

service name	System Healthcheck (HP-UX, Solaris, Linux and Aix)
When might you propose this service?	Where system integrity is important, where risks are unknown & not well managed. Where the customer is looking for recommendations to assess the availability vulnerabilities & implement the appropriate corrective actions.
deliverables	<ul style="list-style-type: none"> • GladiatorIT will work jointly with the customer to: <ul style="list-style-type: none"> ○ Identify the system(s) to be assessed ○ Scan and analyze the identified system(s) for known weaknesses ○ Deliver a report outlining the results of the analysis ○ Provide recommendations on how to address high risk vulnerabilities
Price:	<ul style="list-style-type: none"> • POA (3 days)

service name	MC/ServiceGuard audit
When might you propose this service?	<ul style="list-style-type: none"> • Any customer with up to 16 nodes (systems) in an enterprise cluster where high availability is key for application services to LAN-attached clients. • Customers looking to minimize or eliminate application downtime. • Customers with ServiceGuard looking for optimal configuration of their current ServiceGuard environment. • Customers who experience the following issues: <ul style="list-style-type: none"> - Networking problems that hinder failover - Applications that are unable to failover due to untested changes made in product configuration - A lack of control over product settings to accommodate growing traffic, causing unexplained and unnecessary failovers - Lack of resource to carry out the lengthy and complicated process of locating and correcting ServiceGuard configuration errors - Cluster problems that contribute to server downtime
deliverables	<ul style="list-style-type: none"> • Review of relevant hardware, software, and applications to verify both compatibility with • ServiceGuard and high availability of applications and servers • Documentation of systems and application issues that must be addressed and resolved to help you ensure compatibility with the ServiceGuard environment • Presentation of recommendations to resolve issues identified during the audit • A planning meeting to review recommendations and help develop a project plan for issue resolution
Price:	<ul style="list-style-type: none"> • Custom quote only

service name	Introduction to HP-UX performance tools
When might you propose this service?	Where customers are looking to acquire skills to help them better manage the performance of HP-UX systems. Where you can position GladiatorIT's natural expertise in this area.
deliverables	<ul style="list-style-type: none"> • Training introduction to HP-UX Performance Tools via introduction and demonstration
Price:	<ul style="list-style-type: none"> • POA (1 day)

service name	Introduction to performance analysis
When might you propose this service?	Where customers need to understand how to analyze and tune a performance using generic Unix tools.
deliverables	<ul style="list-style-type: none"> • Seminar, onsite from performance specialist
Price:	<ul style="list-style-type: none"> • POA (1 day)

service name	Performance analysis for HP-UX
When might you propose this service?	Where customers are looking to increase system performance, availability and stability, gain a detailed customized profile and analysis of system performance, identify potential performance bottlenecks and proactive solutions, measure performance and business objectives against current system demands, acquire evidence and improve confidence for system capacity planning
deliverables	<ul style="list-style-type: none"> • On-site preparation and planning meeting with a performance specialist to discuss plan & objectives, verify software functionality, confirmation of customer expectations, • on-site verification of system performance profile data, • extraction and analysis of performance data, • detailed presentation of results and recommendations
Price:	<ul style="list-style-type: none"> • POA (4 days)

service name	Performance utilisation healthcheck for HP-UX
When might you propose this service?	<ul style="list-style-type: none"> • Where there is a customer need for interpretation of complex resource utilization and performance data quickly, • Where customer needs to make effective business decisions with confidence, • Where there is a need to identify potential performance bottlenecks, acquire evidence to support budgeting efforts, measure performance objectives against current demands
deliverables	<ul style="list-style-type: none"> • Preparation and planning meeting, • collection of performance and configuration data, • performance data extraction and analysis, • performance resource utilization report documentation, • detailed presentation of results and recommendations
Price:	<ul style="list-style-type: none"> • Custom quote

service name	Performance tuning implementation for HP-UX
When might you propose this service?	For customers looking to maximize the opportunity to improve system performance, availability and stability and leverage the expertise of an experienced GladiatorIT engineer to address the complexities of system tuning, Where the system topology is complex - create and implement a customized system tuning plan that addresses performance issues and business needs, Where the customer needs to obtain an effective resource for managing the tuning project and supervising any involvement by third-party vendors
deliverables	<ul style="list-style-type: none"> • On-site preparation and planning meeting with the GladiatorIT system engineer to: - <ul style="list-style-type: none"> o Discuss customer objectives, o Verify data collected by a previous analysis service; if necessary, update analyses and recommended changes, o Identify other system issues to be addressed in the tuning process, o Determine project scope of work, tuning plan, schedule and resources,

