

Professional Services

Savour the exquisite IT experience with us



Our Professional Services Business Philosophy

“Customers don’t buy just Products or Services;
they buy services that provide Solutions.”



Our Core Focus

Design and Build Enterprise IT Infrastructure, which is –

- **Green**

Green data centre is the one in which the mechanical, lighting, electrical and Computer systems are designed for maximum energy efficiency and minimum environmental impact (Gartner2007). This is achieved through computer systems - virtualisation, consolidation, use of appropriate technologies, new perspective of ILM and data centre - best practice floor plan, liquid cooling and utilizes green energy sources.

- **Application Optimised**

Build infrastructure, which is production-ready, application aware and security rich

- **Operational Efficient**

Build Infrastructure, with efficient operations to reduce costs, improve IT services through the use of proven best practice processes, improve customer satisfaction through a more professional approach to service delivery standards and guidance, improve productivity, Improve use of skills and experience, improve delivery of third party services through the specification of ITIL.

Service Delivery Framework

BT Frontline's service delivery is based on the following principles:

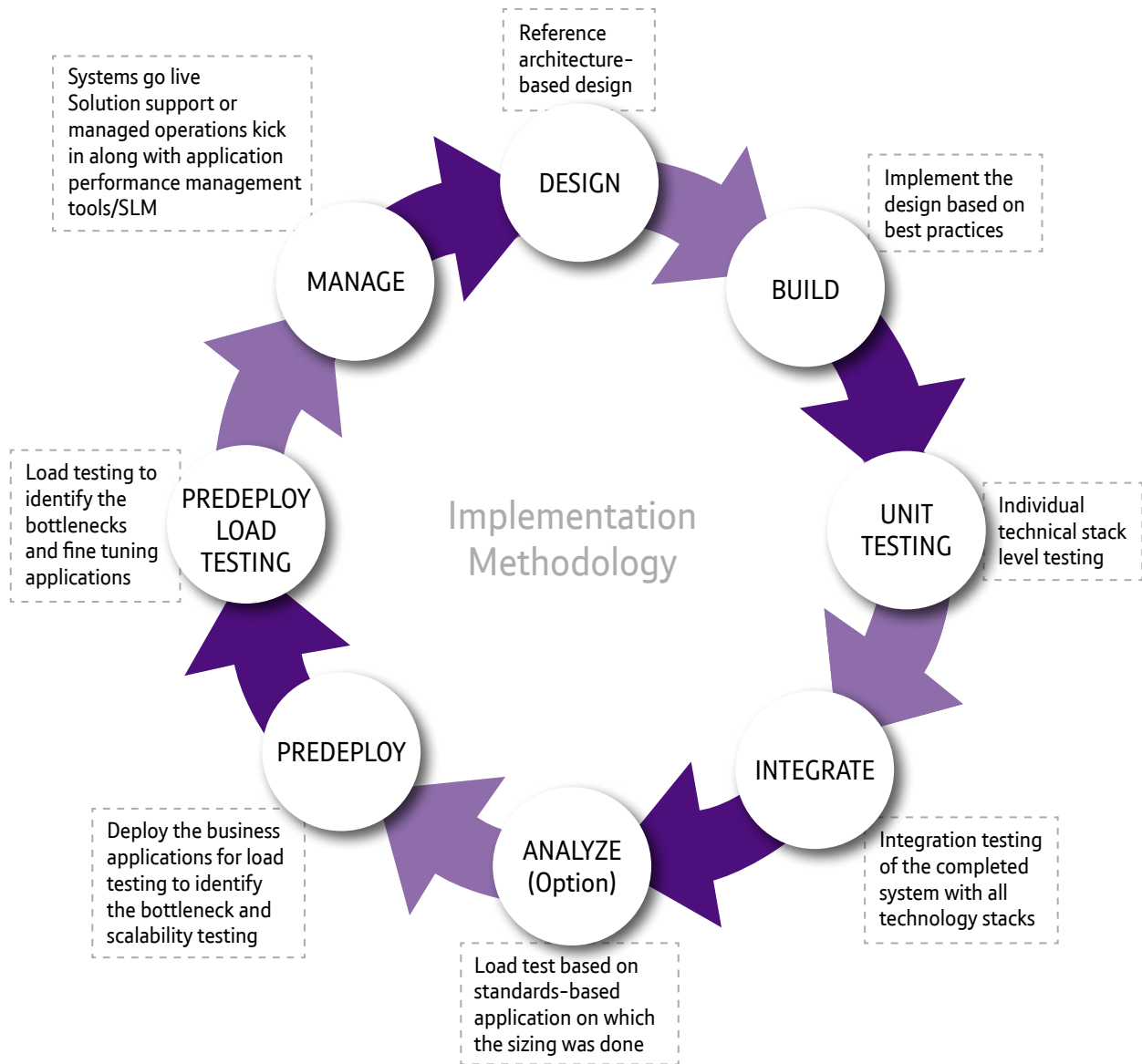
- Sound project/service management for timely project delivery within budget
- Proven implementation methodology
- Quality assurance to exceed customer's expectations

As a service oriented organisation, we believe in meeting a high service delivery standard for our customers. We aim to exceed the customer's expectations (not in what is delivered but in the way it is delivered) and give them confidence in our ability to meet all their future needs.

