Infrastructure Assessment

Introduction

Nephin and its team have worked in a wide variety of industries, both nationally and internationally. This work ranges from designing large, cutting-edge facilities for large technology companies to developing a detailed DR Technology strategy for one of America's largest financial services companies; from strategizing and managing the complete technology overhaul and global expansion of consulting and advisory firms, to developing energy solutions for a European government agency.

Below you'll find out how we helped clients with our Design, Consulting & Management services.

Note: Due to contract clauses, some clients prefer not to have their company name published by third parties. Project details may also be limited to protect client interests in relation to site locations, technology choices, architecture specifics, etc.

IT Assessment

Industry/Position: Financial Services, Retail Services; private company

Services leveraged: IT Consulting

Company profile: This client is a leader in payment processing technology and services that support the billing solutions of a variety of well-known companies. Purchased by a VC company in 2010, it underwent rapid growth in both clientele and traffic.

Challenge: Major technology investments, to support increased availability and scalability of the online 24x7 infrastructure, required outside expertise.

Solution: Nephin's Chief Consultant led a team of engineers and third-party consultants to carry out an in-depth assessment for the client. This resulted in a comprehensive scorecard, providing detailed analysis and issue resolutions for its team to use, across the following areas:

- Data Center Facilities: tier definition compliance, power and cooling support, power distribution, Layer 1 infrastructure

- Network: LAN and WAN solutions, topology, load-balancing, security, performance baseline

- Servers: physical and virtual server hardware, configuration, connectivity, performance baseline

- Storage: replication methodologies and performance criteria, disk sizing and striping, processor and cache, performance baseline

- Applications, Database: Oracle configuration for clustering, replication, tier definitions, RPO, RTO criteria

- Enterprise Management: management model, effectiveness, toolset, vendors

- Policy & Procedures: procedures, policy definitions, CMDB, documentation, licensing, change management, SDLC process, governance, compliance

- Organization: team structure, roles and responsibilities, capabilities and experience, resource use, support

IT Assessment

Industry/Position: Healthcare; privately owned

Services leveraged: IT Consulting

Company profile: This client is a leading provider of outpatient renal services, with 101 facilities across the US.

Challenge: After many years of infrastructure growth and clinic openings, the company wanted to have the environment benchmarked to understand any areas of risk or opportunity.

Solution: Nephin's consultant conducted an assessment across the following areas:

- Servers & Storage: architecture, platforms, data-protection methods, licensing, patching, management tools, mobility, SDLC

- Network: LAN and WAN architecture, IP architecture, remote access, security, wireless, hardware lifecycle, performance

- Disaster Recovery: status, backup policy, replication, RPO/RTO criteria, exercise schedule, documentation

- Data Center: access controls, electrical and cooling support, equipment layout, growth constraints, fire protection, facility

- Management, Policy and Procedures: SDLC process, policy documentation, support, change management, monitoring, CMDB, staffing and organization, licensing, compliance, governance

Corporate Executive Board – DR Data Center Assessment

Industry/Position: Services, Consulting; billion-dollar public company

Services leveraged: IT & Energy Consulting

Company profile: The Corporate Executive Board (CEB) enables superior business outcomes by delivering authoritative data and tools, best-practice research, and peer insight to the leaders of the world's great enterprises. It has one of the world's largest private repositories of confidential corporate information, gathered through member research and executive round-tables. Security and continual access to that data are thus essential.

Challenge: CEB, headquartered in Washington, DC, has operations spread across the US, Europe, Asia and Australia. Since the migration windows were limited, close coordination was required for testing and continued access.

Solution: Nephin's Chief Consultant and Project Manager was responsible for:

- Facility: accessibility, condition, status and exposure to geographic, climatic, seismic and other conditions, tier standard

- Electrical: utility company support, internal and external pathways, schematic, site capabilities, status, condition, utilization, limitations, generator options, UPS options, management solutions, maintenance and support, tier standard

- Mechanical: building and tenant system status and condition review, AH and RTU capacities, utilization, management solutions, maintenance and support, tier standard

- IT Infrastructure: Telco access, entrance rooms, type 1 carriers, internal and external pathways, rack infrastructure, cable support, layout and efficiency, monitoring and management

- Misc: security systems, fire detection and protection, floor type and capacities, filtration, policy and procedures, support, management, organization

CRICO - DR/BC Planning, Infrastructure Design, Assessment

Industry/Position: Insurance Services; private company

Services leveraged: IT Design, Consulting, Management

Company profile: CRICO serves the insurance needs of a large and prestigious medical community. Serving nearly 12,000 physicians, 25 hospitals and 240 healthcare organizations requires an outstanding team and a reliable technology infrastructure.

Challenge: As part of a DR/BC initiative, CRICO required assistance in a number of areas.

Solution: A Nephin consultant delivered assistance and expertise in the following areas:

- Infrastructure assessment
- Infrastructure strategy and DR architecture
- Business Impact Analysis (BIA)
- Documentation of RPO and RTO requirements
- Work with business and IT leaders to develop detailed DR and BC plans
- Deployment of online tool to manage documentation and plans
- Infrastructure deployment management
- DRP and BCP testing, plan refinement

Summary

Nephin will work with you to swiftly provide creative solutions and identify the best resources to solve your challenges.

If you'd like to learn more about the project examples and how we can help you, please <u>contact us</u>*.*