

# Our core.

It's easier than ever to scale your business.

Paragon's Managed Services platform holds core competencies in IT Outsourcing, Cloud Hosting, Managed IT Services and Application Management.

Paragon's comprehensive portfolio of infrastructure management services guarantees 24x7 support, availability, protection from technology obsolescence and swift scalability.

From management of data center infrastructure to 24x7 Help Desk of end user applications and devices, Paragon can take partial or full accountability of IT system management.

Furthermore, Paragon's infrastructure utility delivery model allows clients to scale up or down on demand while paying a fixed monthly fee for only those IT services that they require.

Paragon is a Full IT Lifecycle provider delivering comprehensive design, implementation and managed services with a global presence. Clients range from small businesses to Federal enterprises.

Paragon supports a wide range of technologies to allow clients flexibility and best of breed platforms.

## INFRASTRUCTURE

- Physical Services (Intel/AMD-Based HP, Dell; Standalone or Blade)
- Networking LAN, WAN, Wireless (Brocade, Cisco, Aruba Networks)
- Virtualization (VMware, Hyper-V)
- WAN Optimization (Talari)
- Storage (SAN, NAS): (XIO, Pivot3, Dell)
- WAN Acceleration (Riverbed)
- Data Backup / Recovery (Microsoft DPM, Veeam, Backup Exec, Quorum)
- Virtual Desktop Infrastructure (VDI) (VMware Horizon View, Citrix XenApp)
- Security (Firewall, IDS, IPS, Anti-Virus, Log Review & Analysis, user an site-based VPN, NAC)
- Video Conferencing (Lifesize)
- Web Content Filtering (Websense, Managed Filtering)
- AV Services (Board Room Design & Build, Savant - Room Control)
- Load Balancing (F5, NLB)
- Physical Security (Video Surveillance, Access Control)
- Microsoft Cluster Services
- Structured Cabling (Fiber Optic and High-Speed Copper Backbones)
- Voice Over IP (ShoreTel, Switchvox, Asterisk)

## APPLICATION MANAGEMENT OPERATING SYSTEMS

- Microsoft Exchange
  - MS Unified Communications
  - MS Outlook, OWA, ActiveSync
- Microsoft Windows
- Email Encryption
- Linux (Red Hat, CentOS, Ubuntu)
- SharePoint
- MacOSX
- MS Active Directory
- IIS / Apache / Tomcat
- Databases (Microsoft SQL, MySQL)
- MS Office Communication Server / Lync
- Blackberry Enterprise Server
- Microsoft System Center Configuration Manager (SCCM), System Center Operations Manager (SCOM)

# Summary of Capabilities

Your business needs fulfilled. Guaranteed.

Ready to get started?

Call **763.463.3700**

Seamlessly integrate IT with your business. It's time.

## DEDICATED “CLOUD” HOSTING

By delivering enterprise-class computing and support in a “private cloud,” Paragon offers best-in-class functionality and performance without the worry of supporting the underlying hardware/software or concern about technology refresh/replacement costs. Whether the solution includes the entire suite of hardware, software, facilities and support provided as a flat monthly fee (Infrastructure as a Service) or management of client-owned infrastructure, Paragon can support either or within a hybrid delivery model.

- 24x7x365 Managed Infrastructure as a Service (IaaS): Application and Database Hardware / Software, Data Center Facilities, Core network and security infrastructure, Storage
- Application Hosting
- Virtualization
- Storage Area Network / Network Attached Storage
- Clustering / High-Availability
- Managed Security
- Nightly and off-site backups
- Diverse Carrier Access
- Disaster Recovery Services

## SHARED INFRASTRUCTURE “CLOUD” HOSTING

To reduce total cost of ownership and minimize carbon footprint, Paragon multi-tenant platforms allow clients to decouple processing and storage capabilities from physical servers so they can boost server utilization while minimizing power consumption and space requirements. High levels of security, reliability, performance, and service are inherent in every deployed solution.

