

Vision Solutions. Easy. Affordable. Innovative.



“Vision Services worked diligently and professionally with us to install and integrate our solution in a timely manner. They came through for us, with excellent results.”

Insulectro Corporation

Vision Services

Vision Services help you maximize the return on your information availability investment.

No matter how advanced it may be, software alone is never enough. Requirements must be identified; strategies and tactics need to be planned. The software must be installed, configured and validated and skills must be acquired to manage everything effectively. But you don't always have the time or experience needed to do all that in-house.

The answer is Vision Services. They allow you to cost-effectively acquire the necessary skills, perform the required work and ensure the full realization of your availability objectives—all while leaving your organization's IT professionals free to undertake other projects.

Achieve Availability Goals without Straining IT Resources

You face relentless demands to support existing applications and provide new functionality, while ensuring the continuous availability of all systems and data. There never seems to be enough time to do it all. Vision Services can help, from initial assessments and planning, through implementation, education and even ongoing daily operations.

Quick Start Services

Quick Start Service Packs allow you to “hit the ground running” with your new Vision information availability solution, while leaving you free to hit the beach sunning when the weekend rolls around. A typical Quick Start Service Pack starts with a planning session that identifies your unique requirements. A Vision expert will then install, configure, test and, if necessary, tune the software. As part of the Quick Start Service, our experts will also transfer skills to ensure that you and your staff are ready to take over day-to-day management and administration of the solution.

Quick Start Service Packs are available for all Vision Solutions offerings including iTERA™ HA, MIMIX® HA, ORION Solutions™, EchoCluster™, EchoStream™, Replicate1™, Director, Data Manager and Upgrade/Migrate While Active.

iTERA HA Add-On Services

Would you like to extend your iTERA HA high availability environment even further? iTERA HA Add-On Services are the answer. Whether it's role swap training, a system health check, verifying the integrity of your replication processes, setting up a test environment or modifying your configuration, Vision experts deliver the ready skills and experience you need to get the job done rapidly and right.

Availability Management

Vision Solutions software requires minimal ongoing administration, but availability still needs to be managed. As part of an **Availability Audit**, a Vision expert will review your environment and provide recommendations and modifications to help you to better protect data and minimize downtime. **Availability Tune-ups** ensure that you are up-to-date with the latest releases, fixes and upgrades and show you how to take full advantage of the latest technology. If you're looking for an extra level of confidence, consider an **Availability Test** as part of your regular operations. Vision experts will perform a switch test on your high availability environment and troubleshoot any issues that could threaten your business. And to ensure the highest quality availability administration and management, with the least strain on your IT resources, consider Vision **Managed Services**. Vision experts will connect remotely to your systems to perform daily management and monitoring of your high availability solution.

Migration Services

It's inevitable. From time-to-time you need to migrate to a new operating system version or upgrade your servers. Yet, there's never time for downtime. And, because migrations are infrequent, no IT personnel are assigned full-time to these labor-intensive tasks. Finding the needed internal resources, while avoiding downtime during migrations and upgrades, can be a challenge. Overcome this challenge with Vision Migration Services. A Vision expert will work with you to plan the migration, install the new operating system or hardware and then switch users to the new platform, while your IT professionals—and system users—continue with their regular work.

Archiving Health Check

Storage becomes overburdened when obsolete data and objects accumulate. Archiving is a solution, but determining what needs to be archived and then doing the work can be difficult and time consuming. It doesn't have to be. Vision can remotely review your current archiving targets and processes and provide advice on additional areas suitable for archiving. You can then undertake the identified projects yourself or engage Vision to complete them for you.

Remote Technical Services

When you need support, you need it now. With Vision Remote Technical Services you can authorize Vision experts to access your systems remotely to resolve technical issues related to your use of Vision software in your environment. By eliminating travel times and expenses, issues can be resolved more rapidly and at a lower cost.

Education

Your place or ours? Education on high availability issues in general, and Vision Solutions offerings in particular, can be delivered at your site. Alternatively, visit one of Vision Solution University's global education centers to take a regularly scheduled class or attend a course run specifically for your organization. Knowledge and skills can also be acquired through online courses and hands-on training and labs.

For additional information:
1-801-799-0300
1-800-957-4511
info@visionsolutions.com
visionsolutions.com

