

## ConSol Apple Solution Support Your Solution in Safe Hands

### ConSol Apple Solution Support

- › Individually customized support
- › Modular price and service structure
- › Continuously growing expertise
- › Secure remote access
- › Complete documentation of services

### Benefits

- › Cost efficiency: Recourse to our existing resources and 24/7 structure
- › More time left for strategically developing your IT environment
- › Regular reporting for your IT management

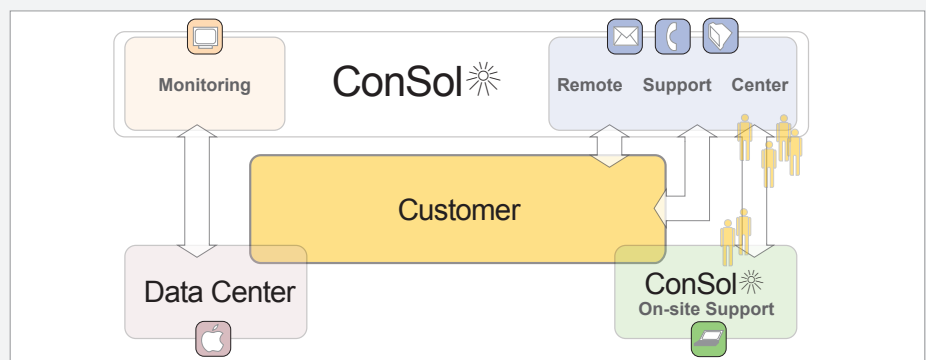
Smooth, fault-free and efficient operation of complex enterprise IT solutions demands customized specialist support.


Entrust our **support experts** with your professional Apple solution. Our knowledge always reflects the state of the art in technology thanks to **ongoing training!**

### Customized Support: Your Guarantee for Success

Different solutions require different levels of support, which is why we offer several support modules that you can combine to meet your individual requirements. Our services are clearly defined, reliable and can be flexibly upgraded.

- › **Monitoring services** – based on Nagios. The proactive single point of control for your server and storage environments.
- › **System services** – incident and change management you can rely on. You will receive regular updates that keep you informed about the processing status.
- › **Administration services** (proactive / reactive) – reduce your internal workload and make the most of our existing resources. Our specialists will help you do away with bottlenecks.
- › **Remote and on-site services** – on demand we offer on-site IT support. Alternatively, our Remote Support Center is available 24/7 and guarantees quick, professional troubleshooting in compliance with the agreed SLAs.



Customer-oriented service:  
Professional Apple support from ConSol 

Response times and Service Level Agreements (SLAs) are individually defined according to your needs. Our modular price structure offers you the greatest possible flexibility.

## Transparent Services – Optimal Results

Regular **status updates** and structured **reports** help you track our services and check if service levels are being adhered to, allowing you to flexibly control your individual SLAs. In addition, our informative statistical evaluations assist your IT department in continuously improving your IT processes.

## Technological Expertise

Our **Apple experts** ensure smooth operation as well as a constantly high performance and resolve problems quickly—even during ongoing operation, if necessary.

### Main focuses:

- **Intelligent Storage Management** – we offer you the full range of consultancy services concerning Xsan, Xserve and Mac OS X Server for a stable server infrastructure.
- **Workgroup Servers for heterogeneous workgroups** with shared calendars, addresses, wikis and mailing lists.
- **Open Directory** – Apple’s directory and network authentication service architecture. We also offer to carry out migration from alternative/proprietary directory systems to Open Directory.
- **Video Asset Management** with the Apple Final Cut Server and CatDV.

In addition, we guarantee **complete platform-independent support** for your entire IT landscape with the following technologies and services:

- Nagios monitoring software helps to monitor complex IT structures. We upgraded it with specially developed plug-ins for monitoring Xserve hardware and Xsan.
- High-capacity data management and backup, for example with Archiware’s PreStore.
- Professional data recovery, for example, in the event of data loss due to Xsan software errors.

We ensure that your systems are **accessed securely** when remote support is being provided with the aid of Secure Shell (SSH), Cisco VPN and Apple VPN.

### Contact

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