

IT Infrastructure & Telecom Relocation Services

- Keep your mobile and remote workforce well-connected
- Collaborate with geographically dispersed customers & team members
- Keep your IT infrastructure fully operational
- Balance fixed and variable costs in times of rapid business change
- Manage escalating demand to increase scope, reach, & quality of service
- Expand or consolidate the business without impacting productivity

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FTDATA delivers computer, network & telecom infrastructure relocation services:

For over 10 years FTDATA has successfully delivered computing infrastructure and telecommunications relocation services, to clients by offering best value solutions. In addition to helping our clients invest their I.T. dollars wisely in support of business and mission objectives, we successfully navigate organizational and political challenges sometimes associated with infrastructure relocations, with sound project management and an acute ability to quickly find common ground.

We use a proven project and risk management approach to planning and running I.T. infrastructure, servers and data center relocation projects, honed from years of successful project experience in the planning, design, implementation, testing, and management of complex client environments. The result is minimal to no disruption of computing infrastructure services to users during a transition. ***Samples of factors carefully studied by our management & technology professionals:***

Design Considerations:

- Inventory Collection & Analysis (Existing)
- Current/Future Business Requirements
- Capacity Planning
- Business Continuity Requirements
- Optimizing Physical Design (Layout)
- Monitoring and Management Requirements
- Detailed Configuration Specifications
- Implementation Planning
- Voice and Data Network Integration
- Budget and Cost Management

Relocation Considerations:

- Project Planning & Management
- Managing and Coordinating Contractors
- Contingency Planning
- Minimizing Risk & Downtime
- Carrier Management & Coordination
- Technical Expertise – Problem Resolution
- Asset Tagging and Management
- Final Documentation Creation
- Staff Training – Knowledge Transfer
- Configuration Management

FTDATA is committed to customer service excellence. We employ a value-based Customer Care approach that includes regular performance audits, precision knowledge tools and strategies, and outstanding technical resources. We incorporate lessons learned to ensure ongoing process improvement that delivers results, competitive advantage and cost savings to our customers.



Selected Reference Accounts: Data Center & I.T. Infrastructure Relocation Services:

A Large National Not-for-Profit Organization – I.T. Relocation and Data Center Migration:

FTDATA was the prime contractor and delivered a comprehensive infrastructure upgrade solution:

Data Center Redesign and Relocation

- Redesigned data center layout/modified room dimensions for new construction
- Reorganized/added cabinets and racks to ensure load balancing, implemented color coded cabling scheme and provided detailed port mapping documentation
- Wired computer room
- Upgraded UPS to handle increased load
- Installed KVM switches/serial console for device management

Active Directory/Exchange 2003 Upgrade

- Pristine architecture (versus upgrade) implemented, required development of custom migration scripts

Network Redesign/Upgrades

- New Cisco core switches installed/configured
- VLAN architecture redesigned for increased capacity to support user growth and VoIP telephony
- Internet connection upgraded to improve capacity/redundancy

Managed Services

- Installed/configured MOM and SMS for more effective management of server infrastructure
- Installed/configured WhatsUpGold for managing network components

Office Expansion

- Designed/installed technical infrastructure components for new office space
- Provided voice and data cabling for new office space as well as rewiring for existing office space
- Provided data services for each floor

Results:

Our client has seen the results of the FTDATA computing infrastructure improvements:

- Provided added capacity that met anticipated rapid growth in their serving community
- Enabled our client to exceed required business service levels as defined by the organization.
- Addressed deficiencies identified in a Disaster Recovery/Business Continuity assessment
- Improved client's ability to proactively monitor, manage and address infrastructure related issues
- Minimized increases in IT staff levels despite increased demand on the computing infrastructure
- Freed IT staff to focus on delivery of new member services rather than maintenance and operation of infrastructure components.



Government Agency - National Call Center: IT Infrastructure, Data Center Design & Build:

A large agency of the Federal Government engaged FTDATA as prime contractor to design and build a new data center including special HVAC, equipment racks, power distribution, and cabling in the client's new national call center in the mid-west. FTDATA subcontracted to a power conversion company, an electric company, and an HVAC company to perform the work.

The data center was designed to specific requirements for cooling, cable runs, rack configuration, cable ladder setup, fire suppression, environmental monitoring, UPS, and many other requirements of a high end computer facility. Services from the power conversion company required scheduling and completion of site requirement verification, rack assemblies, software integration, orientation & training, and start-up. In addition, FTDATA contracted with an environmental specialty firm for the specialized data center HVAC work and with the electric company for cable tray installation throughout the facility.

The structured cabling had not been procured by the Agency until after the facility was nearly completed. This included data cabling for the entire facility, and specified Category 6 cable and terminations. FTDATA was required to submit a compressed bid, contract, and work start process in much less time required for a bid of this size and complexity. This was accomplished in just a few days and to the delight of the Agency project team, did not slow facility preparation.

FTDATA was the prime contractor and managed interactions of the subcontractors with the general contractor, owner/lessor representative, client project manager, and the client data center support team.

Results:

Despite nasty ice storms in the area (that overwhelmed the electric company and other utility providers) the project was completed on time and within budget to the full satisfaction of the client.



Fortune 50 Telecommunications Corporation – Voice/Data and Server Relocation Services:

FTDATA was engaged to manage voice and data infrastructure relocations associated with the sale of a large office building owned by our client. The move involved approximately 1300 employees and 1 million square feet. FTDATA managed a Real Estate budget of \$22 Million. The project is currently under way.

This project posed unique challenges, since this was an old data center that housed numerous Server Rooms, Labs and Voice Mail systems. In addition, this project called for the relocation of 24x7 call centers with a “no downtime” employee/system requirement. The move was further complicated by a very aggressive timeline new construction taking place at the new sites.

FTDATA served as the Single Point of Contact for inter-organizational communications between our client and the General Contractor. FTDATA was also responsible for coordinating with all service providers to deliver a seamless, non-disruptive move for all affected client Business Units, and for ensuring that all required voice, video and data equipment was moved and/or removed from the building by a certain date to avoid financial penalties.

FTDATA conducted extensive requirements gathering sessions to determine needs for phones, network capacity, PCs, numerous servers, video, and any constraints associated with core business hours. In conjunction with our client, FTDATA worked with the client’s Corporate Telecommunications, Enterprise Network, and Information Technology teams, and the General Contractor to develop a move schedule. The FTDATA lead engineer approved and signed off on infrastructure requirements at the new sites prior to deployment. FTDATA provided the General Contractor with all environmental and electrical requirements for computer rooms and work areas to support the users’ data and voice infrastructure prior to construction start dates.

An implementation team was established to support the move of an Automated Call Distributor (ACD), Corporate Voice Mail system along with desktop phones and PCs, data racks, modem racks, network equipment and mission critical servers. FTDATA conducted and attended weekly status meetings to address and resolve all open issues to ensure the schedule stayed on target.

FTDATA actively sought opportunities to reduce expenses for our client by evaluating requirements and determining alternatives along with recommending best cost solutions to move customers (personnel) and equipment to the new sites.

Results:

FTDATA moved all server farms, network infrastructure, and client personnel to their new locations without production down time, on time, and within budget. Superb client satisfaction excellence was achieved.