We take time to listen to our customers, and understand their requirements. We believe that the key points in providing good service are attention to detail and in taking that extra mile to delight the customer.



Implementation Methodology



Project Management

Project management office centralises the management of all projects with professional services. It is also offered as a service to the customer.

Project management is based on PMI®-based project management methodology –

1. Project Definition

- Organisation Structure

2. Project Planning

- Statement of Work
- Project Plan
- Project Schedule

3. Project Execution

- Requirement and Design
- Execution
- Change Control
- Acceptance Testing
- Documentation

4. Project Tracking

- Progress Meetings
- Monthly Reports
- Schedule Tracking

5. Issue Management

- Technical and Non-Technical
- Project Closure
- Handover
- Review
- Commissioning

Quality Assurance

- Service delivery far exceeds customers' expectations (consulting soft skills and flexibility)
- Forms the basis of measurement of client satisfaction
- Review the problems reported during the warranty period after the implementation

Professional Service Practices Overview

Systems and Data Centre Practices	Data Management Practices	Software Infrastructure Practices	Systems and Data Centre Practices	Systems and Data Centre Practices
Systems Practices	Storage Assessment	Middleware	BCP/ITDRP	Program Management
ARS Server Consolidation/ Virtualisation Capacity Planning DC Consolidation	Storage Consolidation Backup Consolidation Storage Management and Health Check High Availability Archival (Files, Emails and Database) ILM	Directory Services Web, Application and Portal Server with best practices Databases Consolidation Web	BCP/ITDRP Workshop BIA BCP Development ITDRP Development	
Data Centre Practices		Application Optimised	IT Governance and Val IT	
DC Design Workshop DC Design Review DC Design and Implementation DC Assessment and Audit DC Network Assessment and Design (Data, Voice and Security) DC Networks Integration		Load Testing Production Readiness Assurance End-To-End Performance Management Business Service	BCP/ITDRP Workshop BIA BCP Development ITDRP Development	
		Application Optimised	Information, Security and Compliance	
		ADS MSEExchange Systems Centre LCS/OCS VMware Email Archival	Information Security Assessment and Implementation of Information Security Policies and Controls IT Compliances IT Audit	

Professional Services Practices 2008

1. IT GOVERNANCE, BCP/ITDRP AND COMPLIANCE PRACTICES

1.1 BUSINESS CONTINUITY AND DISASTER RECOVERY

BT Frontline's Business Continuity and Disaster Recovery practice supports BS 25999 Code of Practice.

1.1.1 Business Impact Analysis

This service covers the assessment of the impact to a business in the event of a disaster that affects the IT systems. The analysis will provide the critical systems needed and the Recovery Time Objective (RTO) to meet the business requirements.

1.1.2 Business Continuity Design and Implementation

This service provides business function continuity in an event of a disaster based on the analysis of the business impact. It covers the creation of the documented processes and procedures to continue the business functions before, during, and after the disaster.

1.1.2.1 ITDRP Design and Implementation

This service creates the Information Technology Disaster Recovery Plan (ITDRP) based on the analysis of the business impact.

It covers the creation of processes and procedures to meet the Recovery Time Objective (RTO) of the IT systems before, during and after the disaster.

1.1.2.2 ITDRP Drill

This service is to lead, conduct and manage the ITDRP drill exercise through the documented process and procedures created during the ITDRP design and Implementation.

1.1.2.3 ITDRP Audit

This service is to audit the drill exercises but the BCP/DRP is created and managed by other third party vendors.

1.2 IT GOVERNANCE AND VAL IT™

This practice is based on COBIT® (Control Objectives for IT and related technologies) and Val IT™. Val IT™ provides generally accepted guidelines and best practices to help boards of directors and executives attain maximum return on investment for IT. This practice focuses on IT management, delivery of value, compliance, risk, performance, security and assurance of IT

1.2.1 Introduction to IT Governance and Val IT™

This workshop introduces the fundamentals of IT governance and Val IT™, the COBIT® domains and Val IT framework as well as best practices for implementing the IT governance.

Val IT™ provides generally accepted guidelines and best practices to help boards of directors and executives attain maximum return on investment for IT. Val IT™, which complements COBIT®, is intended to respond to the need for organisations to optimise the realisation of value from IT investments and addresses key management practices for three processes:

- Value Governance;
- Portfolio Management; and
- Investment Management.

