

**SANDIY | IT Services**

services





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# The value and advantage

A Better Value from Start to Finish

## Why want the Sandiy IT services?

The market compete of turn worse, make the Critical business of devote one's mind the oneself become one of the most important existence rules in business enterprise. Therefore, a service effectively reduces with it low cost, the Critical competencies that strengthen the business enterprise etc. the characteristic become more and more business enterprises adopt of an important business measure. The American Well-known of manages the scholar, the Peter Drucker has ever predict:"In decade to 15 years inside, only do the backstage support but the workers that don't create the sales amount and should outside wrap to go out in any business enterprise.

"Do what you do best (your Critical competency) and outsource the rest!" Have already become a kind of trend that can't converse.

### Detail :

**A**, the technical extensive, complexity of information comes to a decision the IT work that the business enterprise impossibly provides with the technique very the professional personnel to be engaged in the business enterprise oneself completely;

**B**, the narrow of the business enterprise oneself network is hard to keep the top-grade IT technique the talented person, resulting in the actual maintenance personnel's profession turned the degree not enough, probably influence science, system, economy of the business enterprise IT work;

**C**, the staff member's professional work management of business enterprise to the oneself IT hard to do the professional IT service company as to its technique engineer of strict, the management degree of the system; the business enterprise that cause to the repay that the IT devotion to a large extent cannot get and should have, the total amount efficiency loses the severity, falling through the emollient support toward the Critical business and guaranteeing.

**E**, the network economy brought the talented person the problem of the fluxion, but talented person the fluxion will bring the negative influence for the network stability of the business enterprise.

## The Sandiy IT outsource services the benefits that brings for your business enterprise

1. Can be quickly respond to, resolve the problem within the calculator system, guarantee the normal movement of the calculator equipments
2. Meet the time of the technique hard nut to crack to acquire the precious but worthy suggestion and help at any time
3. The vivid arrangement IT service ability, the demand of the orientation business variety
4. Overcome the business enterprise IT personnel's technique to liminary, the disadvantage that solve the IT the personnel the fluxion to bring, keep the IT service to continuity
5. The expenses devotion is lower, the business enterprise does not need to be throw in a lot only the manpower and the material resources of used for the IT maintenance

## Advantage

- Strict, the IT of norm outside wraps the service manage
- High level, multilayer's of the professional service engineer's troops
- Own the perfect technique service system
- Abundant IT outside wraps the service experience
- Own many terrace developments, the service experience
- Instant, the accurate service quality supervision system
- Very complete whole pack of business system, the customer can acquire to merely attach the price markup

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**Sandiy | Services**

More information, please interview [www.sandiy.com](http://www.sandiy.com)





# Sandiy

## Professional Services

### Plan the programming

- How chase the most valid function in limited IT resources of the business enterprise in the development of the business enterprise Critical business
- How most quickly obtain the professional support ability
- How carry out the perfect management to the system, the credibility that raises the system with can usability
- How raise the work efficiency of the customer, increase the end customer satisfaction
- How keep up with the IT technical development, in time renew the related technique
- How rises to make use of to the IT system of work properly the activity
- How bitterly manage the IT luck camp cost

*A service is the inevitable outcome that the society division of labor is continuously thin to turn to develop with the IT technique. The SANDIY wishes the fulfillment experience that enriches in the information technique support and the service realm with it with the good prestige, and strong technique resources, help each other with you, resolve the problem that you face, manages the aspect to provide a kind of high character in the IT for you, high-efficiency, all-directions service.*

#### **SANDIY Enterprise Deskhel management service (DESKHELP)**

SANDIY the business enterprise Deskhel management service(DESKHELP) is a kind of IT management service that fixes attention on in the end customer. It includes to manage from the IT environment solution to the IT Assets, from to the usual supervision of the calculator and the network system, support the system excellent turn, and from provide many factory's techniques to support for the customer of unify the interface to customer the terminal of soft/the hardware support of various service, thus provide a stability for the customer, the Desktop environment that is efficiently.

