Taking Care of the Complexity in IT
Advanced Client Services

Increase the Business Value of IT

For many companies, evaluating, selecting and purchasing IT infrastructure solutions is just the beginning of what can be an arduous, labor-intensive endeavor. It's an undertaking that can also eat up already stretched resources with little certainty that either IT or business requirements will be satisfied.

If your organization is facing that position, take advantage of Peak 10 Advanced Client Services. Doing so can help ease some of the burden on your IT staff — and allow you to reap the benefits of partnering with a company that understands that IT is no longer a company support function but a key driver for business transformation and success.

Peak 10 Advanced Client Services include a variety of professional services designed to help your company make the most of its IT investments. From migrating your IT infrastructure to a new environment to developing data governance policies to support innovation and efficiency realization, Peak 10's solution engineers and technology experts are at your service and ready to help you optimize the power of your technology resources.

Migration and Implementation Services

Moving or migrating infrastructure components and data can be risky. Application dependencies, hardware component issues and data integrity, along with general availability requirements, can manifest themselves in a variety of ways. The initial configuration of your environment can also be resource-intensive as cloud resource allocation design and operating system installations can require detailed execution plans. Peak 10 offers comprehensive services to navigate these challenges.

Data Center Move Services

Moving your equipment from your data center to an external data center or moving equipment within external data centers is extremely people intensive. Understanding what equipment needs to move to physically moving the equipment is a large task. This requires a fully developed move plan and a migration plan for the environment to

address availability, security, and the resources to execute the plans. We make moves into Peak 10 data centers and within our data centers simple.

Architecture and Performance Services

End users, customers and business units all demand availability. While the requirement seems simple, the methods to fulfill it — and maintain the necessary level of availability —aren't always so easy. Peak 10 solution engineers have the expertise and experience to design, inspect and deploy IT environments to support your mission while identifying and remedying potential problems and optimizing performance.

Disaster Recovery (DR) Services

Knowing how to setup Recovery Groups and design a Method of Procedure (MoP) around spinning up a DR environment can play an important role when it comes to surviving a disaster or disruptive event. It is also important to remember that a well thought-out but untested DR plan has little chance of success. But testing a DR plan — without affecting normal business operations — requires a certain level of expertise and caution to uncover potential issues before they become real-world problems. Our seasoned team has the knowledge and expertise to set up your plan for success.

Operational Governance and Advanced Support

No matter who provides and/or manages your IT infrastructure services, you can never outsource the accountability for IT infrastructure. Highly dynamic and/or complex environments often require a level of communication above and beyond reading data and automated reports. Peak 10 knows how to navigate those environments and help you avoid pitfalls.

ServiceNow® Integration Services

Improving Service Desk with your provider has been a dream of IT organizations for years. Providing the ability to integrate your Service Desk with Peak 10's provides efficiencies that have not existed in the past making the flow of tickets easier to manage and view. Add on that the ability to get Peak 10 information through the integrated systems provides

Peak 10 is Here for You

IT is the backbone of most organizations and an enabler of business transformation. We know its importance to your company and are committed to doing everything we can to help you optimize your IT assets — and enable your overall success. You can trust our resources to serve as an extension of your own internal team.

Why Peak 10

Peak 10 is unique among IT infrastructure providers because we combine a consultative approach with a high level of technical expertise. We don't sell off-the-shelf solutions. We take the time to understand your business requirements as they are today — and take into account where they may be going in the future. We then work with you to create IT infrastructure solutions that will best meet your needs and cost considerations, building in the flexibility to scale and adapt to grow with your business.

At Your Service. Your relationship with Peak 10 doesn't end once your solution is implemented. Support is always available 24/7/365, and we incorporate numerous processes and communication touch points to ensure that the services we provide you continue to meet your requirements.

Compliance Matters. Inherent in all Peak 10 IT infrastructure solutions is an underlying infrastructure designed with the technical controls and security features required to meet a variety of regulatory and industry standards. That means you can leverage our audited and audit-ready facilities and cloud infrastructure to ensure the security and availability of your applications and data and help meet your company's compliance requirements — including ISO/IEC 27001:2013, PCI DSS and HIPAA/HITECH.

Robust Foundation. Peak 10 IT infrastructure solutions are built on industry-leading hardware and software technologies and a high-performance platform that provides the throughput and processing speed necessary to handle rigorous workloads.

Uptime Guaranteed. When there's no time for downtime and immediate access to your data and applications is a must, taking a company's word for it that it can deliver isn't enough. Peak 10 puts it in writing, backing its IT infrastructure solutions with service level agreements (SLAs).

For more information about Advanced Client Services or any of Peak 10's cloud, interconnection, colocation or managed IT services, visit www.peak10.com/contact-us or call 866.473.2510.