



Contour Data Solutions, LLC

Technical Profile

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Partnership Overview

Contour is looking to partner up with its customers on delivering strategic services for their clients and partners.

Company Description

Contour is one of the fastest growing, Philadelphia-based technology companies, and our amazing team is at the center of everything we do. Our philosophy is simple: get it done. We stay flexible as a company and care deeply about supporting our employees to ensure they feel proud of their contributions. As a result, our team collaboration, passion, and focus allows us to deliver truly customer-centric solutions.

10 years ago, we set out with a goal of helping our customers bridge the business and technology objectives gap, while avoiding costly technology project delays and misaligned expectations. IT can seem confusing, expensive, and often times, over-complicated. We strive to simplify the solutions, and educate you about your best-fit options. We use a proven service engagement methodology and consultative approach. We don't just sell technologies or services to our customer, rather we identify their business' goals, budget constraints, and technology integration issues to develop a winning strategy. Our mission is to provide a valuable and reliable service to our customers so that they can focus on what really matters to them - their business.

OUR MISSION - Contour Data Solutions sets out to assist customers in bridging the business and technology objectives gap, while avoiding costly technology project delays and misaligned expectations. Using a proven service engagement methodology and consultative approach, the Contour team identifies customers' business goals, budget constraints, and technology integration issues to develop a winning strategy. Simply put, our mission is to provide a valuable and reliable service to our customers so that they can focus on their business.

Our Business

Professional Services

Contour provides flexible infrastructure solutions to meet the challenges of doing business in today's data-driven economy. Our strategic solutions are composed of best-of-breed technologies and expert integration, complemented with exceptional consulting services. We enable your company to address universal challenges such as Data Management, Migration Services, Cloud Strategies, Business Continuity Strategies, achieve Regulation Compliance Requirements while not taking your eye of the ball around tactical technology deployments for Software Define Networks, Backup & Recovery Management, regulation and virtualized infrastructures.

Cloud Solutions

Cloud is a strategy; not a place. We believe in the Cloud ECO-System. Cloud needs to make sense. We own and operate our own platforms deploying enterprise based technologies to support offerings that include IaaS, DRaaS, BaaS, DaaS and DBaaS. Our offering also assures companies the most secure virtual private cloud experience with guaranteed application performance across the network. Our architecture is flexible, allowing customers to remain in control. Contour has customizable options for private, public, and hybrid cloud experience.

Managed Services

Many business leaders are tasked with managing a broad scope of ever-changing technologies while addressing budget concerns, staff shortages, data growth, aging technology, and disaster planning.

IT is gray, not black and white, and while providers claim to be a boutique they often force you to live within boundaries. Contour delivers a suite of customizable Managed Services to help you tackle these challenges, including a 24/7/365 Tier 2 Network Operations Center. Contour Managed Services provides ongoing management of your infrastructure so you can focus on your applications. By implementing best practices to maintain your infrastructure, we help our customers reduce operational overhead and risk. We automate common activities such as change requests, monitoring, patch management, security, and backup services, and provides full-lifecycle services to provision, run, and support your infrastructure. Our rigor and controls help to enforce your corporate and security infrastructure policies, and enable you to develop solutions and applications using your preferred development approach. We pride ourselves on our ability to help businesses reduce costs, and unburden you from infrastructure operations so you can direct resources toward differentiating your business.

Product Focus

DELL EMC Enterprise Platforms, Cisco is (Networking, Wireless, Security, Data Center), Fortinet, Palo Alto, VMware, Datrium, Pure Storage, VCE, Brocade, HPE Enterprise Platforms, Oracle Enterprise Platforms, Veeam, Zerto, CommVault, Barracuda, Microsoft, SolarWinds and SolarWinds N-Able

Application Environment

MongoDB, MS Exchange, MS SQL, Oracle DB, VMware, MS Hyper-V, MS O365, .NET

Partner Type

Value Added Reseller, Managed Services Provider, Cloud Provider, Help Desk Provider, Network Operations Center

Support Model

Why stress about 24/7/365 help when you can call us? Contour Network Operations Center offers remote and onsite services in a flexible model to meet your needs. Our local team provides a cost-effective way to bring professional and efficient support to your organization 24/7/365. We deliver all levels of support, from Tier 1 call handling up to certified senior engineers.

