

K3SOLUTIONSLLC

Infrastructure Management



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Overview

Our infrastructure management services focus on providing reliable support throughout our customer's shared or global service centers. Our consultants apply IT Infrastructure Library (ITIL) best practices to promote consistent and reliable methods to support mission-critical applications. We help assess our customer's IT organization's efficiency and develop a roadmap to optimize IT operations.

Solutions

K3 Solutions' consultants provides quality support and focuses on end-user satisfaction. Our infrastructure services include:

- **System Administration**—we design, install, and support our customer's infrastructure. We maintain network hardware and software, analyze problems, and monitor the infrastructure to ensure its availability and performance to system users is at an optimal level.
- **Database Management**—we provide services on all database types including Oracle, SQL Server, Sybase, DB2, and MySQL. Our DBAs are trained and can monitor the databases and tune the databases as needed. We can implement backups and apply patches, but more importantly, we can work with development teams to create effective data architectures that will meet the business needs.
- **Desktop Support**—we manage desktop and printer configurations and apply patches as needed. We also help troubleshoot problems users are having with software applications, operating systems, printers, and network connectivity.
- **Help Desk Support**—our consultants are trained to provide Tier I and II help desk support to handle customer incidents and problems. We apply a proactive, user-oriented approach and integrate it with the latest help desk tools to increase the occurrence of first-call resolution.

Benefits

Our comprehensive infrastructure management approach results in the following:

- **Reliability** – servers, databases, and network that maintain its ability to perform its required function according to performance requirements
- **Maintainability**—infrastructure that can be easily modified or enhanced to meet performance requirements
- **Availability**—infrastructure that ensures a certain absolute degree of operational continuity according to performance requirements
- **Customer Satisfaction**—increased satisfaction due to effective service delivery and increased first-call resolution