1.2.2 IT Governance and Val IT™ Assessment and Planning

This consultancy service focuses on a risk assessment and a gap analysis of the current IT governance situation in an organisation. Based on these findings, an implementation plan for gap fixing will be defined.

1.2.3 IT Governance and Val IT™ Implementation

For IT service to be successful in delivering against business goals for IT, the management should put an internal control system or framework in place. The COBIT control framework contributes to filling these needs by:

- Making a link to the business goals;
- Making performance against these requirements transparent;
- Organising IT activities into a generally accepted process model;
- Identifying the major IT resources to be leveraged;
- Defining the management control objectives to be considered

1.2.4 Enterprise Architecture Planning

Enterprise architecture planning is the process of defining architectures for the use of information technology for the use of information in support of the business and the plan for implementing those architectures. Our Code of Practices is based on Zachman Framework

1.2.4.1 Introduction to Enterprise Architecture Planning (EAP) Workshop

This workshop introduces the fundamentals of EAP. It covers the following:

- Planning Initiation,
- Business Modeling,
- Enterprise Survey,
- Current Systems and Technology,
- Data Architecture,
- Applications Architecture,
- Technology Architecture,
- Implementation Plan.

1.2.4.2 Enterprise IT Architecture Assessment

This consultancy service assesses your data centre and IT environment on whether the current IT services meet the corporate business users' and stakeholders' interest — basically a gap analysis report.

1.2.4.3 Enterprise Architecture Plan Development

This consultancy service assists an organisation to develop or refine Enterprise Architecture and its Deployment Plan. Its scope covers data modeling, the current systems and technologies, data architecture, applications architecture, technology architecture, and implementation and migration plan.

1.2.5 IT Service Management (ITSM)

IT Service Management (ITSM) is the top-down, business-driven approach to IT management that specifically addresses the strategic business value generated by the IT organisation and the need to deliver superior IT service.

ITIL offers the world's most widely accepted approach to ITSM, furthering the goal of aligning IT with business goals and practices. ITIL provides a framework for both the ITSM organisation as well as a cohesive set of industry best practices.

BT Frontline's ITSM practice focuses on COBIT's Delivery and Support domain, but using ISO 20000 Code of Practice.

1.2.5.1 ITSM Foundations Workshop

This workshop aims to introduce the foundation concepts for IT Service Delivery and Support. It covers Service Delivery Process – Capacity Management, Financial Management for IT services, Availability Management, Service Level Management and Service Support – Service Desk, Incident Management, Problem Management, Configuration Management, Change Management, Release Management and ICT Infrastructure Management.

1.2.5.2 ITSM Gap Analysis

This consultancy service aims to perform an ITSM gap analysis based on ISO 20000 Code of Practice. The scope includes the identification of a gap in the current service delivery and support process of the customer environment, and the development of a roadmap to close the gaps in follow-up projects.

1.2.5.3 ITSM implementation

This service is to implement the ITSM following ISO 20000 Code of practices. Repeatable, documented processes are essential to improving IT service delivery and management. The ISO 20000 framework provides an effective foundation for quality IT service management. This engagement may involve all process or any particular key process that gives the quick returns on the investment.

1.3 Information Security and Compliance Practices

This practice is about Information security Design, implementation, measurement and compliance. This is based on ISO/IEC 17799:2005(27002) Code of Practice.

1.3.1 INFORMATION SECURITY

1.3.1.1 Risk Management Workshop

This workshop focuses on the risk assessment and mitigation for an organisation, including asset classification.

1.3.1.2 Information Security Assessment and Evaluation

Assessment of security risks, such as threats, threats ranking and vulnerabilities, evaluates the baseline (KRI or security baseline controls), identify the gap; develop the report on the recommendation to reduce the gap.

1.3.1.3 Information Security Policies and Controls Implementation (ISO 27001)

Understand the business, develop the comprehensive Information security policies, controls, and implement those policies and controls with or without tools, and includes awareness training.

1.3.1.4 IT Compliance Solution Implementation

Implementation of enterprise-wide compliance monitoring, measurement and reporting solution for IT systems (systems, databases, ADS, networks). This will help to create customised report based on customer's corporate audit requirements and also help the IT organisation to be compliant to corporate, local or International compliance standards (SOX, BASEL II).

2. SYSTEMS AND DATA CENTRE PRACTICES

2.1 SYSTEM PRACTICES

2.1.1 Application Readiness Assessment

This covers the design of large enterprise servers, storage subsystems to meet the business application vendor and the corporate data centre requirements following the best practices from the corresponding technology vendors.

2.1.2 Server Consolidation/Virtualisation (For Improved TCO and Simplified Management)

This covers server consolidation design that includes database, application, Web, file, messaging, directory and DNS servers. Server consolidation/virtualisation is one the key drivers for implementing the Green data centre.

