



SYSTEMS INTEGRATION/MODELING & SIMULATION, INC. (SIM&S)
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We have a breadth of resources with the following certifications: MCP, MCSE, CCNA, CCNP, CCDA, MCDST, A+, NET+, and Dell Certified Service Technicians.

Information Technology Help Desk Solutions

The heart of our managed services practice is a proactive, integrated management approach

ENTERPRISE NETWORK MANAGEMENT SYSTEMS (Tivoli & OpenView)

SIM&S provides network management services including design, development, support and enhancement for federal government customers. Our experience includes, but is not limited to:

- Network operations
- LAN, WAN, and MAN installation and engineering
- Wireless networking
- Storage Area Networks
- Network traffic analysis
- Voice Over IP (VoIP) implementation
- Rapid trouble resolution
- Security mechanisms
- Configuration upgrades/maintenance of domain controllers

We keep pace with changing technology, configuration upgrades, and security requirements and submit recommendations to the government for network enhancements. We design network topologies and implement automated tools to monitor and manage. We design and develop network management systems that monitor voice switches for system-wide errors and capture client-screened messages and alert maintenance personnel of system problems. Tools used include HP OpenView network node manager, TelAlert, CISCO Works, and other traffic reporting tools like MTRG.

TROUBLE TICKET SYSTEMS (Remedy ARS)

SIM&S implemented the first enterprise Remedy solution, Release 1.1, for NASA at Marshall Space Flight Center in Huntsville, AL. The solution covers all NASA sites. SIM&S designed and developed enterprise Remedy solutions for the United States Postal System, where over 10,000 trouble calls are fielded daily. Using Remedy ARS, allowed SIM&S to become one of the small business leaders in customized help desk solutions the DoD. Our success in implementing Remedy ARS has taken us into the commercial sector with Verizon, BellSouth, and SwissCOM. We work closely with our customers to partner and identify non-valued added resources increasing the rate of return on their help desk investment. We are experts at implementing three-level help desk support for hardware and software systems. SIM&S takes a Rapid Application Development (RAD) approach. We interview the teams and groups that are responsible for help desk operations. We identify performance metrics to develop a solution to workflow demands. Our solution aligns with Help Desk Institute standards. SIM&S provides Tier I and

Tier II Help Desk services. We use customer surveys, to gather data facilitate continuous performance improvement.

DIVERSE SYSTEMS ADMINISTRATION

SIM&S provides diverse systems administration in secure and non-secure environments. Our experience includes: system security administration, cross-platform applications support, email support, analysis and consultation, troubleshooting, configuration management, database administration, data entry and migration, software deployment and engineering.

INFORMATION ASSURANCE / WEB SYSTEMS DEVELOPMENT & MANAGEMENT

We have technical expertise in Web page engineering services and management information systems using tools such as Macromedia Dreamweaver, Macromedia UltraDev, Adobe Photoshop, TopStyle, CAST Bobby, HTML, PHP, XML, Java, PERL and CGI. We maintain compatibility with a range of computing platforms and browsers while meeting customer policies and accessibility requirements for impaired users. Our Web designers build database structures, configure Web servers, migrate data, and develop administrative tools. SIM&S performs maintenance services such as ensuring security measures are in place and performing daily backups. SIM&S designers can create a Web environment with advanced utility, aesthetically pleasing features, and user friendly. Dynamic pages are ASP- and PHP-driven with SQL Server and MySQL data handling tools.

DESKTOP SERVICES

SIM&S is an experienced provider of managed services to the public, government, and DoD sectors. For customers such as DoD, we implement the full range of managed services from the desktop to the infrastructure. The heart of our managed services practice is a proactive, integrated management approach that has the following objectives: reduce operating costs and downtime, enhance performance, and create opportunities for increased service delivery. Our knowledge and experience in planning and implementing managed services allows us to provide a cost savings for Desktop Services. For technology insertions and refresh, we use a structured approach of planning to insure minimal disruptions to our client's work site, and ends with a final quality check.