



GlobalSure™ Managed Services

GTRI keeps an expert eye on your IT. You stay focused on your business.

Managing your IT environment requires a significant investment of time and resources—an investment your organization may want to make in other business-critical areas. GlobalSure™ Managed Services alleviates the burden of IT management, providing monitoring, maintenance and support to keep your systems healthy and operating at peak efficiency.

WHY GLOBALSURE™?

- » **A secure connection.** The connection between GTRI and your network is safeguarded by Relevant Security's RevSecure appliances, which leverage Real Privacy Management (RPM) technology to deliver the strongest protection currently on the market.
- » **Real-time service monitoring.** Tivoli Netcool software provides GTRI with advanced monitoring and management capabilities that maximize your network uptime and improve service availability.
- » **Expert support.** GTRI is a Cisco Master Managed Services Certified Partner in Managed Unified Communications, Managed Security, and Managed Connectivity (Wireless).
- » **Scalable solutions.** Whether you're seeking comprehensive IT support or stand-alone monitoring services, GTRI can provide a solution scaled to your needs.

GlobalSure™ Managed Services

Managed wireless

- Wireless security
- Performance monitoring and analysis
- Device configuration/optimization
- Wireless infrastructure, voice remediation, and optimization
- Wireless rooftop and tower integration and response

Detailed security monitoring

- Intrusion monitoring
- Scanning for 800+ types of vulnerabilities

Managed VoIP

- Patch remediation and maintenance
- Recovery server maintenance
- Advanced technical support

24/7 infrastructure health checks

- Servers, routers, switches
- WAN connections, including frame relay
- Application availability and latency

Alert notification response

- Onsite emergency response as needed
- Fault isolation and determination
- Remote diagnostics and call resolution
- Written summary analysis of reports and call history



About Global Technology Resources, Inc.

Relentless Commitment

GTRI is a Consulting Solutions Integrator with a broad range of information technology expertise serving enterprise, federal and state government, healthcare, educational, and other markets nationwide. Our core practice areas of expertise include Physical Infrastructure, Integrated Solutions, and Network Monitoring & Management.

OUR MISSION

At GTRI, we help our clients surpass their strategic business initiatives by delivering best-in-class technical solutions. We listen carefully to each client's unique requirements, provide a consultative approach to develop the right solution to meet objectives, and deliver results based on a proven methodology.

WHY CHOOSE GTRI

You are making significant investments to plan and adopt new technology solutions that **MUST** be aligned with your business strategy, and it only follows that your partners should drive real value into your organization through successful execution of critical initiatives such as productivity gains, cost reductions, customer satisfaction, and employee retention. At GTRI, we do not view your projects as information technology changes, but as business improvement outcomes.

OUR APPROACH

Our operational excellence brings tangible, incremental value to our clients through personnel, processes, and systems, as a true "trusted advisor." We apply Strategic Delivery Framework, our proven consulting framework, to align client vision with our expertise to mitigate risk and strategically solve our clients' business objectives.

OUR EMPLOYEES

We have a relentless commitment to business integrity and strong ethical practices, complete customer satisfaction, and employee recognition and growth. The well being of our employees is essential and we all hold true to our corporate core values.

GTRI COMMUNITY SERVICE

GTRI and its employees support a variety of non-profit and other charitable organizations as part of our commitment to support our communities and raise social awareness within our business network.

For more information about GTRI's Relentless Commitment, please visit www.gtri.com/rc



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What we do

Physical Infrastructure

Through efficient project execution, our experts create wireless and structured cabling solutions that become the reliable foundation on which critical business applications depend. Beyond creating simple connectivity between the network and end-user, our practice follows time-proven design and deployment processes with the goal of exceeding our clients' business and technical expectations. Committed to your success, our clients benefit from our close collaboration with other GTRI technical business units and our extensive depth of experience.

Integrated Solutions

GTRI's Integrated Solutions consulting practice adds value beyond connectivity by combining our multi-disciplinary expertise to deliver business applications encompassing advanced network engineering, network security, collaborative solutions, and virtualization. The team leverages its business and specialized technical expertise and employs a collaborative, structured, repeatable approach to deliver best-of-breed technology solutions. Our industry expert consultants listen and work closely with our clients to deliver solutions that effectively address business objectives. By combining multiple practices under one business unit, our experts can collaborate across each layer and determine the best solution.

Network Monitoring and Management

GTRI's Network Monitoring and Management teams offer enterprise systems management utilizing high-end products for end-to-end views of your IT infrastructure. These teams include Enterprise Service Management and GlobalSure™ Managed Services. Our integrated approach to resource allocation, monitoring and provisioning, and proactive problem prevention, coupled with remediation by certified engineers, mitigates risk and allows for true optimization of the infrastructure. Collaboration with our other professional services practices ensures that attention is given to the complete IT lifecycle, from architecture, to deployment, and finally to the management, health and welfare of your critical technology investments.