This service may be the result of any data centre consolidation, relocation or may be due to technology refresh.

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2.1.3 Capacity Planning

A capacity planning exercise is done on your production systems to analyse the current system's load and predict the capacity requirements for the future based on business growth. This service comes bundled with tools and process.

2.1.4 Data Centre Relocation/Consolidation (For Improved TCO and Simplified Management)

This service covers the current IT architecture, inventory assessment of the current IT systems, planning and project management of the relocation and consolidation of the data centre.

This service may result in other services like Server Consolidation/Virtualisation, Storage Consolidation/virtualisation, Network Redesign, Enterprise Backup, Enterprise High Availability and BCP/ITDRP Implementation.

2.1.5 Utility Computing

This practice is to provide consulting and implementation services to manage the IT infrastructure as a form of utility service – pay-per-use for the IT infrastructure (computing power, storage, networks and software infrastructures).

2.1.5.1 Proxy/DNS Server Implementation

This includes the DNS architecture design and proxy server design and implementation.

2.1.5.2 Solaris OS Hardening

This service is to harden the Solaris OS as part of your corporate policy.

2.1.5.3 Linux OS Hardening

This service is to harden the Linux OS as part of your corporate policy.

2.1.5.4 Windows OS Hardening

This service is to harden the Windows OS as part of your corporate policy.

2.2 DATA CENTRE PRACTICES

2.2.1 Data Centre Design Workshop

This workshop focuses on the following:

- Introduction to Data Centre Design
- TIA 942 Overview
Best Practices of TIA942:
 - Data Centre Tiering
 - Space Requirements
 - Design Layout
- Infrastructure Design
- Environmental Considerations
- Security
- Managing the Facility

2.2.2 Data Centre Design Review

Designs, calculations and illustrations for building the data centre with the following deliverables.

Design concepts that comply with the Code of Practice, building regulation code, and building architect and engineer requirements to meet the standards of the customer's operation and technology centre requirements.

Conceptual engineering drawings and provision of M & E specifications, drawing and schedule of material are provided. Detailed data centre design and layout as well as other environmental supporting equipment selection to meet IT best practices and data centre test and commissioning reports.

2.2.3 Data Centre Design and Implementation

Designs, calculations and illustrations for building the data centre with the following:

- Design concepts that comply with the Code of Practice, building regulation code, building architect and engineer's requirement in catering to meet customer operations and technology centre requirements.
- Conceptual engineering drawings and provision of M & E specifications, drawing and schedule of material.
- Detailed data centre design and layout as well as other environmental supporting equipment selection to meet IT best practices.
- Implementation of the production-ready data centre

2.2.4 Data Centre Assessment and Audit

This service covers assessment of the following:

- Overall architecture assessment for raised floors, walls, windows, etc
- Electrical and mechanical, fire protection system, data centre monitoring and security and highlight the current data centre facility level (if applicable) or any design or implementation fault
- Comparison chart/tabulation of the current data centre tier (TIA942) and targeted tier level configuration

2.2.5 Data Centre Network (Data, Voice and Security) Design

This service covers assessment of the current data network infrastructure and develops the new data centre design taking the requirements from customer on business, IT and corporate security policy applicable to networks:

- Develop the overall detailed architecture,
- Cabling plan,
- Security design and
- Bill of materials required for the implementation of the design

3. DATA MANAGEMENT PRACTICES

3.1 ENTERPRISE STORAGE ASSESSMENT

An assessment of the storage configuration, capacity usage patterns, and archival strategies is carried out. This assessment helps organisations achieve effective storage usage. The benefits of this service results in both storage consolidation and proper planning for life-cycle management of data.

3.2 ENTERPRISE STORAGE CONSOLIDATION

We help to consolidate silos of storage islands and design new enterprise storage architecture including SAN fabric configuration and implementation.

This service may be extended to data centre relocation where the redesign of storage infrastructure for the new data centre consolidation may be required as part of the relocation.

3.3 ENTERPRISE STORAGE/BACK-UP CONSOLIDATION (For Improved TCO and Simplified Management)

This service covers the design of new enterprise storage and back-up/recovery architecture that includes SAN fabrics (SAN switches) and implementation.

It may be extended to data centre relocation, as a redesign of the storage infrastructure may be needed as part of the new data centre.

3.4 STORAGE UPGRADE/MIGRATION

This includes:

- Adding new fabric devices or storage capacity
- Migrating the storage devices (e.g. from IBM to Sun or NetApp to HDS)
- Upgrading the firmware or any other upgrades
- Reconfiguring the current storage systems

3.5 STORAGE SAN IMPLEMENTATION

This involves the implementation of new storage arrays/frames/SAN fabrics.

3.6 STORAGE PERFORMANCE ANALYSIS/TUNING

This covers the analysis of the storage/SAN design, configuration and file system layout with respect to the host application requirements. It also identifies system bottlenecks with respect to your organisation's business requirements.

