

IT Complexity... Simplified.

A Consultative Approach

ServerWare Corporation provides IT solutions and services that organizations need to become more agile and effective. Using a consultative approach, we help our clients simplify mission-critical IT solutions.

If your business is considering a simple system addition or implementing a complex disaster recovery solution, ServerWare has the products, services and experience to exceed your expectations. We have the advanced training and required certifications with key partners to effectively act as your consultant and integrator.

Enterprise-Wide Solutions, Integration & Protection

ServerWare is dedicated to delivering Enterprise Class IT Solutions. Our High Availability, Virtualization, and Clustering solutions ensure systems performance, availability and utilization.

Our Data Protection products provide a solid Disaster Recovery, Data Archiving and Storage plan that meet your requirements while reducing Total Cost of Ownership. Our partners and customers recognize our ability to deliver smart, repeatable solutions.

Industry Leadership & Expertise

ServerWare has offices across New York State to best serve our Commercial, Education and Government customers. Our Technical Staff is recognized as the "Go-Team that will design and implement best practice solutions. ServerWare delivers the highest quality of professional services and products to our clients. Let our industry experience lead the way in solving your infrastructure and mission critical needs.

Managed Services

ServerWare will provide on-site staff as an extension to your IT Staff. Whether it's the implementation of new servers or maximizing the performance of your current data center, ServerWare will provide the professional, certified staff to get the job done. ServerWare will also manage the effectiveness of your support/service contracts. We offer flexible service plans spanning from mission-critical to time-and-material support, all managed by our experienced customer service representatives.

Contact Us

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Technical Certifications & Expertise Levels

Symantec-Veritas

- Symantec Corporation Accredited Consulting and Gold Partner
- Symantec Certified Net Backup Implementation, UNIX
- Symantec Certified Net Backup Administration, UNIX
- Symantec Veritas Certified High Availability Professional, UNIX
- Symantec Veritas Certified High Availability Implementation Specialist for UNIX
- Symantec Veritas Certified High Availability Implementation Designers for UNIX
- Symantec Veritas Certified Storage Foundation Certified, Administrator
- Symantec Veritas Certified Enterprise Vault
- Symantec Create and Train Net backup teams
- Symantec i3 for Oracle for Windows, UNIX and Linux
- Symantec - Direct relationship with Corp to Beta-Test Net Backup Releases
- Symantec Veritas Cluster Server for Solaris
- Symantec Veritas Disaster Recovery Architecture
- Symantec Veritas Restore for Net backup
- Symantec Veritas Disaster Recovery Implementation
- Symantec Veritas Database Edition/Advanced Cluster for Oracle
- Symantec Veritas Data Protection Solutions, UNIX, NetBackup
- Symantec Veritas Database Protection Solutions, Design, Implementation, UNIX
- Symantec Veritas High Availability Professional; Windows
- Symantec Veritas Storage Foundation for Oracle RAC and Solaris
- Symantec Veritas Puredisk

Sun Microsystems

- Sun Microsystems Principal Partner
- Sun Microsystems Certified Storage Elite
- Sun Microsystems Certified Data Center Elite
- Sun Microsystems Certified Premier Elite
- Sun Microsystems Certified System Administration for Solaris
- Sun Microsystems EIS Certified Installation Technician
- Sun Microsystems Storage Edge Install, Configuration and Fault Analysis
- Sun Microsystems Solaris 10 containers
- Sun Microsystems Cluster Administration
- Sun Java Enterprise System Installation and Administration
- Sun Microsystems Directory Services, Analysis and Planning
- Sun Microsystems Installation of Enterprise and Blade Servers
- Sun Microsystems Installation of Tape Libraries
- Sun Microsystems HP, Solaris, AIX and Windows integration to SAN with Net Backup and IBM tape library
- Sun Microsystems UNIX, Solaris, HP UX Systems administration

Oracle

- Oracle Database Development
- Oracle Digital Document Repository design
- Oracle Database Architects
- Oracle RAC Implementation

Hitachi

- Hitachi Gold Certified Partner
- Hitachi Data Systems Certified Modular Integration Specialist
- Hitachi USP & NSC Hardware and Software
- Hitachi Hi-Command
- Hitachi TagmaStore Installation and Configuration
- Hitachi Disk Management, Windows and Solaris

VMware

- Certified VMware VIP Premier and Enterprise

Brocade

- Brocade Certified Fabric Professional
- Brocade Certified SAN Designer
- Brocade SAN Troubleshooting with Advanced Fabric Services
- Brocade SilkWorm 2G
- McData Certified Storage Network Design, Implementation, Professional





Solutions: **Availability**

High Availability, Reliability

The requirement for uninterrupted availability of applications and data on heterogeneous platforms, across multiple operating systems, can challenge Enterprises everywhere. Providing reliable, cost-effective solutions while working under the pressure to do more with less is the one of the biggest challenges for any IT organization. Changes in the marketplace and government regulations have increased the complexities of availability and data management, thereby forcing companies to rethink solutions to ensure adherence to compliance and regulatory guidelines.

The ServerWare Professional Services team has years of experience in designing and integrating highly reliable architectures. No matter what you need, from simple to complex – even a complete disaster recovery solution – we can integrate market leading technologies to meet your business requirements. Our team will provide the support for multi-platform environments and work with you to achieve required reliable performance and availability benchmarks, while lowering TCO for your growing business.