The SANDIY Deskhel service integrates personnel, reasonable management process and technique together, passing the centralized management to the IT environment (soft/hardware) and standardizing, thus carrying out the credibility of the IT environment,

Make at the time of the usual IT management cost of good control, you raise the management level of the business enterprise IT service.

#### **Sandiy important business system management service**

The Sandiy important business system management service is main to concentrate in the movement Maintenance and management of the business enterprise key business system. Pass with the cooperation of the professional company, the Sandiy becomes integrations such as equipments, network, safety and management etc. one the whole set of service(the Sandiy important business system management service), provides the good technique support and IT environment need as the solid base of the normal movements for the system that you entrust to the care of. Our system management service particularly suits to exist the close contact and demanding complicated system environment with the key business. The Sandiy practices through company class a service outside the IT of more than 10 years, can have the deep understanding to combine with abundant experience with usability, the data center(the Internet Data Center) integrity to the system service Class, system already drive generally accepted provides the company for the management service that lead.

We wish with the fulfillment experience and good prestige that enriches in the information technique support and the service realm, and strong technique resources, satisfy your business development to the Internet-the driving base environment and the fast alteration of the system and the request that efficiently manage.



# Sandiy

## Professional Services

### Plan the programming

#### **SANDIY Enterprise IT base management service (BMS)**

The business enterprise IT base management service (BMS) is a kind of IT management service that fixes attention on in the data center base environment management. It will make you own the stable and dependable IT base environment, excellent the system function that turn, thus satisfy your business development to the fast alteration of the IT environment with the request that efficiently manage.

#### **SANDIY business instauration serves (BRS)**

The release of the Sandiy business instauration service lie in the information technique to have already become the base of many business enterprises now, as breaking this basal disaster will mean the huge great damage, even will endanger the existence of this business enterprise. The SANDIY business instauration service can guarantee after the business enterprise meet disaster, its information system can recover the normal operation in the in a short time, to recover the business enterprise usually the operation of the business, the consecution that guarantee the business enterprise business.

#### **SANDIY Enterprise ERP (SAP) system management service**

The business enterprise resources plan management ERP (SAP) is a complications with have the certain implement difficulty of item. This BE because of, on the other hand the business enterprise availably applies the ERP not only is an item with technical pure information. More important it by all means involves the improvement of the change, the management method of the change, management style of the people's traditional management thought. The Sandiy ERP system management service provides to include various software, hardware, professional personnel at inside of the integration and implement.

Pass toward you to provide the design, build up program (ERP) the establishment of the system in your business enterprise resources with the management service for you and operate to provide another a kind of devotion method with the management aspect.

#### **SANDIY Recycling service (ARS)**

This serve for can't circulate or past expiration of date of the equipments provides quickly and effectively and conform to the discard of safety of the environment request to handle the solution, thus helping the customer to avoid the item manage to dismantle the cost for move with system. The resources recovery service face to all makes a contract the business enterprise to provide. This important item that also IS, in the Sandiy the whole IT outside pack that serves. Provide the IT and transact the equipments product recovery service, and insure to pass the environmental protection (ISO: 14000 ) standard to strictly examine the process, making any brand abandoned the calculator equipments or transacting the equipments can get the dependable recovery through a Sandiy. The Sandiy still provides the processing method that the variety abandons the product, abandoning the possibility that the equipments enters the garbage to bury the field with the biggest degree a decrease. The company has already started this plan in China in three year ago.



