

INFRASERVICE CORPORATION

Services • Provisioning • Logistics
Operations for Business

NEWSLETTER

Issue I, Volume I

Welcome to InfraService's first newsletter! As your IT partner we want to communicate to you our latest activities, as well as the services we offer to our clients.

InfraService's Activities

****Staffing***

Geoffrey Gies is joining InfraService part-time. Geoffrey will be working with clients on-site, as an infrastructure implementer and manager, and a Network Operations Centre administrator. We will be adding new staff in the upcoming months.

****Developing Products***

Our network security specialist, Bruce Becker, is developing a gateway access tool suite called IS-Gateway. IS-Gateway provides safe and secure gateway management, for local area networks that are connected to the internet. Comprised of hardware and software components, IS-Gateway is a set of tools for firewall, remote access, public access, and management of SMB internet sites. Look for IS- Gateway's launch soon!

****Investigating New Technology***

We are investigating Sun's server and file system technologies. The QFS file system technology, provides very high through-put from servers, to workstations, and other peripherals. We also continue to watch the developments of AMD multi-core processors, and Intel V-Pro remote operation technologies, anticipating their possible application use by our clients.

Client Services by InfraService

****Planning your Company's Projects***

We enjoy hearing about any new projects planned by your company, and are pleased to offer our technical expertise. InfraService can assist not only during the planning phase, but also in the development phase to ensure the successful outcome of your project.

****Interfacing Services***

IS-Connect remotely monitors, and manages, LAN workstations and servers from our Network Operations Centre. For each client's site, we customize an IS-Connect package addressing their users' specific requirements. For ease of use by our clients, InfraService has customized an efficient ticket submission and management system, based on the popular RT system. IS-Connect Dashboards, provide network and systems status views, which can be used by your staff, and our Network Operations Centre administrators. IS-Connect Notify, automatically calls attention to developing situations at your site.

****Utilizing our Data Centre***

Our data centre is located at eGate Communications. Here we host a few virtual web servers, and co-locate several client server computers. We are updating our email server for improved performance. If you are considering off-site co-lo, or replication services, then we have *lots* of capacity.

****Managing Lifecycle of Your Equipment***

InfraService has a warehouse where we can store, refurbish and assist with the liquidation of your unused equipment. Through our contacts in the high-tech recycling industry, we can provide an environmentally conscious way to recycle, redistribute or dispose of used or obsolete equipment.