

ConSol IT-Services

***Your operations are humming.
Your systems as well.
At the highest level.***

ConSol^{*} has successfully operated and maintained servers and networks of major companies since 1984.

Over 70 specialists are available for server and network operations and service

- > onsite or at ConSol^{*}'s computer center
- > with certified DIN EN ISO 9001 24/7-support
- > with results-oriented, ITIL-conform consulting

We deal with heterogeneous, complex system landscapes **daily**.

Our **strength** lies in the UNIX environment, e.g. with Solaris, Linux and HP-UX as well as the Windows world.

Our **goal** is to provide economical IT management.



Computer Operations and Administration

Why do we operate UNIX and NT system landscapes and networks for our customers?

Possibly because we know how decisive high system and network availability and security are - in our customers' companies as well as our own computer center hosting facilities.

We offer our customers personal service and support. We are there whenever you need us. Seven days a week, 24 hours a day, and wherever you need us: on location or via remote management.

ConSol* handles installation, start-up, administration and troubleshooting - certified according to DIN EN ISO 9001 standards.

Your advantage: ConSol*'s experience in operating critical corporate applications and confidential data - proactive error prevention as well as rapid detection and elimination.

Example: Web server operation

Our customer

is a major German automobile manufacturer who requires support operating the rapidly increasing number of web and application servers in Intranet and Internet.

ConSol*

developed the concept and began operating 50 of these in 1999, a figure that has climbed to 4,000 today. System stability and adaptability are foremost. ConSol* ensures the availability of a project-specific testing and production environment and has assumed responsibility for supporting the technical infrastructure.

Results

Our customer is provided with 24 hour service daily, ensuring that company developers can always be creative. In short: the customer can always be certain that business processes are running smoothly, internally as well as externally.



Consulting and Design

ConSol* stands for provider-independent, strategic IT consulting at the management level. Our experts have a practiced eye for live operations and ideas for ITIL-conform structures.

ConSol* helps you plan new systems, optimize existing operating concepts - or the right blend of both.

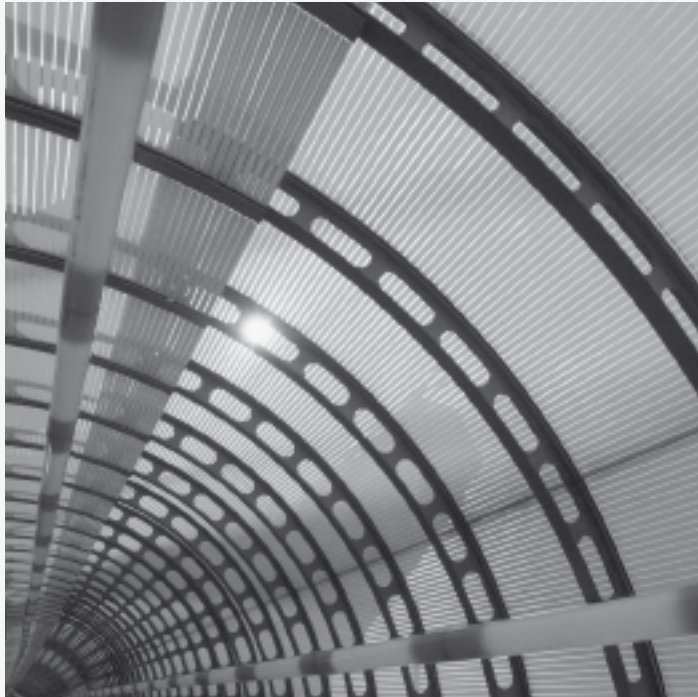
We advise you on

- ▶ Hardware selection and sizing as well as network infrastructure and security
- ▶ Database design, groupware and web middleware
- ▶ High-availability and backup concepts
- ▶ Operating process concepts

Our goal is to help you develop the most suitable and economical solution for your individual corporate requirements.

You profit from our years of experience in designing and developing complex, company-wide distributed software architecture - with up to 70,000 clients.

In short: professional IT consulting. Because economical results count.



Hotline and Support

At ConSol[☼], we start where others stop: with 2nd and 3rd-level support for ongoing system operations. Whether or not it's a case of individual machines or heterogeneous systems and complex computer centers. We develop solutions at the customer's site, via telephone or e-mail, or remotely.

Competent, responsible employees provide true support all day and night. We use either our own helpdesk software, ConSol[☼] CM or our customers' systems.

We deliver the level of service quality you require. We develop clear SLAs for availability, reaction times and support. Their execution is ensured by our DIN EN ISO 9001-certified quality management system, which controls and documents all tasks and processes.

And by the way: ConSol[☼] CM/Help has been established as a workflow and helpdesk system since 1995.

Example: Managed hosting of an online platform

Our customer

wanted to connect all companies involved in the building of a renowned major project. But how can hundreds of participants with the most diverse systems be linked - while still guaranteeing seamless availability?

ConSol[☼]

developed a complex platform in a heterogeneous system environment and several middleware software packages. ConSol[☼] provides managed hosting for the operation of this portal as well as additional services such as continual optimization and advice.

Results

All companies involved in the common project have the information, tasks and deadlines they need and a system that supplies this data.

Example: High-end support and remote administration

Our customer

manufactures high-performance and technically demanding hardware and software solutions for international companies.

ConSol[☼]

has provided administrative support for this customer since 1998, which means several thousand requests per month. We react immediately to error messages and alarms, tackling these directly. An exceptional team of ConSol[☼] specialists handles malfunctions through rapid problem analysis and remote administration as well as support management.

Results

ConSol[☼] intervenes even before customer-side breakdowns or performance reduction can take place. We ensure system stability with remote intervention or get 'worst cases' up and running again. 24 hours a day.

Our primary focuses and technological know-how:

Operating systems / Network protocols / Security

All UNIX and Windows operating systems and standard network protocols

- Operating systems: practically all UNIX variants (e.g. Linux, Solaris, HP-UX, FreeBSD, NetBSD, Irix) as well as Windows NT / 2000 / XP
- Networks: NFS, Routing, DNS, NIS/NIS+, LDAP, sendmail, X25, ISO/OSI
- Network security, e.g. firewalls, intrusion detection, VPN: Check Point, Netscreen, Cisco, Linux Netfilter, BSD IP-Filter

Databases / Web middleware / Groupware

Solutions by all major software providers

- Web middleware: IBM WebSphere, BEA WebLogic, Apache, Tomcat, JBoss, Sun ONE Software Stack (Web, Application, Messaging, Calendar, Directory)
- Databases: Oracle, DB2, MySQL, MS Access, MS SQL Server
- Groupware solutions like Lotus Notes, MS Exchange, SunONE Calendar Server, SuSE Linux Openexchange Server

High availability and backup solutions

UNIX and Windows solutions as well as standard backup solutions

- Backup solutions: Solstice Backup, Veritas Netbackup, Ignite-UX, ConSol[☼] TLB (developed inhouse)
- High availability: Solstice Disk Suite, Veritas File system & Volume Manager, Veritas Cluster, Sun Cluster, HP MC-Service Guard, Windows Clustering Service

Administration and monitoring

All proven systems

- Administration and monitoring: OpenView, Tivoli, Sun MC, Netsaint / Nagios
- High-end cluster administration, incl. Oracle RAC

Contacting ConSol[☼]

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