# Sandiy

## Deployment Services

### The Deployment and update service

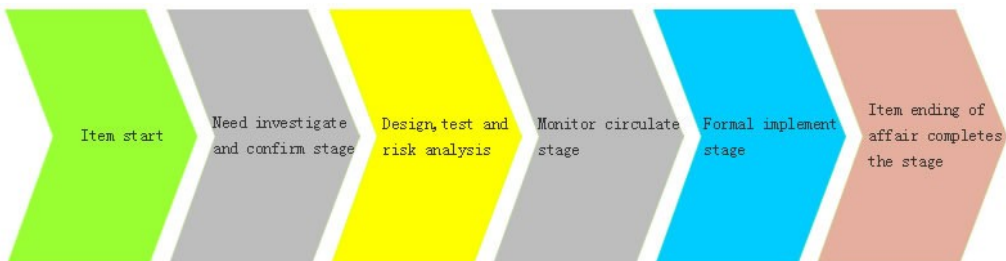
#### **Install the service**

According to the actual need of the customer, aim at the IT and transact the equipments migration/ equipments to get stripe/ the environment changes the deployment of a whole set can make to order of support service. It can help the safe ambulation, equipments that the business enterprise completes its internal IT and transacts the equipments hard, software of did not sew to get stripe, and the large-scale deployment of the business enterprise IT new surroundings.

Include: Software, desktop pc, notebook pc, server, storage machine, network equipments, and intelligence transacts equipments etc.

- Draw up the deployment plan (carry out the step, the personnel arrange)
- Complete the hardware gearing, operate system installs and tests
- Applied gearing of the software, install and test
- Carry out the item in the process supervision, councilor and risk management
- After deployment complete, carry on the basic test to the new surrounding

Aim at the new surrounding, carry on the whole distances of the implement SANDIY that the basic usage guides the basic gearing service following, supervising and control to the business enterprise customer to provide the valid assurance for the implement of the service.



#### **IT Assets management service (Assets Management)**

The IT Assets management service (Assets Management) unify to make to order from the SANDIY and provide of, the Assets information that aim at internal fixed IT the whole set of the Assets of the business enterprise and can make to order manages the service. It can help the search of the summary, renewal, and related Assets information that the business enterprise completes its internal Assets circumstance; can guide the related resources that the business enterprise reasonable installs its each section in the meantime.

The Assets Management services the need that the biggest degree satisfies you to serve to the business enterprise Assets information. The Assets information collect/ search the service Assets information change service internal according to the business enterprise of the alteration need and request, the Assets information change the service contacts the auto and the business enterprise Assets database, and change the database Assets record, guaranteeing the Assets database information of solid hour renew.



# Sandiy

## Deployment Services

### The Deployment and update service

#### The property capacity management service

Pass the analysis to the business enterprise property database contents, combine the need of demand and each section of business enterprise business development of the business enterprise Critical business development, the property capacity management service can provide the business enterprise property rationalization usage suggestion toward the business enterprise property manager, and among them the IT equipments discards and renews as to it's the output influence of the business does an analysis.

#### The software distributes service (**Software Distribution**)

According to the demand of customer's business, pass the management server of the backstage, distributes the software (include: operate system, application software etc.) needed toward the end user of the business enterprise at any time, the original IT service department personnel who avoids the business enterprise pursues a gearing and the trouble that manages the maintenance, promoting the IT whole efficiency. Be applicable to 100 information's orders the above customer.

#### The System Patch management service (**Patch Management**)

Can the in aid of business enterprise avoid the virus encroach upon and the applied system loophole brings the otiose trouble. Should serve to unify the operation through a backstage, in time and automatically downloads for the business enterprise calculator system and install to repair the D, the renewal virus definition etc., thus at virus break out, helps the business enterprise to avoid a few IT service department personnel's catch unprepared of for a the embarrassed situation that repairs the D or kills the virus, and avoid because of can't in time remove virus' circumstance occurrence of the loss for the business enterprise resources and the data.

- Examine the business enterprise environment under of software constitution.(operate system with defend the virus software)
- Make use of the latest technique knowledge to evaluate the current loophole.
- Compute the repair of the terrace review and choice right D for each one.
- Fast repair loophole with efficiently build up the safe mechanism that repairs the D grade.
- Pass the automatic valuation and install to come to in advance propertyual maintenance to repair the D renewal.