Clustering

Today's clustering technology provides continuous application availability and reliability. With business requirements maintenance periods and resources shrinking, the clustering of services has assumed a new place in today's datacenters. Once an expensive and complicated option, advances in technologies and usage have moved these types of solutions to the mainstream. Now clustering is used to reduce exposure for tasks such as patching, upgrades, change control and hardware refreshes. There are many types of solutions depending on availability requirements and each has a cost and efficiency challenge to your IT Department. ServerWare's proven methodology differentiates us from our competition. Whether your business has a need for a simple solution to better utilize your infrastructure investments or a complex implementation, such as a multiple node Oracle RAC solution, ServerWare has the experience to help.

ServerWare integrates technologies from today's industry leaders to provide world class solutions that can help your organization meet business requirements. Everyone strives to get more from less.

Highly reliable solutions can be complex and difficult to set up and maintain. This is where our Professional Services team can assist you! With years of experience and successful deployments we can support your IT team with the design and integration of a solution that's catered to your environment. Once the solution is implemented and tested, our consultants will provide turnover documentation and training so that your team can quickly and easily get up to speed on the technology and how it works in your environment. This saves considerable time, frustration and energy for your IT team.

Virtualization

The average server in use today is utilized at only 5-10% of capacity. Deployment of applications, data and tools has created Server Farms totaling in the millions. This stresses IT budgets and real estate, and increases the energy needed to power and cool. Virtualization can help enterprises lower IT costs through increased flexibility and responsiveness, and decreased resource requirements (such as people, servers, software, and environmental). Virtualization also can improve IT's management capabilities in such areas as remote data center management, provisioning, problem resolution, patch management and general maintenance.

Virtualization concepts have existed for years, and with the advancement and maturity of technologies such as VMware partitions, Solaris zones and containers, AIX LPAR, and various software, the reality is achieved. Other factors contributing to the viability of virtualization solutions are increased bandwidth systems and the acceptance of network attached storage.

ServerWare's experience with hardware and software technologies uniquely position us to design and implement virtualized solutions.

Solution Management

Honing in on application performance and reliability issues, including ERP, CRM, Web, Middleware, Database, and Storage, is a specialty that most "vendors" contract out to consultants. ServerWare has that specialty in-house and we are the partner of choice with a wide variety of customers. With certified engineers in Symantec i3, Application Service Dashboard, and Oracle Enterprise Manager, problem detection and performance optimization of your service is achieved.



Solutions:
Data Protection

Disaster Recovery

Data disaster recovery and business continuity refer to processes and procedures designed to avoid interruption of mission-critical business or data loss during any type of disaster. With data availability now a key factor for corporations, data disaster recovery and backup mechanisms are essential business concerns. Recovery may be in your current site, across town or in another state. Many struggle with deployment of solutions that can provide secure data replication, rapid application and database recoverability, integrity and manageability at a recovery site. Issues of scale, cost and complexity normally delay such projects.

ServerWare can help define and design a world class solution that can get you back up and running and reconnected to those whom depend on the services. We integrate market leading technologies into your current infrastructure to create a cost effective solution that will meet your business requirements. The solutions are designed to offer flexibility and scale to meet your business needs. In addition we develop a 'Recovery Exercise' which is the crux to creating and preserving a viable recovery solution.

Back Up & Restore

In today's business environment, backing up data is no longer an option. It is now a critical and expensive component of any IT infrastructure. A corporation's data is its most valuable asset. With new compliance guidelines, its growth is forcing everyone to rethink traditional methodologies. Organizations are being challenged to design manageable Data Protection solutions that can protect and recover data across virtual environments, critical applications, databases, storage tiers, servers and operating systems, often in multiple locations.

ServerWare works as your solutions integrator to analyze your current Data Protection strategies and design innovative, cost effective options that meet the current need and future growth. We can incorporate new technologies such as advanced disk-based protection, data de-duplication, virtual tape library options, disk appliances, efficient snapshots and data archiving to name a few.

Email archiving

Explosive email growth and recognition that it is a mission critical application is impacting business, government, higher education and financial institutions everywhere. As a result, organizations are evaluating their overall policies and systems for managing email, and IT professionals are being called on to address the most common email management concerns, including resource management, compliance, retention management, and discovery management. Businesses everywhere are now directed, even mandated to follow stringent email data protection and availability guidelines. ServerWare will design and implement an archiving solution to address storage efficiencies, compliance guidelines and data protection requirements.

Storage Solutions and Management

IT Managers are continuously looking for ways to optimize and manage their overall data storage environments to accommodate the need for increased capacity. With the huge growth in storage requirements, and the many products and paths an organization can take, choosing one storage solution is not always the logical choice.

ServerWare is a Certified Partner for multiple manufactures and will work closely with your organization to implement products, services and strategies such as Storage Optimization, Data Protection, Information Lifecycle Management, Data Migration, and Storage Process Transformation. We also specialize in providing solution options such as tiered storage, compliance (WORM), archiving, encryption, virtualization and centralized storage management. Our team has experience in storage technologies such as SAN, iSCSI, NAS, Virtual Tape and Standard Tape backup systems. We work to reduce your total cost of ownership, and simplify management of storage assets and infrastructure in heterogeneous environments.



Solutions: **Managed Services**

Managing manufacturers' service contracts efficiently is critical, especially since all service work after the warranty period expires is at the customer's expense. Manufacturers' support contracts are designed to help an enterprise manage its infrastructure technology for efficient and effective business continuity.

ServerWare enhances and manages these support contracts with flexible service plans spanning from mission-critical to time-and-material support. Our services help maximize the value of service contracts, and minimize the effort required to manage them.

- **Contract Services Organization**
- **On-Site Analysis and Assessment**
- **Customer Advocacy**