	<ul style="list-style-type: none"> o Confirm customer expectations for service delivery, • Implementation of plan for server tuning, • Verification of tuning results against objectives, • Detailed presentation of tuning results and recommendations for maintenance of the system to tuned levels
Price:	<ul style="list-style-type: none"> • Custom quote

service name	XP performance analysis
When might you propose this service?	<p>Where a customer is looking to:</p> <ul style="list-style-type: none"> • increase XP performance, stability, and availability by identifying potential bottlenecks and understanding the solutions that will avoid them • Make informed, proactive decisions on XP system capacity planning and avoid costly reactive upgrades • Transfer knowledge, experience and skills to customer's storage management staff
deliverables	<p>Establish a baseline as a reference for future performance analysis and change management</p> <ul style="list-style-type: none"> • Data collection and analysis of XP performance data retrieved by HP Performance Advisor XP or HP Performance Manager XP • Development of an XP Array Performance Report, which includes the XP performance specialist's findings and recommendations, graphical representation of detailed performance data, and array configuration information • Briefing of the customer's array team regarding the status of the array and recommendations for performance improvement
Price:	<ul style="list-style-type: none"> • Custom quote

service name	XP performance tuning & optimisation
When might you propose this service?	<p>Where a customer has capacity management issues. Where there is a customer need to:</p> <ul style="list-style-type: none"> • realize immediate and ongoing enhancements to HP Disk Array XP, • avoid costly reactive upgrades by making informed, proactive hardware decisions, • increase and maintain XP performance, stability, and availability by identifying potential bottlenecks and implementing the solutions to avoid them, • transfer knowledge, experience and skills to customer storage management staff
deliverables	<p>Provides XP customers with performance analysis and tuning services for a one year period.</p> <ul style="list-style-type: none"> • Quarterly, regularly scheduled performance engagements designed to dynamically enhance XP storage performance, • On-site preparation and planning meetings with an XP Performance Specialist to discuss service logistics, performance objectives, and install performance tools, • Complete implementation and validation of all recommended XP performance enhancements, including verification of achieved performance objectives, • Detailed, graphical presentation of results in an XP Array Performance Report
Price:	<ul style="list-style-type: none"> • Custom quote

service name	HP-UX planning & upgrade
When might you propose this service?	<p>Where customers are looking to</p> <ul style="list-style-type: none"> • leverage GladiatorIT's expertise to upgrade their system to the latest release of HP-UX OS • speed implementation of the upgrade and reduce downtime during the process • complement and enhance your system support resources with GladiatorIT expertise • save time researching requirements and learning the upgrade process • minimize business interruptions due to unexpected problems • enable system administrators to learn while working with the technical experts
deliverables	<ul style="list-style-type: none"> • Pre-upgrade assessment to ensure the server meets upgrade requirements, including assessments of hardware, firmware and software compatibility (excluding third-party hardware, firmware and software) • OS upgrade planning and preparation to ensure customer has performed all necessary backups, determine system specifications and requirements, prepare the OS and applications, and prepare the file system • OS upgrade from HP-UX version 10x to version 11x, (11.0 or 11i), and customization of the OS to its equivalent in the previous version, including cleanup, core OS installation, network and application setup, and installation of patches and diagnostic tools • Upgrade of specific licensed HP applications, such as Mirror/UX, Online JFS and GlancePlus Pak • Service wrap-up activity, including post-installation configurations, assurance testing and customer sign-off
Price:	<ul style="list-style-type: none"> • 3 days (POA per day. Additional charges for out of hours upgrades)

