

## REMOTE INFRASTRUCTURE MANAGEMENT

Freeborders Remote Infrastructure Management (RIM) services empower IT organizations to drive down technology ownership costs while optimizing service levels. As a result, they can re-allocate resources from low-value maintenance operations to high-value initiatives that enable the business to achieve competitive advantage, enter new markets, and improve bottom-line performance.

### The infrastructure cost conundrum

IT organizations face many challenges as they seek to optimally advance the interests of the business within tight budget and resource constraints. One of the greatest such challenges is controlling the cost of infrastructure ownership. IT organizations often devote up to seventy-five percent of their budget and fifty percent of their personnel to the maintenance of existing enterprise infrastructure. This significantly limits their ability to innovate and add value in ways that would have greater impact on business performance.

There are several reasons why the ownership of IT infrastructure has become such a drain on IT resources:

- **Scale** — As the demands of the business continue to grow, so does the sheer scale of enterprise infrastructure. This growth drives the need for more people, which means more cost.
- **Complexity** — IT organizations typically acquire different types and generations of infrastructure technology over time, creating a level of complexity and heterogeneity that further drives up costs.
- **Criticality** — In today's business environments, it is essential that infrastructure be diligently and pro-actively maintained in order to avoid even brief interruptions or degradations of service.
- **Coverage** — Because many IT services have to be kept available on a 24x7 basis, the monitoring and management of IT infrastructure must be maintained around the clock - further upping costs.
- **Skilling** — To effectively manage heterogeneous infrastructures, IT organizations have to maintain a wide variety of skill-sets, which often-times is difficult and costly.

Due to the above factors, IT organizations struggle to control infrastructure spending. However, that is exactly what is essential to do in order to reap greater financial returns from their investments in information technology.

### Freeborders Remote Infrastructure Management (RIM) services

Freeborders offers a complete range of infrastructure management services that IT organizations can use to flexibly offload any portion of their infrastructure management operations they deem appropriate. This outsourcing can range from a specific set of resources in selected locations to complete coverage of end-to-end infrastructure for an entire shift.

As the leading provider of IT services from China to U.S. and European clients, Freeborders is uniquely qualified to help IT organizations drive down their infrastructure costs while rigorously maintaining optimized service levels. Freeborders is both CMMI Level 5 and ISO 27001.2005 certified. We maintain the highest level of IT and IP security with HyperVigilance™ best practices. We also apply web-based IT Service Management workflow to fully integrate with our clients' existing infrastructure management operations.

Just as important, Freeborders possesses a highly skilled English-speaking technical workforce with a full portfolio of essential skills and certifications, including:

- CCIE
- CISSP
- CISA
- CEH
- ISO 27001 LA
- MCSE

- **Network operations** — Freeborders provides complete remote monitoring of network devices and connections, and fast, pro-active troubleshooting of any potentially threatening conditions. Freeborders' expert staff can perform all core tasks associated with NOC best practices – including traffic monitoring, device log reviews, configuration backups, and change control.
- **Systems operations** — Freeborders provides robust support services for a full range of popular computing platforms, including Microsoft Windows, Linux, Unix, and AS/400 systems – as well as servers running Microsoft Exchange, SharePoint, and other core business applications. Freeborders' qualified systems professionals can perform all core systems management tasks – including performance monitoring, OS patches and updates, change management, backup and restore, account management, and system reboots.
- **Database operations** — Freeborders provides remote database administration services for Oracle, Microsoft SQL, MySQL, DB2, and other leading database platforms. Freeborders' experienced DBAs can perform all required database maintenance and optimization tasks – including performance and fault monitoring, log reviews, access management, change control, and report monitoring.
- **Security management** — Freeborders provides rigorous security management to protect IT environments from a full range of external and internal threats – including viruses and other forms of malicious code, intrusion attempts, and unauthorized access to secure resources. Freeborders security technicians can perform vulnerability scans, review IPS logs, and perform other essential tasks necessary to mitigate IT-related risks and comply with regulatory mandates regarding information security.

- **Help desk services** – Freeborders provides cost-effective help desk services that enable IT organizations to ensure end-user productivity while offloading time-intensive support tasks. Freeborders help desk personnel can handle desktop and business application issues, utilize remote desktop control to speed problem resolution, and escalate help desk incidents according to established service management policies.

