



Services and Support Capacities in the Current COVID-19 Crisis

With the aim of continuing to help as many of our clients as possible to operate in the current COVID-19 crisis, here is a summary of our solutions and services.

Areas of expertise	Services and support capacities	Solutions and technologies
Operational support – System administration and Infrastructure support	Capacity to remotely support and manage operations for your datacentre environments, in particular if you currently have limited IT staff.	Windows / Linux / AIX, VMware, VDI, AWS Cloud, Intel x86 and IBM Power server environments, network, storage, backup, HA / DR, etc.
Operational support – Support of ongoing Enterprise IT projects	Assistance on current IT projects, namely in the areas of application modernization, architecture review, IT automation, private Cloud infrastructure, migration of data and services to the public Cloud.	Modernization, Cloud migration, system integration, BI - Big Data - Data Warehouse projects, application deployment
Telework solutions – Desktop Virtualization with VMware Horizon	<p>Capacity to provide secure remote access to applications, data and other office resources for end-users who must temporarily work from home or on the road.</p> <p>Use VMware Horizon 7 to connect to physical PCs in the office from any location. Implement VMware DEM (Dynamic Environment Manager) to manage end user profiles and policies. Implement VMware UAG (Universal Access Gateway) so users can connect to virtual desktops and published applications from anywhere without the use of a VPN connection.</p> <p>Configure Dual Factor Authentication in VMware Horizon with solutions such as RSA and others. Use VMware App Volumes for application delivery and management in Horizon virtual desktops</p>	<p>VMware Horizon, Desktop and Application Publishing, View, AppVolume, Composer, MS Remote Desktop (RDP), etc.</p> <p>Laptops, terminals and monitors (e.g. Dell, Lenovo, Wyse)</p> <p>Specialized VDI-Ready server infrastructure (e.g. DellEMC VxRAIL, HPE, Lenovo)</p>

	<p>Capacity to provide and deliver the necessary server technologies and hyperconverged systems, and to activate software licences for VMware vSphere, vSAN, Horizon View, etc.</p> <p>Capacity to provide and deliver access terminals, monitors or laptops directly to users at home.</p> <p>Capacity of our team to connect remotely to ensure solution configuration and integration with your environment as well as its deployment to the end-users.</p> <p>Capacity to provide support and training to your team to create user profiles and assign access rights to the application portfolio.</p> <p>Implementation of VDI Infrastructure monitoring tools (e.g. VMware vRealize Operation for Horizon).</p>	
<p>Telework solutions – VPN and Network Connectivity</p>	<p>Assistance and support with Network capacity, performance and availability management. Resolution or optimization of VPN access and remote connection security for your company.</p> <p>Capacity to provide and deliver network equipment (e.g. Cisco, Dell, Aruba, Fortinet, Brocade) to your offices or directly to homes.</p> <p>Capacity of our team to connect remotely to ensure equipment configuration and integration with your environment as well as their deployment. Capacity to provide support and training to your team.</p> <p>Patching, update and review of high availability mechanisms to prevent network downtime.</p>	<p>VPN, enterprise network switches, SD-WAN, load balancers, VMware NSX, etc.</p>