# Sandiy

## Support Services

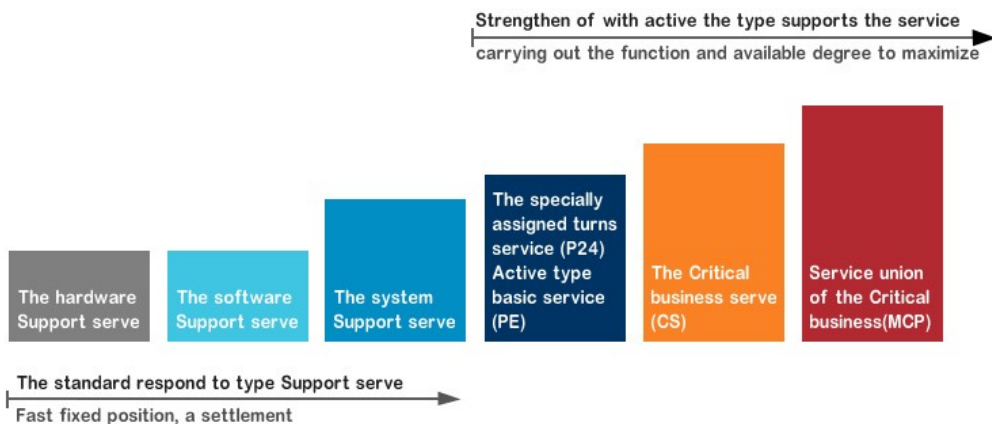
### The Support Services

Technique support the service includes the hardware and software to support the service; the hardware and software program, design, install, re- deploy and transplant the service. We to Sandiy with other lead the system and peripherals of the manufactory to provide the hardware support service, among them include to preventive and forecast from support, the on-site with maintain station to fix and the electronics system support options. Moreover, we is Sandiy system software and in the center the piece provides the software support service, and provide the service of have the choice for several software of suppliers.

#### Respond to the Class divides four grades:

- 1, 5day x 8Hour NBD, Eight next workday on-site services of five workdays
- 2, 5day x 8Hour, Eight hours of workday serve on the scene
- 3, 5day x 4Hour, Four hours of workday serve on the scene
- 4, 7day x 24Hour x 4Hour, 24 hours of seven days remain on standby, four spots serve

- The Hardware Support serve (Hardware Support)
- The software Support serve (Software Support)
- The system Support serve (System Support)
- The specially assigned turns service (Proactive 24)
- Active type basic service (Proactive Essential)
- The Critical business serve (Critical Service)
- Service union of the Critical business (MCP)





# Sandiy

## Support Services

### The Support Services

#### The Hardware Support (Hardware Support)



**Rely on the support professionals who know your systems best.**

From installation to product retirement, warranty upgrades to self-maintenance, proactive care to 24x7 problem resolution, you can rely on Sandiy Services and our authorized service partners for all your hardware support needs.

The breadth, depth, and quality of our hardware services portfolio are unsurpassed in the computer industry today. We have 10 years of experience in servicing computer systems, networks, storage devices, and peripherals. And we're the in supporting the "can't fail" continuous computing solutions that are at the heart of the e-business economy.

Sandiy Services delivers comprehensive support for enterprises of all sizes and environments of all types: desktops, client/server, data center, print, home-based, mobile, and global. And we offer a wide range of purchase options, including convenient Sandiy extended warranty hardware support packages. So you can obtain the precise kind and level of expert assistance you need, from basic to business-critical, whenever you need it.