Additionally, Freeborders can also execute daily NOC/SOC task checklists, engage in business continuity/disaster recovery planning activities, and maintain other infrastructure components, such as storage devices and web servers. Freeborders documents all management activities for customer review and assessment and continuously reviews management activities and incidents in order to make pro-active recommendations for improvement.

**Powerful benefits for value-conscious IT organizations**

By taking advantage of Freeborders RIM services, IT organizations can gain several high-value advantages, including:

- **Reduced IT infrastructure ownership costs** – Freeborders offers access to highly skilled offshore IT professionals at a significant savings.

- **Optimized and flexible IT service levels** – With lower labor costs, IT organizations are able to apply more person-hours on an as-needed basis, resulting in higher service levels, reduced downtime, faster responses to problems, and improved application performance, while providing the flexibility to scale up or down in response to changes in infrastructure or in the business.

- **Re-allocation of internal experts to strategic projects** – With Freeborders, IT organizations can assign their internal staffs to higher-value strategic initiatives – resulting in greater innovation, faster time-to-market, and an enhanced ability to drive competitive differentiation.

- **Time and location transparency** – Freeborders eliminates struggles associated with new locations or extended hours with global 24/7 remote management services.

Freeborders’ competitively priced access to skilled IT professionals and proven ability to deliver world-class IT services, as-needed, anywhere in the world make them the ideal infrastructure management outsourcing partner for IT organizations seeking to reduce operating costs without compromising performance and availability of critical IT services. Freeborders Remote Infrastructure Management (RIM) services transform the economics of technology ownership – solving IT’s infrastructure cost/benefit conundrum.



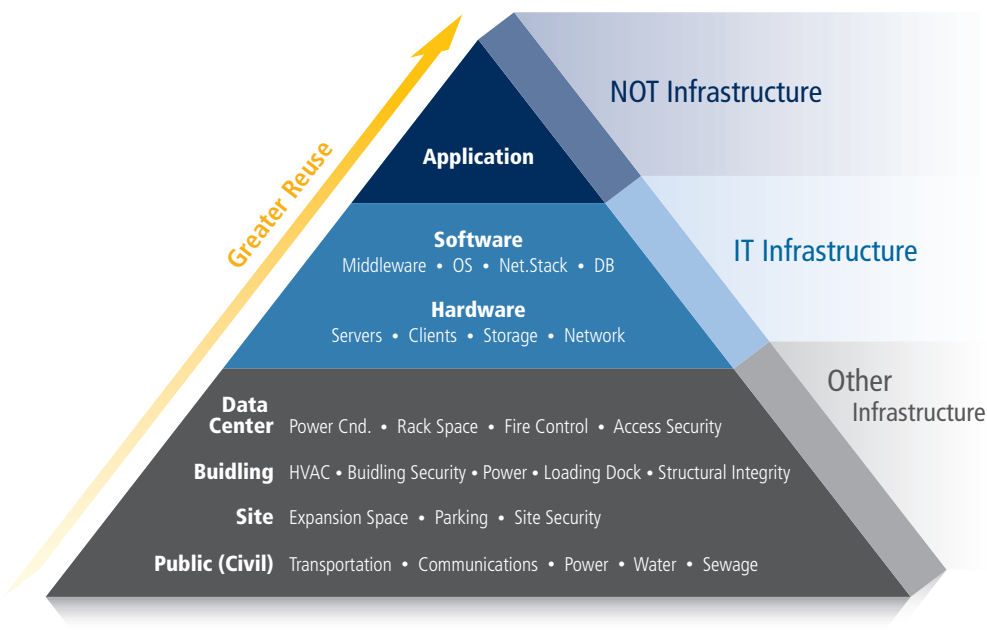
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**About Freeborders**

Freeborders is the leading global provider of offshore IT services and solutions delivered from centers of excellence in China.

Privately held and based in San Francisco, CA, Freeborders is recognized for offering best practices in outsourcing by combining its award-winning global delivery model, CHINDUS<sup>SM</sup>, with its governance model ATLAS<sup>SM</sup>. Freeborders provides a full suite of services that encompass all phases of a project lifecycle including strategy, design, development, testing, implementation integration, and extended support.

Freeborders is rated at Level 5 of the SEI’s CMMI, and is ISO 27001 certified.