- Application and Database Servers
- Custom-built Virtual Servers
- Storage Area Network / Network Attached Storage
- Nightly and Off-Site Backups
- Core network infrastructure - Switching, Routers, Firewall, Intrusion Detection Systems, Security Log Analysis
- Software as a Service (SaaS)

## REMOTE INFRASTRUCTURE MONITORING AND MANAGEMENT (RIMM)

Paragon delivers 24x7 remote infrastructure monitoring and management services from U.S. based Enterprise Operations Centers (EOCs). Paragon helps clients cut down the costs of infrastructure monitoring and management while gaining access to expert skill sets. The EOC utilizes industry-leading tools to proactively manage remote client environments including, but not limited to, servers, applications, network infrastructure, security appliances as well as storage appliances.

- 24x7x365 monitoring and Management of Paragon or client-owned infrastructure
  - Servers
  - Virtualized Environments
  - Network Infrastructure - Hardware, Carrier management, WAN Acceleration
  - Storage Appliances
  - Security (Firewall, IDS)
  - Applications

## APPLICATION MANAGEMENT

Many companies lack the resources to cover all competencies along the application lifecycle. Paragon offers clients the choice and flexibility of support for specific applications or for the entire application portfolio, including custom, off-the-shelf and enterprise solutions. We specialize in the evolution, operation, and maintenance of mission-critical applications.

Programs follow our Implementation Lifecycle Management Approach. Our comprehensive approach delivers significant improvements in operations, risk mitigation and tangible performance enhancements including a reduction of support costs for most clients.

## IT PROFESSIONAL SERVICES

Paragon offers IT Consulting solutions over a diverse number of infrastructure environments and leverages its proven IT infrastructure assessment tools and methodologies to design solutions that focus on the dependencies between business and technology objectives. Project Management resources are trained and certified in PBOK and SCRUM methodologies. Whether clients require assistance assessing IT application architecture, managing a complex wide area network implementation, or upgrading legacy platforms, Paragon can help.

- Enterprise Architecture
- UT Audits and Assessments
- Wide / Local Area Network Architecture & Design
- System upgrade and integration (Exchange, VoIP, Storage, WAN/ LAN, Backups, etc.
- Physical to Virtual Assessments & Migrations
- Project and Program Management
- Business Continuity and Disaster Recovery Planning
- Security (Assessments & Remediation)
- Enterprise Strategic Planning
- Business Analysts
- On-site IT Support

## 24X7 SERVICE DESK / HELP DESK

Clients leveraging Paragon’s Managed Help Desk realize full time resources for ticketing, third-party escalation, end user and application support. Scaling upon demand, Paragon Help Desk pricing models are offered on a per incident or unlimited basis. Paragon’s 24x7 Help Desk follows an ITIL framework process, producing aggressive response performance as well as service level guarantees.

- Service Level Response Guarantees
- Remote PC/Desktop Management Tools
- Secure Customer Portal
- Ticketing Platform, Tracking All Events, Followed by Comprehensive Monthly Reporting
- Comprehensive Event Resolution or Third-Party Escalation

## ENTERPRISE OUTSOURCING

For organizations considering the comprehensive management of systems, business processes, along as well as leadership, Paragon offers enterprise outsourcing programs on a global scale. Paragon tailors each engagement to meet specific client business needs by carefully considering size and complexity. We leverage a broad spectrum of dedicated/shared managed services, technology experts and program management methodologies to provide a solution that is focused on client objectives while seeking to reduce overall program operating costs between 20% and 40%.

- Standardized Operations
- Governance
- Lowered Risks through Operational Efficiencies
- Reduced Redundancy Costs
- Cost Maintenance and Budgeting
- Mapping IT to Performance Matrixes
- Consolidated Vendor Management
- Improved Workforce Performance through Proven Process Design
- Customers served more effectively
- Virtual Chief Information Security Officer (VCISO)

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