Uptime means happier employees and customers. Receive on-call, immediate support for your end users without overburdening your team or budget. Lowered costs, lowered stress, with full support... that's what we're here for. Contour can even personalize and brand the interface to improve the overall user experience.

Support Tiers

Tier 1 Support Services

Tier 1 support is a service desk and the first contact with end user support services. The services performed under this agreement are intended to be the front-line interface to the end user. This includes answering calls, emails, web submissions, issue logging, basic troubleshooting, documentation of the issue as required by the Customer, any escalation required to tier 2 or tier 3 with end user on the line, and coordinated follow up communications with the end-user.

Tier 2 Support Services

Tier 2 support is provided by our Network Operations Center. While Tier 1 typically solves basic end user issues, Tier 2 is comprised of systems administration support staff. Our NOC is typically the first contact for system, platform, or infrastructure questions and incidents. The customers IT staff would typically start at the NOC for questions or issues.

Tier 3 Support Services

Tier 3 is defined as senior engineers, Architects, strategic partners and manufacturers contractually or materially involved in the relationship. If the issue cannot be resolved by Tier 1 or Tier 2 and requires the support that requires system work, configuration, or extended troubleshooting it is considered Tier 3. If an issue is determined either by Tier 1 or Tier 2 support to be a defect or in some way directly requires support of the product manufacturer or designee the Contour support team will open and manage requests with Tier 3.

Product and Solutions

Professional Services

A business shouldn't have to worry about technology as a hindrance when it should be focused on strategic growth. Your resources should do what they do best and focus on the core business goals. And yet, organizations face the daunting problem of ever more people to support and ever more complex networks to manage — with the simultaneous pressure to reduce costs while doing more with less. Many business leaders are tasked with managing explosive data growth, aging technology, and disaster planning while trying to balance time to focus on business innovation.

This is where Contour comes in. We provide flexible infrastructure solutions and Expert Services to meet the challenges of doing business in today's data-driven economy. Our strategic solutions are composed of best-of-breed technologies and expert integration, complemented with exceptional consulting services. We enable your company to address universal challenges such as tiered storage optimization, backup & recovery management, regulation compliance, specialized branch office solutions and virtualized infrastructures.

Service Offerings Include:

- | | |
|---|---|
| <ul style="list-style-type: none">• Network• Virtualization• Security• Compute and Data Storage• Hyper-Converged Infrastructure | <ul style="list-style-type: none">• Backup and Recovery• Disaster Recovery and Business Continuity• End User Computing and Mobile Device Management• Software Defined Data Center• Process and Compliance Documentation |
|---|---|

Help Desk Services

Why stress about 24x7x365 help when you can call us? Contour Help Desk offers remote and onsite services in a flexible model to meet your needs. Our local team provides a cost-effective way to bring professional and efficient support to your organization 24x7x365. We deliver all levels of support from Tier 1 call handling up to certified senior engineers.

Managed Services

Our highly-qualified U.S. based NOC (Network Operations Center), located in Philadelphia, Pennsylvania, offers 24x7x365 expert IT monitoring and management. Whereas the Help Desk is the first line of help for your end users, the NOC is a trusted extension of your IT team. The NOC's sole purpose is to partner with our customers to manage tasks such as monitoring, upgrading, patching, and managing your mission critical infrastructure and applications.

Service Offerings Include:

- | |
|--|
| <ul style="list-style-type: none">• Network Management• Server and Storage Management• Desktop Management• Application Management• Database Management• Backup and Recovery Management• Disaster Recovery and Business Continuity Management |
|--|

Cloud Services

Contour Cloud is owned and operated by Contour Data Solutions. Contour Cloud is built on enterprise grade platforms and deployed across four data centers in North America. Contour Cloud provides consistent networking and security for applications running on-premise or in the cloud. Our platform utilizes a single management console, *Cinch*, and a common application programming interface. Contour Cloud offers numerous benefits including:

Micro-Segmentation Security Policies Contour Cloud provides control over East-West traffic between native workloads running in private and public clouds. Security policies are defined once and applied to workloads. These policies are supported in multiple, regions and support a multi-cloud strategy. Policies are dynamically applied based on a rich set of constructs, such as workload attributes and user-defined tags. Rogue or compromised workloads can also be automatically quarantined.

