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Services Catalouge

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Consulting & Professional Services



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Active Directory
Implementation & Migration



Microsoft Exchange Server



Data Center
Assessments & Documentation



Microsoft SQL Server 2014



Disaster Recovery Solutions



VMware Implementation



Skype for Business Implementation



Hardware Service Contract
(SLA)

Active Directory Implementation

Single Server – Separate Sites:

- o Implementation of active Directory on a Single server creation of FSMO roles, DHCP, DNS.
- o Applying Standard GPO for 2-3 OU.

Standard Features: FSMO roles, DHCP, DNS, and GPO

Multiple Servers on Single Site:

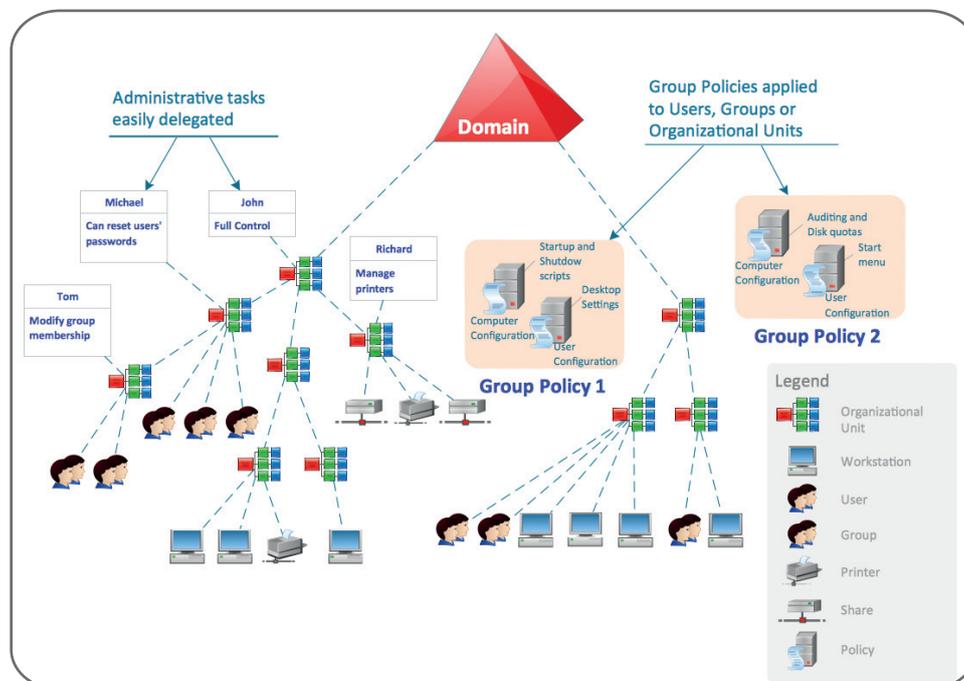
- o Implementation of active Directory on multi servers and distribution of FSMO roles among servers, DHCP, DNS.
- o Applying Standard GPO for 2-3 OU.
- o Design the organization Domain Containment Structure

Standard Features: FSMO roles, DHCP, DNS, GPO, Organization Domain Structure design

Multiple Geographical Locations via WAN:

- o Implementation of active Directory on multi servers and distribution of FSMO roles among servers.
- o DHCP, DNS.
- o Applying Standard GPO for 2-3 OU.
- o Design the organization Domain Containment Structure.

Standard Features: FSMO roles, DHCP, DNS, GPO, Organization Domain Structure design



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Migrate Active Directory from old version to the latest versions

Standard Features:

Migration: The process of moving or copying an object from a source domain to a target domain, while preserving or modifying characteristics of the object to make it accessible in the new domain.

Domain restructure: A migration process that involves changing the domain structure of a forest. A domain restructure can involve either consolidating or adding domains, and it can take place between forests or in a forest.

Migration objects: Domain objects that are moved from the source domain to the target domain during the migration process. Migration objects can be user accounts, service accounts, groups, or computers.

Source domain: The domain from which objects are moved during a migration. When you restructure Active Directory domains between forests, the source domain is an Active Directory domain in a different forest from the target domain.