Sandiy Services capabilities include:

- Total lifecycle support for all hardware products and many third-party products from today's leading vendors
- A full range of proven preventive, diagnostic, remedial, and repair services
- A global service network of 4 strategically located Customer Support Centers delivering 7x24x365 problem-solving help by telephone, the Internet, and electronic service tools
- Leadership e-business lifecycle services, including 24x7 Mission Critical Support
- Support for a wide array of popular third-party peripherals
- Flexible purchase options to simplify service planning, acquisition, and budgeting

You pass to stir to make the appointed Sandiy support service telephone number call, after putting forward the service claim, Sandiy will service time that limit in the contract inside cooperate with you closely, together resolve the problem that the system appear. Before provide any on-site service of necessity, the Sandiy will use the long range support service tool(under viable circumstance) first, will provide the system of support to carry on the long range diagnosis, or pass other ways to the Sandiy to solve problem to provide the help for the long range.



# Sandiy

## Support Services

### The Support Services



#### Software Support Services (**Software Support**)



**Software services targeted to your specific needs**

You can rely on Sandiy Services and our authorized service partners for all your software support needs - from basic to business-critical - anywhere around the world. The Sandiy designed the form diverse software technique support service for the different software customer. Aim at the different service contract the customer, Sandiy the customer support the technique help that the team will correspond to provide the forms, such as the on-site, telephone and E-mail...etc.

Sandiy Premium Services offer integrated hardware and software support to help you maintain a robust, stable, flexible IT environment that enhances your business agility. They encompass today's most popular products, including UNIX, Windows, and Linux servers, as well as mobile technology, network devices, desktops, printers, storage solutions, management software, and more.

Sandiy Services is totally committed to your success. We back that commitment with a set of robust capabilities including:

- Total lifecycle support for popular operating software including Microsoft® Windows Server 2003, Windows XP, and Windows NT; VMware; Novell NetWare; and Linux distributions
- Including full Internet suites, mail and messaging systems, transaction processing systems, system and network management tools, and desktop applications
- Customer Support Centers delivering 24x7x365 problem-solving help by telephone, the Internet, and electronic service tools; CSCs provide high-availability services to optimize uptime for today's e-business solutions
- Software Product Updates
- Software Product Install
- Software Licensing & Management
- User Application Support
- Operating System Services
- Per Event Support & Consulting
- Deployment Services
- Mission Critical Support



# Sandiy

## Support Services

### The Support Services

#### System Support Services (System Support)

Along with the development of the ages of information, the data center, server has become the IT importance within whole structure to constitute the part, undertaking the important role that the system movement and data save. For use the customer of the key system, urgently hope the biggest limit reduces to not plan to shut down time. The Sandiy system support serve, providing the support service of the active type for the customer, is provided the all-directions soft hardware support service for you by the experienced technique expert and the item group, the Sandiy provides the profession to turn for you at any time of consultation service. Insure your system stability movement.

#### Service including:

##### According to the server or save the soft hardware support service of the equipments

- The service Class choose 1: 24 x 7 x 4 Maintain to respond to
- The service Class choose 2: 5 x 8 x 4 Maintain to respond to
- The service Class choose 3: 5 x 8 x 8 Maintain to respond to
- The service Class choose 4: 5 x 8 The next day maintains to respond to
- The remote problem examines a patient and supports the service
- On-site the hardware system support serve
- The spare parts and material
- Without a break work
- The difficulty problem gets stripe the service
- The software product and the text file renewal
- The software product renewal admit
- The electronically support service of the remote
- The interview corresponds the technique resources

##### According to the active type service of the server or the saving equipments

- The system supervision
- Half year a hardware prevention maintenance – PM

##### The technique service that can order

- The information system intelligence circulates the maintenance management service
- The system health inspection (SHC)
- High can gather a group of software to install to circulate the audit with property
- The system function analysis
- The engine room place valuation
- Increase to repair the software and the hardware firmware analysis
- The host system safety evaluate
- The network system safety evaluate
- The data backup project design and valuation
- The data is saving high can use the property valuation- HASA
- The spot spare parts database
- The network management solution



# Sandiy

## Support Services

### The Support Services

#### Proactive 24 service (Proactive 24)

##### **Proactively enhance your environment's stability, effectiveness, and efficiency**

Sandiy Software technical support provides comprehensive services and cost-saving updates to help you enhance the performance and availability of software from Sandiy and other leading vendors.

