

Highly secured, high-capacity technology infrastructure
designed specifically for mission-critical operations.

IT INFRASTRUCTURE SERVICES



advisory services. technology delivery. SmartSourcingSM managed services.
www.sdisolutions.com





SDI delivered a highly reliable network connecting 51 schools across 43 miles of ocean for the U.S. Virgin Islands; the SDI network is able to withstand the adverse environment of the Islands - including rain fade conditions and mountainous terrain.

An essential element of an organization's productivity and customer service, its technology infrastructure - networks, servers, wireless components and their accompanying security programs - must achieve optimal performance.

With over 20 years of experience in supporting large mission-critical environments – from government agencies, to education systems, to airport systems – SDI understands the critical nature of high-capacity network infrastructure. Our Team brings the working knowledge and best practices of maintaining critical infrastructure on a daily basis. SDI is trusted to arm our clients with advanced networking systems to extend their operational efficiencies and enable business initiatives.

SDI offers a variety of customized services – from network architecture and design, to technology deployment and integration, through long-term embedded technical support, to deliver highly resilient, reliable and scalable enterprise infrastructure.

Mission-Critical Portfolio of Clients.

Some of the largest public facing entities in the US choose SDI to deliver reliable infrastructure for their technology environments:

- O'Hare International Airport
- U.S. Virgin Islands Department of Education
- Chicago Public Schools
- Midway International Airport
- Metra commuter rail
- Los Angeles World Airports
- United Airlines
- City of Chicago 911/Office of Emergency Management and Communications
- Illinois State Toll Highway Authority
- Chicago Fire Department
- Illinois Emergency Management Agency
- Chicago Transit Authority
- City Colleges of Chicago

SDI has an extensive resume of deploying large-scale, complex, highly-secured, mission-critical infrastructure across organizations that deliver vital services.

Deep Skills and Experience.

SDI's talented team of professionals average over 20 years of experience, and range from former CIO and CTOs to hands-on, highly certified field technicians. The SDI team has extensive experience in providing complex integration services, holding CCNA, CCNP, CCDP, CWNP, and CISSP certifications. SDI brings a time and field-tested, ITIL-based deployment methodology, with delivery teams led by PMP-certified project managers.

The SDI Team also has over a decade of specialized expertise in delivering network installation and maintenance under the Federal E-rate Program, as well as a vast knowledge of Intelligent Transportation Systems, with a mastery of its many requirements and the complexities.

Unwavering Client Commitment.

Vendor-independent SDI offers more than the typical product vendor who is motivated to sell their specific devices. SDI holds certifications and hands-on working familiarity with industry leading manufacturers (including Cisco, Microsoft and Motorola), allowing us to recommend the best technical and most cost-effective system for each unique client environment. The SDI Team brings the technical capacity to configure these vendor technologies to specifically serve a client's unique operational requirements - and we are committed to doing what it takes to make the technology work.

Holistic IT Solutions To Drive Optimal Technology Performance and Information Security.

SDI approaches technology infrastructure management from an integrated perspective, taking both network and application layers into consideration to ensure information security, system availability and user productivity. SDI's delivery methodologies allow us to cost effectively accelerate infrastructure deployment time, and free our clients' IT staff to reduce costs. SDI specializes in:

LAN/WAN Network Installation Services.

SDI offers turnkey technology implementation - from technology architecture to build-out and full technology deployment - providing a single point of responsibility for total accountability, rapid delivery and overall systems integration. SDI is a trusted advisor to many large organizations, developing infrastructure plans that integrate legacy components, in-house staff, managed service, and cloud computing models.

Advanced Wireless.

Specifically designed to withstand adverse environments, SDI offers specialized outdoor and mobile wireless technologies including long-distance microwave and advanced mesh networking. Our high-capacity networks enable critical applications such as video surveillance and biometric identity management, at a fraction of the traditional hard-wired cost.

NOC Services and Field Services.

SDI's NOC services allow clients to consolidate and control costs of hundreds and thousands of network devices over a given enterprise. SDI, along with our industry-leading Network Operations Center provider, provides 24x7x365 IT infrastructure monitoring, resolution and reporting services. With primary and secondary NOC locations, the SDI Team delivers first level/Tier 1 event notification, ticketing and escalation support of an organization's enterprise-wide infrastructure; including server, storage, network, security and application components - any device with an IP address, independent of product manufacturer. Using advanced monitoring procedures, our NOC monitors, detects and resolves infrastructure events as they happen to accelerate problem resolution, as well as proactively analyzing potential fault, availability, and capacity issues to avoid future problems and associated costs. Our NOC support is fully complemented by SDI's Tier 2 and 3 field support team, with experienced Project Management oversight.

IT Security.

SDI teams design, deploy and manage holistic security programs for the most mission-critical technology environments, reducing corporate risk and exposure. SDI's certified engineers design, implement and maintain end-to-end security at every level of IT, including:

- Physical Security
- Device Security
- Access Control/Identity Management
- Network Security
- Application Security
- Overall Security Policy
- Cyber Security

SmartSourcingSM managed Services Programs

SDI's SmartSourcingSM network management programs offer organizations with critical infrastructure needs a cost-effective solution for owning and maintaining their complex network infrastructure - at a cost 30% less than a typical in-house support model. Whether part of a larger consolidation effort or as a supplement to in-house resources, SDI's SmartSourcing programs provide a centralized means to control thousands of devices across an enterprise while delivering measurably higher levels of network performance, at a substantially lower and predictable monthly cost. SDI's SmartSourcing provides managed network services with embedded SDI technicians, maintaining various programs according to strict Service Level Agreement's, for reliable performance.



The Chicago Public Schools' selected SDI to provide enterprise-wide network monitoring, spanning 637 schools, 23,000 devices, and 2 data centers, automatically alerting CPS support staff of network issues and proactively identifying potential problem conditions before an outage results.

(Front cover: SDI maintains the 2,500-user, enterprise-wide computing environment for the nation's second largest public transportation system at a lower cost per seat than the national incumbent provider, with an average call resolution time of 3 hours, 99.9% achievement of contracted SLA's and a 97% user customer satisfaction rating for our services.)



About SDI

Systems integrator SDI delivers mission-critical technologies that ensure security and revenue generation for complex, high-value environments. With a 25 year corporate resume, SDI addresses the higher IT demands of critical environments to deliver zero downtime, enhanced security and risk mitigation strategies. From airports to banks to commercial properties, SDI delivers deep technical expertise and complex systems' past performance, with an agile delivery model focused on complete customer satisfaction.

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