3.7 HIGH AVAILABILITY

3.7.1 Enterprise High Availability Assessment

We help to review the current IT infrastructure and whether it meets the corporate business availability requirements of your organisation's systems, networks, security and applications.

3.7.2 Enterprise High Availability Design and Implementation

This service involves the implementation of high availability solutions for a new enterprise.

3.7.3 Campus High Availability Implementation

This service involves the implementation of high availability solutions for a new/existing campus.

3.7.4 GEO High Availability Implementation

This service involves the implementation of high availability solutions for GEO.

3.7.5 Enterprise High Availability Upgrade/Migration

This service includes the addition or removal of nodes/servers, storage or network devices.

It also includes:

- Changing the brands of the high availability solutions (e.g. from Sun to Symantec or from Symantec to Sun)
- Upgrade existing high availability solutions from the current version to the new version
- Reconfiguring the current high availability systems

3.8 DATA PROTECTION

3.8.1 Back-Up/Recovery Assessment

Back-up/recovery assessment helps organisations review the current data back-up environment for possible areas of improvement such as back-up/recovery consolidation, reducing the back-up window, and planning for data life-cycle management/archival systems.

3.8.2 Back-Up/Recovery Consolidation

This service covers the design of new enterprise back-up/recovery architecture including SAN fabrics (SAN switches), libraries and implementation.

This may be extended to data centre relocation, as a redesign of back-up/recovery infrastructure may be required for the new data centre as part of the relocation.

3.8.3 Back-Up/Recovery Upgrade/Migration

This service includes adding new SAN switches or additional libraries, media/master servers or additional clients, or removing any of the above.

It also includes:

- Changing the library/back-up/recovery software from one brand to another (e.g. from ADIC to STK or from Legato to Veritas)
- Upgrade existing back-up/recovery systems from the current version of the software to the new version
- Reconfiguring the current back-up/recovery systems

3.8.4 Back-Up/Recovery Implementation

This involves the implementation of new enterprise back-up/recovery systems.

3.8.5 Back-Up/Recovery Verification

Verification of the enterprise back-up/recovery system to ensure that data back-up recovery is possible in the worst-case disaster.

3.8.6 Data (Files, Emails and Database) Archival systems Assessment

Data archiving/vault management helps organisations review the current data archiving/vault management practice for possible areas of improvement, or to comply with any regulatory standards. In addition, an assessment will be conducted based on regulatory standards or corporate standards where organisations do not have any existing data archival system.

3.8.7 Data (Files, Emails and Database) Archiving/Vault Implementation

Implementation of the data archiving/vault system as part of the business, corporate audit and International or local regulatory/requirements.

3.8.8 Data (Files, Emails and Database) Archival/Vault Upgrade/Migration

This service includes adding SAN fabrics, libraries, media/master servers or clients, or removing any of the above. It also includes:

- Changing the archival software brand (e.g. from Symantec to CA or Legato)
- Upgrade existing data archival systems from the current version of the software to the new version
- Reconfiguring the current archival systems

3.8.9 Data Tape Conversion

This covers the conversion from one data format to another due to tape drive technology changes and hence data format changes (e.g. from DLT to LTO, etc.).

3.9 INFORMATION LIFE-CYCLE MANAGEMENT (ILM)

3.9.1 Information Life-Cycle Management (ILM) Workshop

The aim of this workshop and consultancy service is to introduce key ILM concepts. This workshop which spans over 2-3 days, focuses on the following:

- ILM – Vision and ILM: Definition
- ILM vs. DLM: Understand the difference between ILM and Data Archival/backup
- ILM – Framework: The most recommended framework and best practices
- ILM – Value: What value does the ILM bring to the organisation
- ILM: Key Benefits
- Case Study

3.9.2 ILM Assessment

This is a follow-up to the ILM workshop aimed at better understanding the customer's current environment and the vision for ILM by conducting gap analysis.

The ILM assessment will be conducted in four stages:

Stage 1: Project Inception

Stage 2: Data Collection

Stage 3: Data Classification (or Profiling)

Stage 4: Report, Review and Presentation

4. APPLICATIONS INFRASTRUCTURE PRACTICES

4.1 MIDDLEWARE

4.1.1 Identity Management

4.1.1.1 Identity Management (Access Management and Single-Sign On)

We provide an assessment and the implementation of a secure foundation that helps organisations to manage secured access to their Web applications, both within the enterprise and across business-to-business (B2B) value chains. It provides an open, standards-based authentication, policy-based authorisation and single sign-on (SSO) with a single, unified framework.

4.1.1.2 Identity Management Provisioning at systems level

We provide consultancy and delivery of superior automated user provisioning, synchronisation services, comprehensive audit and reporting, delegated administration and password management for an organisation's heterogeneous environment.