Available standard business hours on standard business days, this convenient Sandiy Care pack service gives your IT team direct access to Sandiy IT response centers. Experienced response center engineers provide trustworthy advice on issues such as software features and use, problem diagnosis and resolution, and software defect identification. Any member of your IT staff can electronically access essential product and support information.

In addition, Sandiy Software technical support brings you software updates at substantial subscription savings. This includes new versions of Sandiy and selected third-party software products, patches, and documentation, as well as licensing to use and copy these versions.

##### **Choose proactive 24 services when you need to:**

- Enhance operational effectiveness with proactive problem identification and solutions recommendations
- Partner with technical experts who help coordinate support, provide hands-on assistance, and share knowledge and know-how with your staff
- Rapidly access single-source support and expertise spanning your environment from servers to storage to networking
- Obtain personalized services tailored to your business environment and objectives
- Take advantage of remote monitoring
- Anticipate necessary change - and execute it correctly the first time
- Efficiently manage infrastructure resources to meet your performance objectives

##### **Service highlights**

- Service level management
- Assigned account manager
- Account support plan
- Onsite support planning meetings
- Quarterly activity reviews
- One Sandiy technical service engagement for selected hardware environments
- Availability management
  - Site environmental survey
  - System health check assessment for your central server
- Configuration, change, and release management
  - Semi-annual operating systems patch analysis and management
  - Semi-annual firmware updates and micro-code recommendations
  - Remote monitoring for event notification

##### **Incident and problem management**

- 24x7 coverage
- 2-hour callback on software issues
  - Phone number for problem resolution
- 4-hour onsite response for hardware



# Sandiy

## Support Services

### The Support Services

#### Critical service (CS)

##### **Defuse downtime with the perfect blend of proactive and reactive support**

Sandiy Critical service brings you the best of both worlds: expert proactive services to keep your mission critical multivendor hardware and software available 24 x 7 - plus fast reactive support for quick seamless resolution whenever unforeseeable problems crop up. This Sandiy Care Pack services help you understand and avoid, the causes of downtime, meet your availability-level commitments, and enjoy the multiple benefits of collaboration with a true IT support partner.

##### **Proactive services**

Your assigned support team of Sandiy-certified experts first conducts an assessment of where you are today. This is used to design a strategy to bring your IT commitments in line with your business goals. Your team meets with you quarterly to discuss progress and ongoing alignment with your goals. The team also provides you with custom-tailored change management guidance and advice. Working closely with your IT staff and management, your team can identify and manage delivery of technical services for improvements in areas such as availability, capacity management, change planning, and security.

##### **Reactive services**

If a critical problem occurs, Sandiy Services helps you address it quickly via accelerated recovery and restoration processes. You're immediately connected with experienced support specialists for prompt troubleshooting and resolution. Sandiy Services commits to resolve your hardware problems in 6 hours, although most problems are resolved even faster.

##### **Choose Sandiy Critical service when you need to:**

- Boost business productivity through increased server, storage, networking, and applications availability
- Minimize business losses caused by IT downtime
- Reduce risk and improve efficiency by proactively managing changes across your IT environment
- Resolve complex problems quickly through direct access to Sandiy Services expertise and hands-on assistance
- Rapidly access single-source support from a team familiar with your business and technology infrastructure
- Free your IT staff to focus on strategic business issues

##### **Service highlights**

- Service level management
  - Assigned Sandiy-certified customer support team
  - Remote monitoring of your environment's stability
  - Quarterly onsite support planning and activity review meetings
  - Two Sandiy technical services engagements
- Availability management
  - Site environmental survey
  - Availability checkup to assess your IT environment against your availability objectives
- Configuration, change, and release management
  - Quarterly operating systems patch analysis and management
  - Quarterly firmware updates and micro-code recommendations
  - Remote monitoring, analysis, and management
  - 24x7 coverage



# Sandiy

## Internet Hosting Service Providers

### Internet Hosting Service Providers

Virtual help business enterprise of the host technique which uses high performance price a ratio uses a minimum investment to start to build up own website on the Internet, carrying on a network marketing, carrying out a business enterprise information-based.