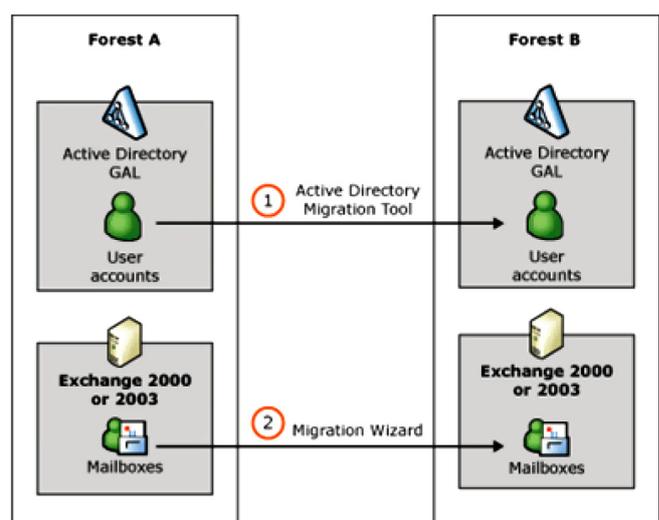
Target domain: The domain to which objects are moved during a migration.

Built-in accounts: Default security groups that have common sets of rights and permissions. You can use built-in accounts to grant permissions to any accounts or groups that you designate as members of these groups. Built-in account SIDs are identical in every domain. Therefore, built-in accounts cannot be migration objects.

Prerequisite (s):

Requirements Prior to AD Migrator Installation Windows Trust Requirements

- o Establish a two-way trust relationship between the source domain and target domain
- o Verify the trust relationship – To verify, check that you are able to list accounts from each domain in each domain
- o Add the source domain's Domain Admins group to the target domain's Administrators group
- o Add the target domain's Domain Admins group to the source domain's Administrators group
- o Run sys prep on the source domain controller



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Exchange Server 2013 allows users to access email and calendar information virtually any platform, browser, or mobile device.

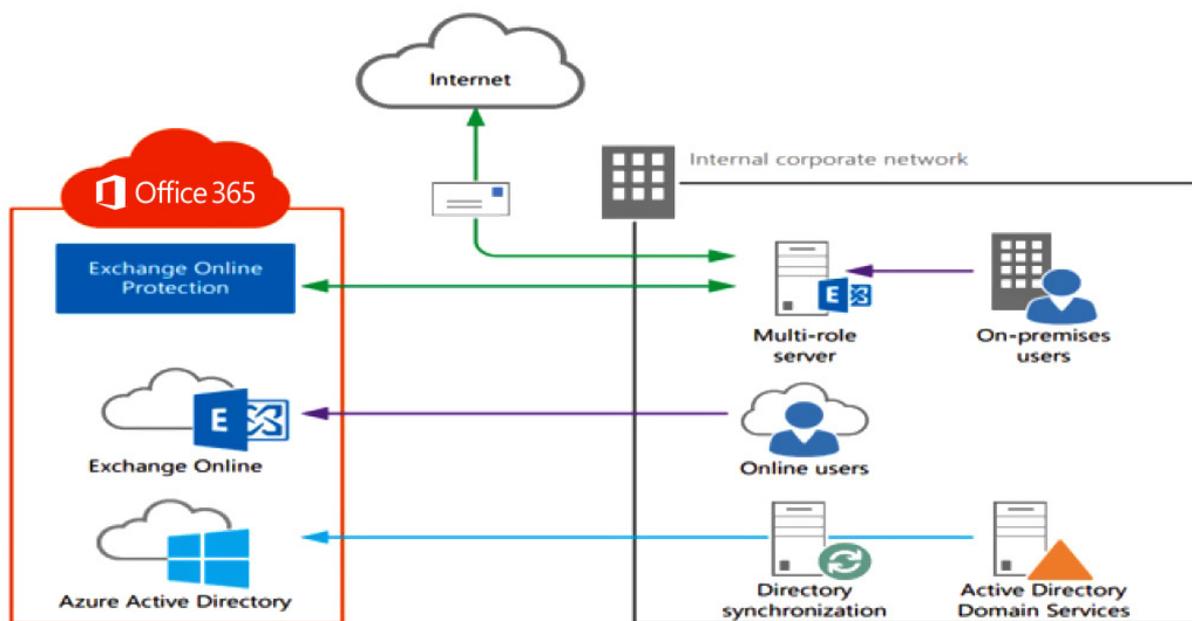
Standard Features:

- o User can share calendars and schedule meetings, regardless of the environment their mailbox is in
- o “Unified Messaging” lets users receive voice mail, email, and faxes in their mailboxes
- o Bigger and more reliable mailboxes than before
- o Works on any device with a web browser
- o Allows users to work better together on teams and projects
- o Eliminates email threats before they reach your network with anti-spam, antivirus and junk filtering
- o Keeps important data in one place with Exchange archiving and retention policies
- o Protects sensitive data and informs users of internal compliance policies