<p>Telework solutions – Expansion or high availability solutions for existing VDI environments</p>	<p>Support in expanding your existing VDI environment to increase performance, processing power and the number of users simultaneously connected remotely.</p> <p>Support in implementing high availability of your VDI infrastructure to increase robustness and resistance to failures, and to reduce the risk of service interruption.</p> <p>Capacity to provide and deliver the necessary server technologies, hyperconverged systems and to activate software licences for VMware vSphere, vSAN, Horizon solutions, etc.</p> <p>Capacity of our team to connect remotely to ensure infrastructure configuration, system expansion, as well as integration of high availability mechanisms. Support and training for your team.</p> <p>Implementation of VDI Infrastructure monitoring tools (e.g. VMware vRealize Operation for Horizon).</p>	<p>VMware Horizon, vSAN Cluster, VMware HA / DRS</p> <p>Specialized VDI-Ready server infrastructure (e.g. Dell EMC VxRail, HPE, Lenovo)</p> <p>VMware vRealize Operation for Horizon</p>
<p>Telework solutions – Activation of temporary Cloud Desktops / Workspaces</p>	<p>Support in creating a temporary VDI solution architecture directly with Public Cloud providers. Implementation of native Cloud mode workspace solutions or using software solutions such as VMware Horizon Cloud, VMware Cloud on AWS + Horizon View.</p> <p>Capacity to implement and activate the various Cloud services required, and/or VMware software solutions.</p> <p>Capacity to provide and deliver access terminals, monitors or laptops directly to users at home.</p> <p>Capacity of our team to connect remotely to ensure solution configuration, integration and deployment to end-users.</p> <p>Support and training of your staff to create user profiles, migrate data, apps and services to the Cloud, and assign access rights to the application portfolio.</p> <p>Implementation of Cloud monitoring tools to manage the virtual workspaces created.</p>	<p>AWS Cloud services, Cloud desktops, VMware Horizon Cloud, VMware Cloud on AWS + Horizon View, App volume, Composer, etc.</p>

<p>Cloud Services – On-demand infrastructure (IaaS / PaaS)</p>	<p>Support in migrating applications and workloads to the public Cloud to temporarily increase your environment's processing power through Public Cloud on-demand infrastructure services (IaaS / PaaS).</p> <p>Solution architecture and deployment based on native Cloud services and/or service management platforms such as VMware Cloud on AWS.</p> <p>Activation of Cloud « landing zones » and assistance with the configuration of the proper foundations for security, network connectivity, access rights management, administrator and user profiles, billing structure, etc.</p> <p>Technical support and training for your designated team.</p> <p>Implementation of Cloud service monitoring and management tools.</p>	<p>AWS Cloud services, Native Cloud Services, S3 storage, VMware Cloud on AWS, Kubernetes, Google Cloud and more</p>
<p>Data and System Protection – Traditional backup or Cloud-based Data Protection</p>	<p>Backup process review on physical tapes and redirection to the Cloud.</p> <p>Capacity to support various existing traditional backup platforms.</p> <p>Capacity to provide and deliver server technologies / storage / specialized devices and to remotely activate the required software solutions.</p> <p>Capacity of our team to connect remotely to ensure solution configuration and integration with your environment and/or with public Cloud providers, as well as deployment, support and training for your team, as required.</p>	<p>Veeam, Veeam Replication + Cloud, Cohesity + Cloud, Dell DPS + Cloud, IBM Spectrum Protect, and more.</p>

<p>Data and System Protection – Business Continuity and Disaster Recovery</p>	<p>Support in preparing a strategy and reviewing enterprise emergency measures, governance, and team roles and responsibilities.</p> <p>Technical review of system high availability mechanisms, data protection mechanisms, remote access measures, security measures. Guided procedures and tests of business continuity and disaster recovery measures.</p> <p>Capacity to provide and deliver server, network and storage technologies and to remotely activate the required software licences. Architecture and set-up of Cloud-based business continuity and DR solutions.</p> <p>Capacity of our team to connect remotely to ensure solution component configuration and integration with your environment and/or with public Cloud providers, as well as deployment, support and training for your team, as required.</p>	<p>Enterprise strategy and action plan</p> <p>VMware Cloud on AWS, VMware HA, vSphere Replication, Cohesity + Cloud DR with CloudSpin, DellEMC RecoverPoint, VMware SRM, IBM PowerHA</p> <p>AWS Cloud services and others.</p>
<p>Data and System Protection– Security Enhancement</p>	<p>Enhancement of current security measures at the network management software and equipment level (e.g. VMware NSX).</p> <p>Capacity to provide and deliver security appliances and server equipment (e.g. Dell, Cisco, Fortinet, Aruba) to your offices and to activate software solutions (e.g. VMware NSX / NST-T).</p> <p>Support in configuring and deploying different firewall solutions, microsegmentation, access control, intrusion detection, protection against viruses, phishing and ransomware.</p> <p>Technical support and training to your team.</p>	<p>Network and Security equipment, firewalls, VMware NSX / NSX-T</p>



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