IT INFRASTRUCTURE MANAGED SERVICES

SDI

Responsive IT Service.

Optimal IT Performance.

Impactful Cost Controls.

Meaningful innovation.

SDI's managed services programs are designed to deliver seamless IT services that support our clients' business strategy and operational goals.

SDI'S MANAGED SERVICES PROGRAMS

COMPREHENSIVE MANAGED SREVICES PROGRAMS TO DRIVE PERFORMANCE, RESILIENCE, AND ON-GOING VALUE.

IT Infrastructure

- Help Desk
- End-User Computing
- Data Center
- Network Management
- Special Projects
- Innovation and Strategy
- Telecommunications

Applications

- Application Maintenance
- Application Enhancements
- Application Support Services
- Website Maintenance
- System Upgrades
- Innovation and Strategic Planning

Cybersecurity

- Managed Detection and Response
- Monitoring Via 24x7 SOC
- Cyber Analyst Threat Hunting
- Log Collection/Aggregation
- Forensic Investigation Tools and Threat Intelligence
- Periodic Vulnerability Scanning and Penetration Testing
- Employee Cyber Training
- On-site Network/Security Engineers

Real Estate Information Management

- Field-Verified Property Square Footage Recalcuation/Accounting
- Property Info/Document Management Services
- Emergency Plans
- SDISecure Mobile App

IT INFRASTRUCTURE MANAGED SERVICES PROGRAMS

"THE SDI TEAM IS INGRAINED IN OUR DAILY WORKFLOW, PROVIDING RELIABLE IT SERVICES, AND ANTICIPATING OUR FUTURE NEEDS FOR TECHNOLOGY THROUGHOUT OUR ORGANIZATION."

- SDI ITSM CLIENT

Cost-Containing, Responsive IT Infrastructure Services Programs that Drive Digital Transformation.

SDI brings over 20 years of delivering IT managed services to municipalities, transportation authorities, and utilities, with an outstanding customer rating and SLR compliance record. *We take calls, we meet SLAs, we get things done, period.* SDI offers PMBOK and ITIL-based delivery methodologies, ITSM best practices and 150 highly-certified IT and business professionals to keep our clients IT systems running at peak performance.

SDI's IT Infrastructure Managed Service programs provide a singular contractor for our clients' IT environment, with a proven support model that includes:

- Professionally defined support process that leverage ITIL best practices and ITSM industry experience.
- Seasoned, experienced, and dedicated executive leadership and project teams for each client, with flexible and scalable trained staff to provide rapid ramp-up and ramp-down capabilities based on changing client needs.
- A staffing plan architected to best serve our clients, to include an optimal mix of SDI, incumbent vendor and client team.
- Flexible approach that provides proactive support and customized service for all levels of client end users, including VIP and safety/security functions.
- Transparent performance metrics and governance, so client management is informed at all times.
- Industry-leading ITSM toolset to support Incident, problem, change, asset, and CMDB processes, support and knowledge base.
- Project management disciplines used to manage programs, key project initiatives, and related discrete IT projects.
- Organizational change management services to ensure seamless and transparent communications through client teams and users.
- A roadmap to transformation to best leverage legacy investments and cloud technologies.

SEAMLESS IT MANAGED SERVICES
TO DELIVER HIGHLY-AVAILABLE AND SCALABLE
IT INFRASTRUCTURE PERFORMANCE.

SDI provides a nimble and highly-skilled technical team that delivers strong technology services tailored to our clients' environment. Delivered within an ITIL-compliant framework and tightly governed by meaningful SLRs, SDI drives optimum performance at a controlled cost and flexible IT provisioning. SDI IT managed services programs include continuous improvement and ongoing feedback mechanisms to ensure performance meets expectations, including timely issue resolution, excellent customer service, and transparency. In parallel, the SDI Team delivers a tailored path to digital transformation for our clients' infrastructure, identifying how cloud technology can benefit a client's particular environment.

SDI delivers comprehensive IT managed services, including:

- Help Desk Services
- Data Center Management and Operations
- Server Management and Hosting
- Virtualization
- Storage Management, Data Protection Services
- Database Management
- Managed Network Services
- Network Monitoring
- Managed Wireless Services
- Telecommunication Services
- Managed Internet and Intranet Access
- Business Recovery and Disaster Recovery
- Off-Site Tape Storage
- End User IT Training Program
- Asset Management Services
- Desktop Services Support
- Mobile Device Management Services
- Unified Communication System – Telephone Network, VoIP Services, IVR
- Cross-Functional and Special Projects
- Innovation and Strategic Planning

SDI's IT Managed Services programs feature the SDI ONE℠ ITSM Solution - an advanced technology platform that integrates our clients' existing IT toolsets and ITSM industry best of breed tools to deliver a single customer facing portal for all client IT infrastructure systems. SDI ONE applies advanced predictive analytics, cognitive response and dynamic automation functionality to optimize the IT support process and build clients' internal knowledge base.

Each SDI IT Managed Services program is tailored to each clients' existing IT environment, IT challenges and transformation goals. SDI Teams deliver:

A Low-Risk Transition
SDI has a well-regarded history of aggressive and successful project transitions. SDI Transition Teams are lead by PMI-Certified Project Management Professionals (PMP) with extensive background in managing Service Transition Projects within ITIL v.3 Framework. To ensure that transitions are orderly and not disruptive to daily operations, SDI uses a rigorous and proven Migration Methodology that includes governance and planning to ensure that all activities are transparent and seamless to all affected parties**.**

A Roadmap to Transformation
The SDI Team drives thoughtful and efficient digital transformation throughout client IT, including building legacy applications in hybrid cloud environments and delivering progressive data center services.