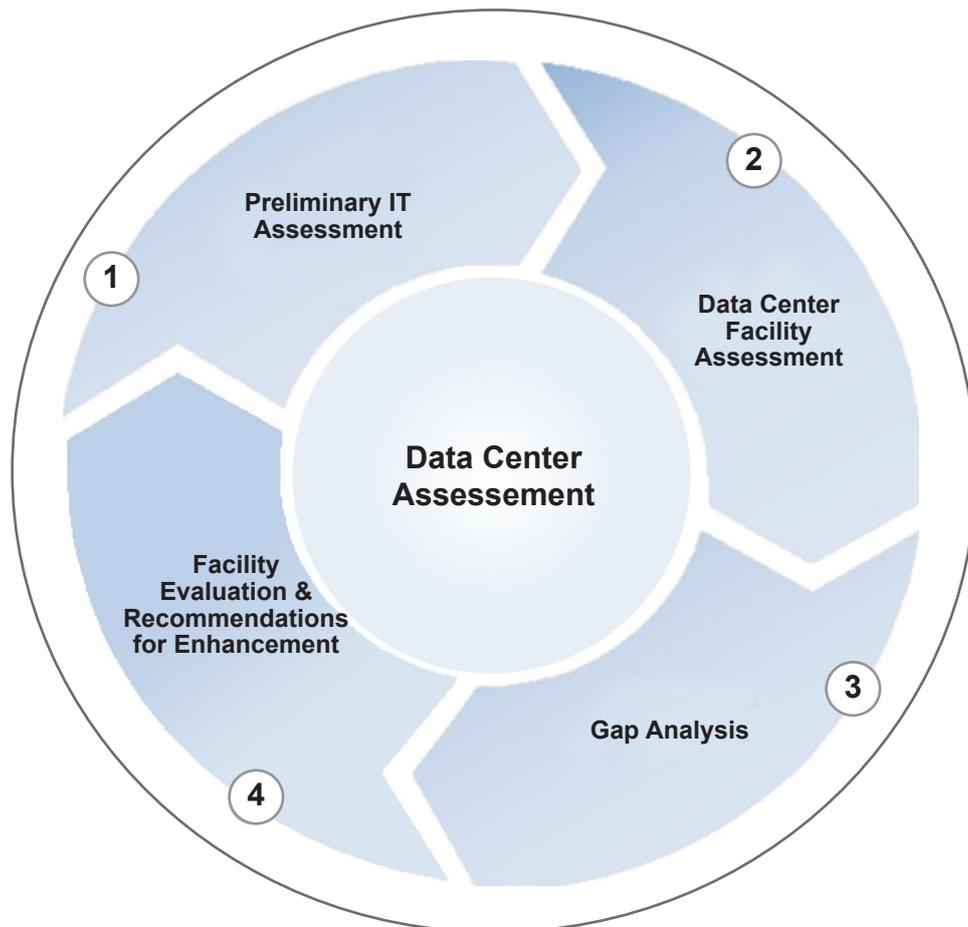
Customer Can Choose between different Exchange Platforms: -

- o Exchange Online (Office 365)
- o Exchange Hybrid
- o Exchange Server on-premises
- o Provider-Hosted Exchange

The Exchange Online Protection (EOP) provides a layer of protection featured by which administrators simplify their messaging environments.



Interact will assist in troubleshooting any related Datacenter problems, root cause analysis and the implementation of corrective and/ or preventive actions, in addition to applying monitoring solutions in order to alert or autocorrect.



