



Consult

Sigma Solutions Professional Services

We offer the perfect mix of business acumen and technical expertise to help you leverage your IT infrastructure to its greatest advantage. Our Professional Services:

- Align technology assets with business objectives
- Leverage comprehensive skills and experience
- Seamlessly scale to meet changing demand

Sigma One Source

A managed services solution designed for complex IT environments and fast-changing business requirements, Sigma One Source provides:

- 24x7 monitoring
- Remote engineering and support
- Proactive maintenance
- Vendor management
- Predictable, monthly flat-rate cost structure

Sigma Solutions Professional and Managed Services for Microsoft

Employees want to find each other, share information and work together. They want to bring their own device and work in the cloud whenever and wherever they choose. In the midst of all this collaboration and increased productivity on a growing number of devices, there is an unprecedented volume and variety of data that can be used to gain insight and create new revenue streams. Social, mobility, cloud and big data are the four megatrends of today. Microsoft and Sigma Solutions equip enterprises like yours with the next-generation technology and business strategy to address the impact of these trends tomorrow.

Sigma's professional and managed services ensure you get the most value out of your Microsoft investments. As a Gold Partner, Sigma employs a staff of certified engineers who balance a deep knowledge of Microsoft products with a clear understanding of your unique business processes. Together, our engineers, project managers and business analysts support the following Microsoft technologies from design and implementation to escalation and remediation:

- **Microsoft Lync** – A global team and virtual workplace means your organization is increasingly diffused across time zones and space. Collaboration with Microsoft Lync is the glue to keep everyone together. This real-time collaborative software enables voice, multi-party HD video conferencing, meetings, instant messaging and presence communication.
- **Microsoft Active Directory** – The surge of new devices and their subsequent access points demands network protection. Microsoft Active Directory maps network resources to access privileges and enables a variety of other read and search operations.
- **Microsoft Exchange** – If you're asking how your business can be more efficient and productive, Microsoft Exchange is the answer. The power behind Microsoft Outlook, Exchange allows you to access email, voicemail, and your calendar from any location while protecting you from security threats.
- **Microsoft Office 365** – Work seamlessly from the office you know wherever and whenever you want with cloud-based email, file-sharing and online meetings from Microsoft Office 365. Applications, documents, and even personal settings can be accessed with ease across all devices.

Sigma Microsoft Consulting and Implementation Services

Sigma is fully trained and certified in the following Microsoft areas:

- Microsoft Certified Solutions Expert (MCSE), including:
 - Server Infrastructure, Desktop Infrastructure, Private Cloud and Messaging
- Microsoft Certified Network Product Specialist (MCNPS), including:
 - Unified Communications – Presence and Voice, and OEM Hardware – System Building
- Microsoft Certified Engineers, including:
 - Lync Server, Exchange Server, Windows Server 2012, O365, HyperV

Sigma Professional Services for Microsoft

The Sigma Solutions Professional Services organization leverages strong partner technologies and certified, experienced Sigma Solutions technical resources to enhance customers' return on investment and satisfaction. Our best-practice Consult, Implement and Operate (CIO) services model allows for optimal system configurations and employs tools to effectively design and implement optional solutions. These services include:

- **Solution Health Checks and Assessments** – Our Assessment Services help you determine your IT infrastructure's alignment with best practices and policies and/or its readiness to support new technologies and applications. You receive detailed recommendations for improving your environment's operational maturity as well as gap analysis for planned systems enhancements.
- **Solution Architecture Services** – Sigma Solutions' suite of Technical Consulting Services improves your infrastructure performance, security and scalability – allowing IT to increase return on investment and accelerate the adoption of new technologies. Our Design Services help you create a flexible, resilient, scalable architectural foundation to support your business solutions by developing designs specific to your IT environment including infrastructure, applications, operations processes and management.
- **Solution Implementation** – Sigma's Professional Services team leverages proven methodologies and a clear project management plan to deploy, configure and test each new solution, and provides knowledge transfer and documentation to facilitate a smooth transition.
- **Technical Resident** – Supplementing your in-house IT staff with Sigma Solutions' Technical Residents will enable your organization to operate more efficiently as you adopt the technological innovations that are critical for success. Our experts have experience in a wide range of technologies gained from working across numerous environments and vertical industries. Our Technical Resident personnel can also access the Professional Services Organization for additional technical depth and breadth.

Sigma One Source for Microsoft

Sigma's One Source proactively monitors the health of your Microsoft office, removing the burden of running your environment so that your in-house IT resources can focus on more strategic initiatives. We can quickly determine the source of any problems and resolve them via remote management. What's more, we provide 360-degree reporting, which gives you a comprehensive view of your infrastructure performance and availability via on-demand or scheduled reports and executive dashboards. Sigma offers two levels of managed services:

- AID delivers monitoring, escalation and SOP-based remediation.
- MANAGE adds another layer of services focused on full remediation and complete management of your Microsoft infrastructure.

Sigma Solutions is the solutions integrator of choice for enterprise companies needing a technology partner that easily transitions from the strategy of the executive suite to the operations of the data center. For more information about our professional services, visit us on the Web at <http://www.sigmasolinc.com/support-services/professional-services/> or call us at 888-895-0495.

Sigma Solutions Practice Areas



Integrated Data Center Solutions



Desktop, Mobile Computing and Collaboration Solutions



Managed Services and IT Operations



Private, Public and Hybrid Cloud Integration



Application Infrastructure Solutions

Why Sigma Solutions?

Vision: Our experience designing and integrating enterprise data center solutions gives our clients access to skills and expertise beyond their in-house IT teams and traditional resellers.

Execution: Our highly-trained professional services team configures and implements complex projects with hardware and software from multiple vendors and suppliers.

Operations: Our managed services team removes the burden of managing specific IT resources, allowing in-house IT teams to focus on more strategic initiatives.

Expertise: Our unmatched technical expertise has been developed via investments in training, certification and technologies.

Proof: Our extensive lab and equipment pool is available for proof-of-concept development and "try before you buy" demonstrations.



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