Network Control and Portability Contour Cloud provides consistency and control over network policies, while also offering portability. Precise control is given over networking topologies and addressing, providing capabilities such as stretching subnets across availability zones. Provisioning and management of networking and security policies across cloud accounts can be greatly simplified and standardized through the use of templates.

Increased Visibility Across Clouds Contour Cloud improves visibility and analytics for native workloads in the cloud using existing and familiar network management tools. Flow, packet, and event information is now available.

Consistent operations Contour Cloud brings a standardized and consistent operational model to applications running natively in public clouds. A single management console and common APIs allows cloud teams to simplify their operations and scale across a growing number of public cloud environment leveraging existing automation tools. Existing Day 2 operations tools can be used to provide end-to-end monitoring, troubleshooting and auditing.

Contour CINCH

CINCH is Contour Cloud's proprietary data center and automation platform, enabling self-service to easily create, modify and manage all of your infrastructure and cloud environments. **CINCH** makes it easy to find information, manage your account and instantly connect with your Contour team. **CINCH** components include:

CINCH Dashboard provides a quick overview of your entire account. Instantly view all recent activity, including bills, reports and tickets.

CINCH Solutions Center provides real-time status of your active components, ability to manage your components and add additional components on the fly.

CINCH Management Center provides details on your individual Contour Cloud instances including IP addresses, hardware specs, inventory items, bandwidth usage and scale optimizer to set rules for potential traffic spikes.

Contour Cares Support provides updates on existing tickets and gives you the ability to open new tickets and contact our support team.

CINCH SLAs provides real-time insight into your systems and whether or not Contour is hitting our agreed upon SLAs.

Service Offerings Include:

- Infrastructure as a Service (IaaS)
 - Public Cloud
 - Dedicated Private Cloud (DPC)
 - Virtual Data Center (VDC)
- Software as a Service (SaaS)
- Desktop as a Service (DaaS)
- Database as a Service (DBaaS)
- Backup as a Service (BaaS)
- Disaster Recovery as a Service (DRaaS)

Sample Technical Profiles

Senior Information Technology Executive

E-Commerce Expert; Data Synchronization/registration, RFID, EDI, and many related applications and platforms. Integration, Web Application, Analytics, Mongo, Enterprise IT, ASP.NET, Software Development, .Net Framework, Enterprise Software, Solution Architect, Cloud Strategy, SQL, ORACLE

Senior Information Technology Executive

CISO, IT Strategy, Security, NOC/SOC, ITIL, Process Improvement, Business Analysis, Enterprise Architect, BPO, SDLC, Networking, Leadership, Cloud Strategy

Support Administrator – Help Desk Technician Tier 1

Server Support; Hardware; Desktop Support; Switch Administration; Firewall; Citrix XenServer Support; iPad Support; Cell Phone Support; Printer Support; Cabling

Support Administrator – NOC Team Lead

Windows XP; Windows Vista; Windows 7; Microsoft Office Suite; PC Anywhere; Remote Desktop; Remedy Ticketing Software; Arris (Skyvision) Software; STRATA; ECLIPSE Traffic & Billing Software; Oracle/MySQL/Java/XML; SDLC Methodology; Networking Technologies; Visio

Support Administrator – NOC Support Administrator Tier 2

Active Directory; Remote Desktop; Cisco VPN; Microsoft Office 2007/2010/365 (Outlook, Word, Excel, Lync); Windows Server 2003; Soft Phone; Cudatel Call Control; Internet Explorer, Firefox, Chrome; LAN/WAN Networking

Support Administrator – NOC Support Administrator Tier 2

DHCP; DNS; Firewalls; Hardware; LINUX; Macintosh OS; Microsoft Office 2003/2007/2010/2013; Windows Vista; Windows 7; Windows 2000; Windows XP; Windows 97; Networking; Printers; Routers; Servers; TCP/IP; Help Desk; Telnet

Support Administrator – NOC Support Administration Tier 2

Windows XP, Windows Vista, Windows 7, Server 2008R2, SBS2011, Active Directory, Microsoft Office Suite, Open Office Suite, Symantec Antivirus, SharePoint Administration, Remote Desktop, LogMeIn123, AS400, VNC, Bomgar, Manage Engine Ticketing, Numara Footprints, Lotus Notes, Desktop Support, Server Support, INTUIT Quickbooks, IIS7, SQL Server 2008, Visual Studio, Adobe Photoshop, Adobe Dreamweaver, Adobe Lightroom, CSS, HTML, HTML5, jQuery, PHP, ASP.NET, Cisco Call Manager/Call Manager Express, CAT5, CAT6, Fiber, Networking, Printers, IE, Chrome, Firefox, VPN, FTP, hMailServer, Smartermail

