.

**Onsite.** For teams that need face time, cStor Consulting Engineers set up onsite throughout the duration of the engagement to help monitor, maintain and optimize system performance so your team can focus on more mission-critical activities and being responsive to everyday operations.

**Remote Only.** Today's advanced technology means teams can meet online and systems can be monitored remotely so implementation and integration projects are managed seamlessly with minimal business disruption and drain on internal resources.

**Hybrid.** Some engagements call for both onsite and remote support to blend the perfect mix of face time and internal staff knowledge with resources needed for ongoing system support from remote locations.

**Fixed Schedule.** At times, your team may only need a fixed schedule with support for day-to-day service management tasks so they can redirect their time and attention to more strategic initiatives.

## Let's Get Started

Learn more about how cStor can work with your team to improve IT delivery of today's leading hardware and software solutions to streamline operations, maximize assets and meet evolving user demands. Contact cStor to schedule an appointment today.

## About cStor

cStor helps companies strategize, create, and implement data center and cloud solutions that address the business needs and demands of today's enterprise.



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