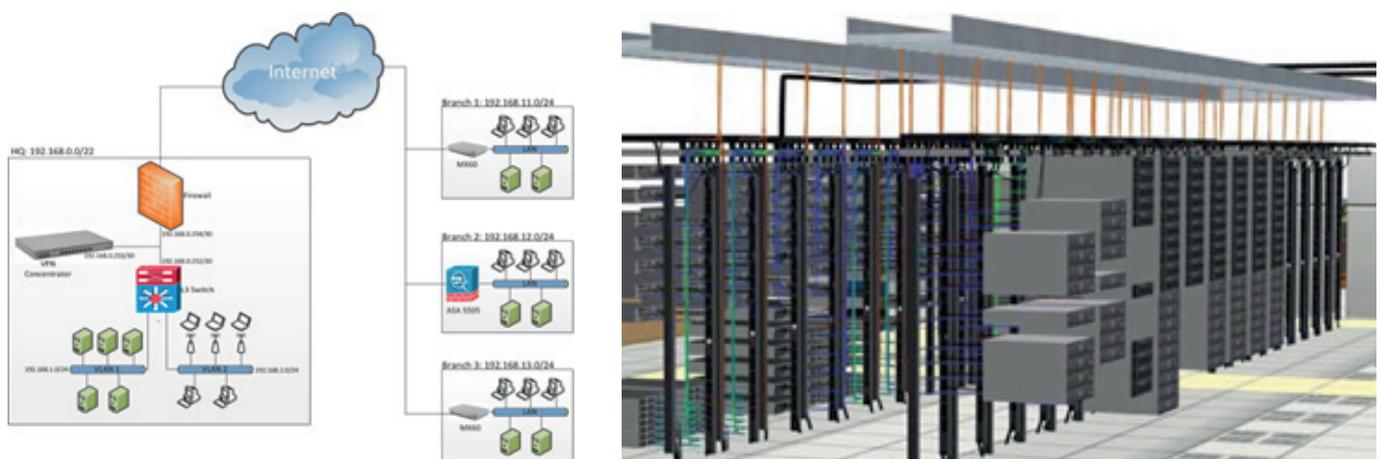
Standard Features:

- o Preliminary IT Assessment
- o Data Center Facility Assessment
- o Gap Analysis
- o Facility Evaluation & Recommendations for Enhancements

The biggest challenge is gaining visibility into the data centers. Without that visibility, data center admins are unable to understand their current operating capacity and unable to plan for future expansion.

The complete documented site survey as a centralized source of information is necessary to have this visibility and a clear understanding of the devices and their exact location-including rack and floor details-in the data center.

Documentation also helps data center admins know how much space is utilized and plan accordingly for future changes and/or expansion.



Standard Features:

- o Views of data center floors with racks and devices
- o Clear information on the available space at rack and floor levels
- o A search option to locate devices
- o Realistic views of data center floors on NOC screens
- o Integration with IT management solutions for real-time monitoring
- o Discovery and import options to add devices
- o Color-coded, live status views of devices on racks

Optional Features:

- o 3D visual modeling of data centers combined with real-time monitoring
- o Asset Management System

Prerequisite(s):

- o SAN/ NAS Storage to store the centralized documentation

Windows Server 2012 R2 delivers global-scale cloud services into IT infrastructure with new features and enhancements in virtualization, management, storage, networking, virtual desktop infrastructure, access and information protection in addition to the web and application platform with the following benefits:

1. Improve performance and scale capacity more efficiently to run your largest workloads while enabling robust recovery options to protect against outages.
2. With enhanced support for open frameworks, you can build, deploy, and scale applications and websites with more flexibility by unlocking application portability between on-premises environments and public and service provider clouds.
3. Deliver multi-tenant-aware storage and networking multi-tenancy capabilities for storage and networking on low-cost, industry-standard hardware.
4. Deploy a virtual desktop infrastructure and lower storage costs significantly using a broad range of storage options and VHD deduplication.



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Standard Features:

- o Hyper-V Replica
- o Domain Controller
- o Active Directory
- o File Server
- o Print server

Optional Features:

- o Scale data storage
- o Virtual Receive-side Scaling

Prerequisite(s):

- o Physical Server

SQL Server 2014 delivers mission critical performance across all workloads with in-memory built-in, faster insights from any data with familiar tools, and a platform for hybrid cloud enabling organizations to easily build, deploy, and manage solutions that span on-premises and cloud.

The infographic features a dark blue background with white and teal text. At the top, the title 'Transformational in-memory performance' is displayed in white. Below the title, there are two columns of teal boxes. The left column contains four boxes with the following text: 'No need to rewrite existing apps', 'Integrated into the core engine', 'Maximize industry-standard hardware', and 'Real-time inventory & insights'. The right column contains three boxes with the text: 'In-memory OLTP', 'Updateable in-memory column store', and 'In-memory analytics'. At the bottom of the infographic, there are three performance metrics: 'Up to 30X OLTP performance gains' (with a teal icon of three stacked circles), 'Up to 100X Faster star join queries' (with a teal icon of a grid of small circles), and '90% Disk space savings' (with a teal donut chart icon).