Senior Systems Engineer – Network/Storage Tier 3

SAN/NAS/LAN Implementation; Operating Systems: Microsoft Windows 95 – 8, Windows NT Server – Server 2012 R2, CWNA, VMWare ESX. Software: Microsoft Office 95 – 2013, Adobe Creative Suite, Exchange Server 2003 – 2010, Microsoft SQL Server, MySQL

Senior Systems Engineer – Network/Storage Tier 3

Windows 2000, 2003, 2008, 2012 server. Active Directory; Windows 2000, XP 7 desktop. Microsoft Office; Cisco/SonicWALL firewalls, TCP/IP networking, routing/switching; MS Exchange 2003-2010; MS Cluster services, VMware vSphere 3.5, 4.x and 5.x; VMware View 4.x and 5.x, Citrix XenApp, HP Blades, Antivirus technologies; Bluecoat Technologies; Fat Pipe Technologies; Veeam Backup; Symantec Backup Exec; Evault, EMC Clariion, EMC VNX, EMC RecoverPoint, EMC Symmetrix; Fabric switching

Senior Systems Engineer – Network/Storage Tier 3

SAN/NAS storage; Fiber Channel and iSCSI; Virtualization; VMware ESX and View; EMC VNX/Clariion/Celerra/RecoverPoint/BRS; Nutanix; Nimble Storage; Fujitsu Storage and Servers; Fiber Channel and IP switching, Microsoft Hyper-V; Microsoft Windows, Pre-Sales; Implementations; Technical Support; Technical Training

Senior Systems Engineer – Network/Storage Tier 3

Merge PACS/RIS/VSDM/FIN; Windows 2K/2K3/2K8 Server; TCP/IP Networking; CWNA, PowerScribe 4.7 & 360; Windows 2K/XP/7; Firewall/Routing/Switching; DICOM & HL7; Microsoft Exchange 2003; Voice/Data Cabling; Sectra IDS 5; VMWare vSphere & View; Technical Writing; Philips Digital Diagnost; Microsoft Office Suite; Mitel 3300; Philips Eleva Corrado; Symantec A/V & BU exec; Inter-Tell Axxess/5000; Misys PM/Tiger; Sophos Enterprise A/V; Visual Basic; EMC Clariion/VNX; EVault; EMC RecoverPoint; EMC Isilon; NetVault

Certifications

Azure Certified Specialist
AWS Certified Specialist
Certified SonicWALL Security Administrator(CSSA)
Certified SonicWALL Sales Rep (CSSR)
Cisco Certified Design Associate (CCDA)
Cisco Certified Network Associate (CCNA) (Routing & Switching, Security, Collaboration)
Cisco Certified Network PROFESSIONAL (CCNP) (Routing & Switching, Security)
Cisco Certified Internetwork Expert (CCIE) (Routing & Switching)
Microsoft Certified Database Administrator (MCDBA)
Microsoft Certified IT Professional Server Administrator on Windows Server 2008
Microsoft Certified Professional (MCP)
Microsoft Certified Systems Engineer (MCSE)
Microsoft Certified Systems Administrator (MCSA)
Microsoft Certified Technology Specialist: Windows Server 2016 Active Directory Configuration
Microsoft Certified Technology Specialist: Windows Server 2016 Applications Infrastructure
Microsoft Certified Technology Specialist: Windows Server 2016 Network Infrastructure Configuration
MSP Alliance Certified Managed Services Professional (CMSP)
UNIX SCO Master ACE
VMware VCP (Network Virtualization, Datacenter Virtualization, Desktop & Mobility)
EMC TA & IT
Pure Storage Technical Professional
Nimble Storage Technical Professional
Nutanix Certified Engineer
Fortinet Network Security Expert
Veeam VMCE
SolarWinds SCP
HPE Data Center Certification
HPE Storage Solutions Architect
Certified Nimble Storage Administrator
Certified Oracle DBA
Certified SQL DBA
ITIL Foundations and Practitioner
Certified Information Systems Security Professional (CISSP)