service name	HP-UX Network Node Manager (NNM) implementation
When might you propose this service?	<p>Proper implementation of HP NNM can yield a fast return in terms of IT management productivity and cost savings. However, IT staff may not have the time or product expertise necessary to implement HP NNM quickly and smoothly in your customer's environment. The HP OpenView NNM Implementation Service will accelerate and simplify this effort.</p> <p>Focus on customers looking to:</p> <ul style="list-style-type: none"> • maximize the value of HP OpenView NNM in their IT environment by leveraging GladiatorIT's collective expertise in similar system implementations • minimize the potential for business interruptions due to HP NNM installation or configuration problems in a complex, multiplatform environment • maximize the ability of IT staff to proactively manage the computing environment • accelerate learning about HP NNM and management processes for IT staff • focus IT staff on core responsibilities and critical tasks
deliverables	<ul style="list-style-type: none"> • Preliminary analysis of network and system architecture; verification of operating system • configuration and network connectivity • Development of a basic implementation plan and a test plan based on system and business requirements • Installation and configuration of HP OpenView NNM on one network management station and setup of up to five user login environments; installation of HP NNM permanent licenses and Web user interface; enhancement of HP NNM status polling features and general polling settings; activation and configuration of simple map and discovery filters, SNMP traps or OpenView events, and data collections • Basic operational testing and configuration review of HP NNM functionality with a member of customer IT staff; presentation of a knowledge transfer workshop for customer IT staff

	<ul style="list-style-type: none"> • Delivery of a summary document for the engagement environment
Price:	<ul style="list-style-type: none"> • Custom quote

service name	OpenView implementation
When might you propose this service?	<p>Where customers are looking to:</p> <ul style="list-style-type: none"> • Maximizes the value of HP OVO in their IT environment by leveraging GladiatorIT's collective expertise in similar system implementations, • Gain quick, reliable access and control over their entire network and system environment with a virtually instantaneous, unconstrained view of the distributed system, • Minimize the potential for business interruptions due to installation or configuration problems in a complex, multi-platform environment, • Maximize proactive management of customer's computing environment
deliverables	<ul style="list-style-type: none"> • Preliminary analysis of customer's network and system architecture, review of the management server configuration, and verification of operating system configuration and network connectivity, • Development of basic implementation and test plans based on customer's system environment to ensure that the OVO configuration meets customer's objectives, • Installation of OVO software, agents and licenses, • Configuration of the management server and up to four managed nodes, • Basic operational testing and configuration review of OVO functionality, • Presentation of a knowledge-transfer workshop to customer's IT staff, including detailed, discussion of OVO configuration and functionality, test results and recommendations, • Delivery of a summary document for the engagement
Price:	<ul style="list-style-type: none"> • Custom quote

service name	MC/ServiceGuard implementation
When might you propose this service?	<p>MC/ServiceGuard is an HP product for protecting mission critical applications from hardware & software failures. Key to this is a successful implementation. Position this service where customers are looking for expertise & proven procedures to achieve a smooth & timely implementation to deliver:</p> <ul style="list-style-type: none"> • Effective management & system utilisation • Minimal implementation time • Optimised design & installation • Increased system dependability • Customised documentation & knowledge transfer to customer staff
deliverables	<ul style="list-style-type: none"> • Evaluation of system & applications environment • Architect & design of implementation • Install, configure and customise MC/ServiceGuard with customer's applications • Provide mentoring / tutoring to customer IT personnel • Document new environment
Price:	<ul style="list-style-type: none"> • Custom quote

service name	Data Protector and Veritas Netbackup Implementations
When might you propose this service?	<p>HP OpenView Storage Data Protector and Veritas Netbackup are products delivering enterprise data protection, automating routine tasks to maximise IT staff effectiveness. It enables recovery from potential disruption, from instant recovery through site or system disaster recovery. Key to this is a successful implementation. Position this service where customers are looking for expertise & proven procedures to achieve a smooth & timely implementation to deliver:</p> <ul style="list-style-type: none"> • Effective management & system utilisation

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	<ul style="list-style-type: none"> Minimal implementation time Optimised design & installation Increased system dependability Customised documentation & knowledge transfer from GladiatorIT to customer staff
Price:	<ul style="list-style-type: none"> Custom quote

service name	Backup Healthcheck (HP DP/Omniback and Veritas)
When might you propose this service?	<p>Where backup, restore and disaster recovery are an important part an I.T. environment, its wise to assess that backup and recovery procedures plus make sure the software is doing the job correctly. Position this service where customers are looking for expertise & proven procedures to achieve smooth & timely backups and restores. Delivery includes:</p> <ul style="list-style-type: none"> Review backup and recovery procedures Assess software usage Review configuration Review data sizes, backup windows and technologies used Assess disaster recovery procedures Optimise settings to help improve usage/performance/daily tasks Customised documentation & knowledge transfer from GladiatorIT to customer staff
Price:	<ul style="list-style-type: none"> POA (2 days)