Smarter IT Performance
Using SDI ONE's dynamic automation and cognitive toolset, the SDI Team delivers a predictive versus reactive service environment, with meaningful SLRs, immediate impact on legacy project backlog, and visibility into IT operations and health.

Thought Leadership
SDI ensures that our clients are at the forefront of the ITSM industry, guided by regular steering committee, in coordination with project managers and leads, and given access to an extensive knowledge base and cloud expertise.

Embedded Security Best Practices
SDI's network services incorporate security best practices including patching, port management, network segmentation, administrative password management, proactive management of Windows updates, and antivirus management.

Comprehensive Cybersecurity
SDI offers optional add-on cyber managed detection and response and 24x7 Security Operations Center monitoring to strengthen our clients' security posture and mitigate threats before they become business disrupting events.

IT Managed Services

For over 20 years, SDI has delivered value-driven managed services programs that optimize our clients' technology environments. SDI simplifies multivendor technology environments through our single point of contact and accountability. Governed by client-tailored service level agreements and driven by dedicated PMP-certified Project Managers, SDI's managed services programs increase user satisfaction and service quality while reducing IT operating costs.
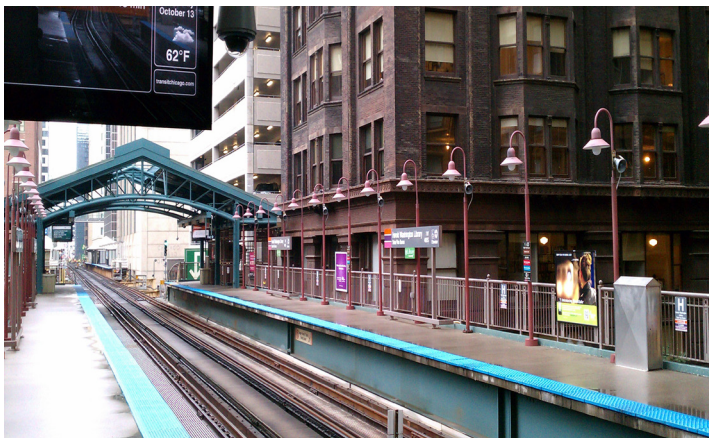

Chicago Transit Authority (CTA)

SDI delivers enterprise IT managed services for the CTA's network, servers, hardware, desktops, monitoring and help desk functions.

Services include but not limited to: overall IT service management, network operations center (NOC) — 24/7/365, network support for over 2,000 switchers, routers, servers, network video recorders and storage arrays, PC management for 3,500 desktops and mobile devices supported over 190 sites via SCCM and field support, monthly capacity and performance trending reports, email migration to Office 365, network upgrades, and over 100 servers managed and supported.

SDI is the single provider to manage the CTA's network infrastructure, desktop environment, back-up recovery services, software management, and network and enterprise system monitoring.

Project Term: 2005 - Present
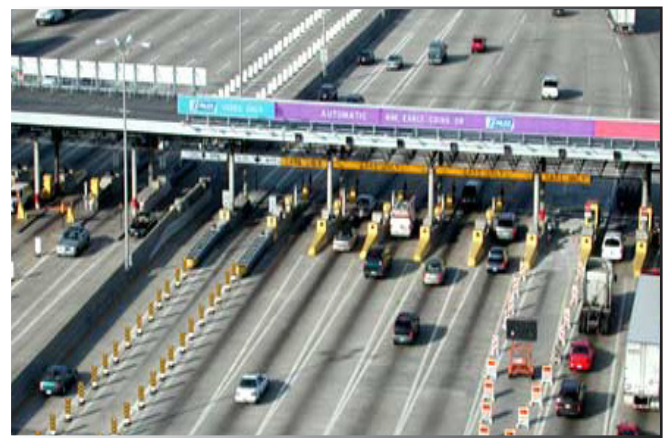
Illinois State Toll Highway Authority

SDI delivers professional consulting, cybersecurity monitoring, IT infrastructure managed services for the Authority's Business and Engineering Departments.

Services include but not limited to: providing day-to-day support and operational checks of all ITS field assets, administration of the maintenance tracking system, asset management system, vendor warranties, and asset maintenance contracts, video and network architecture design and product vendor assessment and recommendations, implementation of an issue tracking system, asset management system and asset status reporting, five on-site support staff providing project/program management services.

SDI continues to provide on-site support staff for ISTHA.

Project Term: 2008 - Present

SDI

SDI PRESENCE LLC

SDI Presence LLC is an IT managed services provider (MSP) and consultancy that leverages its strong team presence to provide industry-leading IT services while advancing our clients to a secure digital enterprise.

With a 20-year corporate resume, SDI delivers strategic managed services, IT consulting, and hybrid infrastructure solutions to optimize our clients' technology environments. SDI is a certified Minority Business Enterprise (MBE), with a portfolio of clients that includes some of the nation's largest airports, utilities, commercial real estate portfolios, and government agencies. SDI delivers a deep technical presence through a local delivery model to achieve customer confidence and success. Visit us at www.sdipresence.com and connect with us on LinkedIn, Twitter and Instagram.

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