Infrastructure Assessment

Regardless of the components, size or design, networks play key roles in supporting mission-critical business operations. Unreliable, unavailable networks not only impact customer satisfaction and employee productivity, but they can also have a direct impact on a company’s bottom line.

As applications evolve and technologies converge to fulfill new business requirements, networks are required to carry more traffic with less margin of error. Even a well-managed, well-maintained network today may become the topic of conversation tomorrow.

Don’t wait until your network tells you it needs help. Periodic Infrastructure Assessments are often used by companies to identify areas of concern before they impact their business. Others use assessments to verify the health and capabilities of their networks prior to deploying the applications and services required by an ever-changing, global economy.

With CompuCom® Infrastructure Assessment, you’ll be able to:

- Confidently deploy emerging technologies and services with knowledge of potential impacts.
- Resolve issues that affect network availability and reliability.
- Increase the productivity of IT staff and allow them to focus less on outages and more on strategic projects.
- Improve profitability by eliminating network disruptions and outages that impact revenue.
- Reveal risks and pinpoint problems before they impact service level agreements (SLAs).
- Increase customer and business partner satisfaction as network availability and reliability are achieved.

PROACTIVELY ASSESSING YOUR NETWORK INFRASTRUCTURE’S HEALTH CAN SAVE MILLIONS OF DOLLARS.

CompuCom.
SERVICES OVERVIEW

Infrastructure Assessment includes a proactive check of your network, servers, storage, applications and operational capabilities. Our assessment provides a review based on best practices, and identifies shortfalls and potential remediation actions that you can implement on your own or with our help.

CompuCom's Infrastructure Assessment solution provides:

- **Network Discovery Services** — A discovery of existing network devices will be performed. This process usually includes:
  - The discovery and documentation of network hardware models and software versions.
  - Review and analysis of device utilization and available statistics, log files and configurations.

- **Network Architecture Review** — The network architecture is reviewed and analyzed, including physical and logical designs.

- **Industry Analysis** — The collected data is assessed. Findings are compared to industry best practices.

- **Product Capabilities and Features Assessment** — Deployed hardware is assessed to determine product capabilities, feature support and the impact on future network requirements.

- **Life Cycle Management Assessment** — The organization's life cycle management program is assessed.

- **Documentation** — An Infrastructure Assessment document and network diagrams are generated. The Infrastructure Assessment document provides:
  - The findings and our assessment of your network infrastructure's health.
  - A gap analysis and recommendations for remediation.
  - Future considerations and technology enhancements.
  - Insights to facilitate the implementation of Infrastructure Assessment recommendations.

CompuCom helped a credit card processing company identify and prioritize the top 10 causes of process downtime related to its data center operation. A remediation plan was executed, resulting in a 62 percent reduction in outages.

Learn more about CompuCom and our comprehensive services. Visit us online at CompuCom.com or call us at 1-800-225-1475.

**About CompuCom**

CompuCom Systems, Inc., a global company headquartered in Dallas, Texas, provides IT managed services, infrastructure solutions, consulting and products to Fortune 1000 companies committed to enhancing their end users' experience. Founded in 1987, privately held CompuCom employs approximately 11,500 associates. For more information, visit www.compucom.com.

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