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Standard Features:

- o Data platform
- o Data management
- o Operational reporting
- o Analytical insight
- o Integrated and consistent data

Optional Features:

- o Easy transition to Cloud solutions
- o On-demand cloud solutions
- o Rich developer tools

Prerequisite(s):

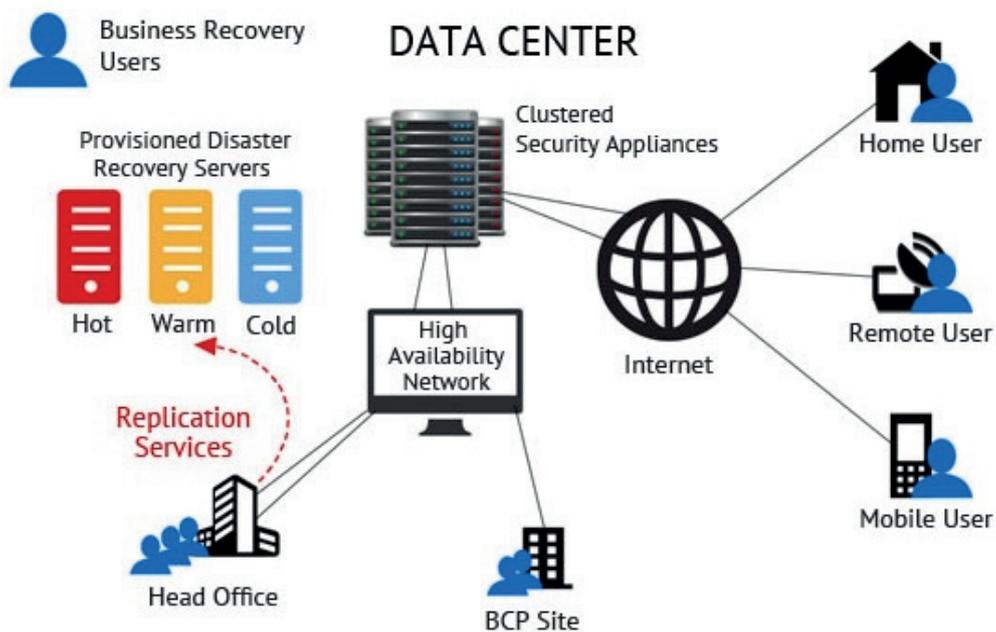
The minimum OS is one of the following:

- o Windows Server 2012
- o Windows 8 RTM
- o Windows Vista SP2
- o Windows Server 2008 SP2
- o Windows 7 SP1
- o Windows Server 2008 R2 SP1

Plus:

- o Installation of .NET 3.5 windows feature
- o IIS for SQL reporting feature

Disaster Recovery (DR) involves a set of policies and procedures to enable the recovery or continuation of vital technology infrastructure and systems following a natural or human-induced disaster. DR focuses on the IT or technology systems supporting critical business functions, as opposed to business continuity, which involves keeping all essential aspects of a business functioning despite significant disruptive events.



Standard Features:

- o Centralized recovery plans
- o Hardware and app independence
- o Self-service, policy-based provisioning
- o Non-disruptive testing
- o Choice for replication
- o Simplified setup
- o Automated execution
- o DR to the Cloud services

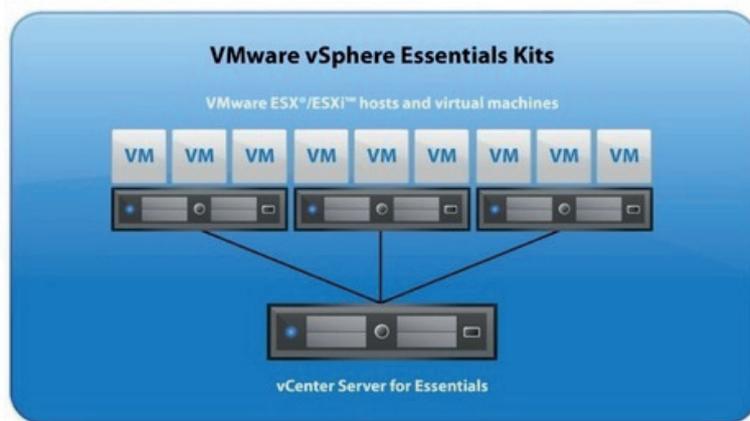
Optional Features:

- o WAN optimization
- o Compression & De Duplication
- o Automated disaster recovery failover
- o Planned migration and disaster avoidance
- o Automated failback

VMware vSphere leverages the power of virtualization to transform data centers into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.

The two core components of vSphere are VMware ESX/ESXi and VMware vCenter Server. ESX/ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESX/ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure.