4.1.1.3 Sun JES Directory Assessment and Deployment

This service provides consultancy and delivery of a solid foundation for an identity management solution by providing a central repository for storing and managing identity profiles, access privileges, and application and network resource information.

4.1.2 Sun Java System

4.1.2.1 Sun Java System Web Server Implementation and Configuration

This service provides design, implementation and configuration of a production-ready Sun Java System Web server following the vendor's recommended best practices. This enables your IT staff to focus on meeting the business needs, i.e., on the designing and developing business logic.

4.1.2.2 Sun Java System Directory Server Implementation and Configuration

This service provides design, implementation and configuration of a production-ready Sun Java system directory server following vendor's recommended best practices.

4.1.2.3 Sun Java System Application Server Implementation and Configuration

This service provides design, implementation and configuration of a production-ready Sun Java system application server following vendor's best practices.

4.1.2.4 Sun Java System Portal Server Implementation and Configuration (Without Customisation)

This service provides design, implementation and configuration of a production-ready Sun Java system portal server following vendor's recommended best practices.

4.1.2.5 Sun Java System Messaging Server Implementation and Configuration

This service provides design, implementation and configuration of a production-ready Sun Java system messaging server following vendor's recommended best practices.

4.1.2.6 Sun Java System Calendar Implementation and Configuration

This service provides design, implementation and configuration of a production-ready Sun Java system calendar server following vendor's recommended best practices.

4.1.3 IBM WebSphere

4.1.3.1 IBM WebSphere Application Server Implementation and Configuration

This service provides design, implementation and configuration of a production-ready IBM WebSphere application server following vendor's recommended best practices.

4.1.3.2 IBM WebSphere MQ Server (MQ Series) Implementation and Configuration

This service provides design, implementation and configuration of a production-ready IBM WebSphere MQ server following vendor's recommended best practices.

4.1.3.3 Oracle Application Server Implementation and Configuration

This service provides design, implementation and configuration of a production-ready Oracle application server following vendor's recommended best practices.

4.1.4 J2EE Jumpstart Services

This service provides an easy way to get J2EE technology up and running quickly. The service provides organisation with the appropriate foundation — the technical know-how, best practices and mentoring needed to minimise the learning curve — when developing and deploying J2EE technology.

4.1.5 Application Server Migration

4.1.5.1 Application Server Migration Assessment

The assessment will evaluate the specifics of your IT situation and help the IT staff to determine the best path to take, how best to leverage on new features and how to minimise the impact on the organisation's environment during the upgrade. This assessment also addresses vendor-to-vendor (e.g. from WebSphere to JES) or platform (e.g. from Linux to Solaris) changes.

4.1.5.2 Application Server Migration Implementation

This service provides the planning, construction and transition activities associated with upgrading applications and deployments to a more current version of the software. The plans are based on the output from the assessment phase. It also addresses vendor-to-vendor (e.g. from WebSphere to JES) or platform (e.g. from Solaris to Linux) changes.

4.1.6 Database Systems

4.1.6.1 Database Architecture Assessment

The assessment evaluates the specifics of your IT situation and helps the IT staff to determine the best approaches to be undertaken, how best to leverage on new features and how to minimise the impact on the organisation's environment during the upgrade.

4.1.6.2 Database Consolidation

This service helps the organisation consolidate the database to reduce the TCO in terms of cost and manageability.

4.1.7 Oracle

4.1.7.1 Oracle DB Server Implementation

This service is to implement the Oracle DB server following the vendor's recommended best practices.

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4.1.7.2 Oracle RAC Implementation

This service is to implement the Oracle RAC server following the vendor's recommended best practices

4.1.7.3 Oracle Replication

This service is to implement the Oracle replication technology between two sites or within the same site.

4.1.7.4 Oracle Migration

This service is to migrate the Oracle DB from one platform to another platform (e.g. from Solaris to Linux) or to migrate from one storage sub-system to another subsystem (e.g. from NetApp to HDS).

4.1.7.5 Oracle Migration with Minimum Downtime

This service is to migrate the Oracle DB from one platform to another platform (e.g. from Solaris to Linux), or to migrate from one storage sub-system to another subsystem (e.g. from NetApp to HDS) with minimum downtime. This service will be implemented using additional technologies such as Quest Shareplex to reduce the downtime.

4.1.7.6 Oracle Upgrade

This service is to upgrade the Oracle DB from one version to the next on the same platform or to another platform (e.g. from Linux to Solaris), or from one storage subsystem to another sub-system (e.g. from NetApp to HDS).

4.1.7.7 Oracle Upgrade with Minimum Downtime

This service is to upgrade the Oracle DB from one version to the next on the same platform or to another platform (e.g. from Solaris to Linux), or from one storage subsystem to another sub-system (e.g. from NetApp to HDS) with minimum downtime.