Should serve important 1 using also the Sandiy IT is the whole pack of inside service, provide the area the registration for the business enterprise customer, main page design, the service of virtual host, web hosting, business enterprise mailbox and related product, concentrate on for inside global scope of business customer provide the overall solution of [with] application of the Internet foundation. Have several years extensive cooperation experience with ICANN, CNNIC organization, the service realm of the Internet foundation quality very high service company.

Own many experienced system engineer, JAVA/C etc. deluxe procedure personnel, CISCO attestation expert, network safe expert, MCDDBA and Oracle DBA; High and available network and safe system design, from thousand trillion routers, exchange machine to thousand trillion fire walls and resist and serve extremely attack stone equipments and Virus control centre etc. every kind is supplied here; For protecting precious system data and customer's document, specially designed to include the array/magnetic tape of the RAID/disk database/foreign land saving at inside of many the class redundancy backup system, insure a data absolutely safe.

#### Enterprise e-mail system

Aim at the safe service of the virus mail that the E-mail safety design is the SANDIY Internet foundation service a part of the solution, this is the mail that the just for medium-sized business enterprise design safe solution. The SANDIY E-mail safety service adopted MessageLabs to lead the technique of the industry, by in the customer's network outside scan an E-mail and help the cancellation threat, be a customer a defense line – doesn't need to increase any additional selection & hardware in the meantime.

The price of the SANDIY virus mail safety service has competition ability very much. The customer need to throw in a funds in advance, can immediately carry out the hard guarantee of the E-mail safety quickly. This service adopts the order charge mode, according to the options choose, account price with the user number, and can immediately use within 24 hours. The SANDIY virus mail safety service also covers the SANDIY service center, and the SANDIY trouble response group of consultation service.

*The mail has become the business of the key application*

*The mail has become text file of have the law effect*

*The threat not only is the virus and spam only*

*More than 90% viruses through E-mail dissemination*

*It imply virus in 7.5% mails*

*Have 60% to 90% spam in all E-mails for send out currently*

*27% wealth is 500 strong companies, being subjected to the company mail system misapplication, abuse of harassment*

*56% companies in the FTSE1000s, meet the problem of [with] the company mail system abuse*

*62% employees delivered offensive mail*

*40% company mails have nothing to do with the company business*



# Sandiy

## Sandiy Managed Services

### The Sandiy Managed Services

Desktops. Mobile devices. Applications and databases. Your software supply chain. Users inside and outside the firewall. Servers. Storage. Networks. Your entire IT infrastructure. Look around your enterprise -- and you'll see the many areas where you could benefit from greater control, reduced risk, improved performance, and tighter alignment between IT and business requirements.

#### Lower the total expenses of IT management (TCO)

Sandiy Services offers a comprehensive Managed Services portfolio that features a range of sourcing solutions, including strategic outsourcing and innovative on demand offerings. Our services simplify the management of IT and facilitate the ongoing alignment of IT with your overall business strategy. Using proven methodologies, our flexible approach helps assure that you receive predictable levels of support -- when and where you need it. The result? Improved business agility, as you build an adaptive enterprise that responds quickly to change and opportunity.

- » Application Management
- » End-User Workplace Mgmt
- » Global Service Desk Mgmt
- » Infrastructure Management
- » Localization Management
- » On Demand Solutions
- » Software Supply Chain
- » Strategic Outsourcing
- » Service descriptions

Using proven methodologies and disciplined processes, we can help you change your IT focus from a cost center to a business accelerator.

You'll also be able to deploy your staff more strategically to focus on business priorities, as you collaborate with trusted, flexible and agenda-free Sandiy resources.