Additional vSphere components are available as plugins that extend the functionality of the vSphere product.

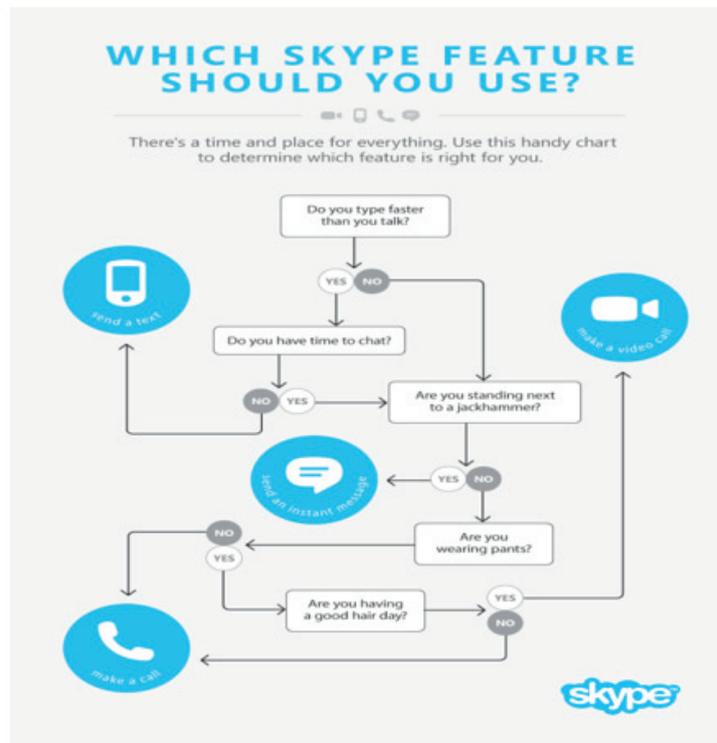


Standard Features:

- o VMware vCenter Server
- o VMware vSphere Client
- o VMware vSphere Web Client
- o DR to the Cloud services

Optional Features:

- o VMware vSphere SDKs
- o vSphere Virtual Machine File System (VMFS)
- o vSphere Virtual SMP
- o vSphere vMotion
- o vSphere Storage vMotion
- o vSphere High Availability (HA)
- o vSphere Distributed Resource Scheduler (DRS)
- o vSphere Storage DRS
- o vSphere Fault Tolerance
- o vSphere Distributed Switch (VDS)



Standard Features:

- o Portability
- o Calendar Integration
- o Conducts Meetings on the Go
 - Schedule Meetings from Outlook
 - Schedule Meetings via the Web Scheduler
 - Single-Touch Join
 - Multi-Party HD Video
 - Content Sharing
- o Numerous Presenter Controls
- o Customized Participant Views
- o PowerPoint Presentations
- o Conferencing Tools
- o Easy Broadcasting
- o Polling
- o Recording and Playback
- o Meeting Lobby
- o Meeting Content Retention
- o No Mandatory Authentication
- o Public Switched Telephone Network (PSTN) Conferencing
 - Local Dial-In Numbers
 - Easy Dial-In Conferencing
 - Meeting Roster and Controls

Hardware Service Contract (SLA) provides the required support in detecting the defective parts and replacing them within the agreed-on SLA. Hardware SLA includes Servers and Storage for almost all the available brands. The list includes but not limited to HP, Dell EMC, Lenovo, IBM, etc.

The Contract includes a site survey at the beginning of the contract to assess and analyze the available hardware, determining the required spare parts to be available at our office to be able to support the contract, monthly preventive visit to assess the hardware, and delivering proper technical reports for each visit.

Data Center Migration:

Data Center Migration includes a site Survey to assess the hardware to be transferred, old location and new location. Interact provides all the necessary help for migrating the data center.

The migration process includes:

- o Site survey to collect data regarding the current data center and the new location for the data center
- o Labeling all Devices and Cables
- o Unplugging all the cables
- o Uninstall all the devices from the Rack
- o Full packing & wrapping for all devices
- o Sealing boxes once checked & passed by security guards
- o Provide Labor for moving all devices
- o Fixing to secure stability into trucks
- o Transportation by truck
- o Off-loading truck
- o Delivery into new premises
- o Placing at new data center
- o Unpacking
- o Installing the rack in the Data Center
- o Install all devices into the rack
- o Plugging all cables
- o Power up all devices
- o Removal of unpacked material
- o Filing formal police report, in case of truck accident during transport



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