4.1.8 MySQL

4.1.8.1 MySQL Server Implementation

This service is to implement the MySQL server following the industry best practices.

4.1.8.2 MySQL Migration

For the migration of the MySQL from one platform to another platform (e.g. from Linux to Solaris) or from one storage sub-system to another sub-system (e.g. from NetApp to HDS).

4.1.8.3 MySQL Upgrade

This service is to upgrade the MySQL DB from one platform to another platform (e.g. from Solaris to Linux) or from one storage sub-system to another sub-system (e.g. from NetApp to HDS).

4.1.8.4 MySQL Health Check

A health check will be conducted on the DB systems for performance analysis.

4.1.9 Database Migration Services

4.1.9.1 MSSQL Migration

This service is to migrate the MSSQL DB from one hardware platform to another hardware platform (e.g. from DELL to Sun Opteron) or from one storage sub-system to another sub-system (e.g. from NetApp to HDS).

4.1.9.2 MySQL Migration to Oracle

This service is to migrate the MySQL DB to the Oracle DB on the same platform or on a different platform.

4.1.9.3 Oracle Migration to MySQL

This service is to migrate the Oracle DB to MySQL DB on the same platform or on a different platform.

4.2 APPLICATION OPTIMISATION

4.2.1 Load Testing

For the provision of industry-standard load testing for the prediction of system behavior and performance. It emulates hundreds or thousands of concurrent users to put the application through the rigors of real-life user loads. It can stress an application from end-to-end to measure the response times of key business processes and key statistics of the servers. It also offers complete best-of-breed software and service recommendations, resolutions and best practices with a comprehensive methodology.

4.2.2 Web Infrastructure Health Check (No Tuning)

This health check involves an assessment of the Web infrastructure and its performance. The assessment pinpoints potential performance bottlenecks and areas for improvement. It also offers complete best-of-breed software and service recommendations, resolutions and best practices with a comprehensive methodology.

4.2.3 System (Operating system) Performance Analysis

For the collection and analysis of operating system statistics as well as for the evaluation of ways to improve server performance using existing hardware configurations. This analysis shows resource consumption by workload type and overall resource loading.

It also offers complete best-of-breed software and service recommendations, resolutions and best practices with a comprehensive methodology.

4.2.4 Application Server Performance Assurance

This service is to collect and analyse key J2EE server statistics as well as evaluate ways to improve server performance. It offers complete best-of-breed software and service recommendations, resolutions, and best practices with a comprehensive methodology.

4.2.5 Application Profiling

For the diagnosis and provision of assistance to resolve J2EE application-related performance issues. It includes the identification of performance, memory, thread and code coverage issues down to the line of Java code. In addition, it offers complete best-of-breed software and services recommendations, resolutions and best practices with a comprehensive methodology.

4.2.6 Database Server Performance Assurance

This service is to collect and analyse key database server statistics as well as evaluate ways to improve server performance. It also offers complete best-of-breed software and service recommendations, resolutions and best practices with a comprehensive methodology.

4.2.7 Database Health Check

This service is to collect and analyse key database statistics as well as evaluate ways to improve server performance. It also offers complete best-of-breed software and service recommendations, resolutions and best practices with a comprehensive methodology.

4.2.8 Production Readiness Assurance

We offer complete best-of-breed software and service recommendations, resolutions and best practices with a comprehensive methodology for new applications roll-out. From implementation planning to production support, we will provide the expertise and assurance needed for the deployment of the production environment.

4.2.9 Application Performance Management Implementation

This offers a multi-platform integrated monitoring solution that gives businesses greater control over their increasingly complex IT infrastructure. It offers a single solution for monitoring IT infrastructure across network, systems and applications. The goal is to deliver a comprehensive monitoring solution that seamlessly addresses the complexity of technology inter-relationships.

4.2.10 Business Service Management (BSM)

Implementation of Business Service Management will help IT organisations in the transition from an infrastructure-focused to one of business-driven service delivery. BSM enables staff to perform IT service monitoring, reporting and notification in a way that makes sense and provides value not only to those within IT, but also to an organisation's business leaders - the true customers of IT.

4.2.11 Oracle

4.2.11.1 Oracle Performance Analysis/Tuning

This service conducts performance analysis and the tuning of the organisation's systems at the DB server level, as well as identifying the PL/SQL statements causing the bottleneck and makes the necessary recommendations for changes in the PL/SQL statements.

4.2.11.2 Oracle Health Check

This service conducts a health check on the DB systems for performance analysis.

4.2.11.3 Oracle Database Live Re-organisation and Restructuring

To reorganise and restructure the 24x7 database for better performance. This is helpful for large 24*7 online databases

4.3 MICROSOFT

4.3.1 Microsoft Active Directory Server Assessment and Deployment

This service provides consultancy and delivery of a solid foundation for an identity management solution by providing a central repository for storing and managing identity profiles, access privileges, and application and network resource information.

4.3.2 File Server Assessment and Implementation

This service is to provide:

- Architecture assessment on the existing file server architecture
- Understand the strategy of the company
- Recommend and implement the most appropriate architecture for the organisation

4.3.3 File Server Consolidation

To help organisations consolidate the file servers to reduce TCO, as well as to improve availability and manageability.

4.3.4 File Server Migration

For the migration of one file server from one hardware platform to another (e.g. from DELL to Sun Opteron) or from one storage sub-system to another sub-system (e.g. from NetApp to HDS).

4.3.5 File Server Upgrade

This service is to upgrade the file server from one version to another on the same hardware platform or to another hardware platform, or from one storage sub-system to another sub-system (e.g. from NetApp to HDS).

4.3.6 Messaging Systems/Collaboration suite

4.3.6.1 MExchange messaging Server Architecture Assessment and Implementation

This consulting service includes the following:

- Assessment of your current architecture
- Understanding of your corporate business strategy
- Proposal of a recommended architecture to reduce TCO, improve availability and manageability

4.3.6.2 Messaging Server Consolidation

To help organisations consolidate multiple messaging servers of different technologies or of the same technology to reduce TCO, as well as improve availability and manageability.

4.3.6.3 Messaging Server Upgrade

For the upgrade of the messaging server from one version to another on the same hardware platform or to another hardware platform, or from one storage sub-system to another sub-system (e.g. from NetApp to HDS).

4.3.6.4 Messaging Server Migration

This service is to migrate the messaging server from one hardware platform to another platform (e.g. from DELL to Sun Opteron) or from one storage sub-system to another sub-system (e.g. from NetApp to HDS).

4.3.6.5 Live Communication Server

This service is to implement Microsoft Live Communication Server implementation and integrate with other communication systems following the Industry's best practices.

4.3.7 MSSQL

4.3.7.1 MSSQL DB Server Implementation

This service is to implement the MSSQL DB server following the vendor's best practices.

4.3.7.2 MSSQL Cluster Implementation

This service is to implement the MSSQL cluster server following the vendor's best practices

4.3.7.3 MSSQL Upgrade

This service is to upgrade the MSSQL DB from one version to another on the same hardware platform or to another platform (e.g. from DELL to Sun Opteron) or from one storage sub-system to another sub-system (e.g. from NetApp to HDS).

5. PROJECT MANAGEMENT OFFICE

To establish project management services at your premises on a short-term or long-term basis for the implementation of projects, starting from business/technology consulting, planning, RFP/RFQ generation, evaluation of tender and management of the vendors to implementation of the project.

6. SOLUTION SUPPORT

This service is to provide solution support for the solutions implemented by BT Frontline's Professional Service team or for solutions implemented by other vendors after the BT Frontline Professional Service team has conducted an assessment.

This service will complement the technology vendors' silo product support.

1. IDENTITY MANAGEMENT AUTOMATION

- Provisioning of new users and managing productivity.
- De-provisioning of users.
- Ensure compliance with corporate and legislative security policies.
- Automate processes for granting/revoking access to IT resources.

2. MANAGED DISASTER RECOVERY SERVICES

Protect your business-critical assets against the unplanned.

3. SERVER CONSOLIDATION

3.1 UNIX SERVER CONSOLIDATION

Achieving financial and operational efficiency for your organisation.

3.2 WINDOWS/LINUX SERVER CONSOLIDATION

Achieving financial and operational efficiency for your organisation.

4. ORACLE DATABASE MIGRATION WITH MINIMUM DOWNTIME

Achieve cost efficiency with minimised business disruption.

5. APPLICATION PRODUCTION ASSURANCE

Meeting your target service level for the roll-out of new applications.

6. PERFORMANCE ASSESSMENT, CAPACITY PLANNING AND ARCHITECTURE REVIEW

Achieve cost efficiency with better system performance and adequate resource forecasting.

7. REGULATORY COMPLIANCE FOR IT ASSETS

Expedite audit clearance of SOX and ISO 17799 compliance.

8. RFID

8.1 RFID-BASED ACCESS CONTROL SYSTEM

Enjoy convenient, hands-free access control.

8.2 RFID-BASED EQUIPMENT AND PATIENT TRACKING SYSTEM

Provides an efficient equipment and patient tracking system.

9. GRID COMPUTING

9.1 BIO-CLUSTER GRID

A cluster Grid with portal for biologists.

9.2 BT FRONTLINE GRID

Solution Offerings

9.2.1 UTILITY GRID

Enables enterprises to use BT Frontline's remote compute farm services on a utility basis.

9.2.2 Private Grid

Delivers Grid computing and digital media rendering solutions for dedicated use within the enterprise.

10. COMPLIANCE BASED EMAIL ARCHIVAL AUTOMATION

Provides email archival-based compliance/governance automation.

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