



GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

**General Purpose Commercial Information Technology Equipment, Software,
and Services**

SCHEDULE 70 – SIN 132-51

CONTRACT NUMBER – GS35F476CA

CONTRACT PERIOD – August 15, 2015 through August 14, 2020

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SOCIO-ECONOMIC STATUS

Small Business



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INFORMATION FOR ORDERING ACTIVITIES

Table of Awarded Special Item Numbers (SINs)

- 132-51 Information Technology Professional Services

Maximum Order:

- \$100,000.00

Minimum Order:

- \$1000.00

Geographic Coverage

- Domestic

Discount from List Price:

- Between 16.28% - 25.00% off of price offered to MFC

Quantity Discounts:

- Additional 2% discount off any order of \$150,000 or more

Prompt Payment Terms:

- 2% if paid within 20 days or less

Government Purchase Cards

- Accepted at or below the micro-purchase threshold

Government Purchase Cards

- Accepted above the micro-purchase threshold

Foreign Items:

- N/A

Time of Delivery

- As negotiated between ordering activity and vendor.

Expedited Delivery:

- Contact Equilibrium IT Solutions Directly

Overnight and 2-day Delivery:

- Contact Equilibrium IT Solutions Directly

Urgent Requirements:

- Contact Equilibrium IT Solutions Directly

FOB Points:

- Origin – Zip 60630, Chicago, IL

Ordering Address:

Equilibrium IT Solutions, Inc.
5559 North Elston Avenue
Chicago, IL 60630
Telephone 773-205-0200
Fax 773-205-0201
MCostantini@EqInc.com

Payment Address:

Equilibrium IT Solutions, Inc.
5559 North Elston Avenue
Chicago, IL 60630
Telephone 773-205-0200
Fax 773-205-0201
MCostantini@EqInc.com

Warranty Provisions:

- As described per contract and the statement of work (SOW)

Distribution Points:

- N/A

List of Participating Dealers:

- N/A

Preventative Maintenance

- N/A

Environmental Attributes

- N/A

DATA Universal Numbering System:

- 884158762

Registration:

- Equilibrium IT Solutions, Inc. is registered and current in SAMS

About Equilibrium

Equilibrium IT Solutions, Inc. is a Chicago-based IT consulting firm. Equilibrium IT Solutions, Inc. is a trusted consulting firm that strikes the perfect balance between IT business planning and IT operations. With half our business focusing on IT project consulting work and the other half dedicated to IT support, we can work within your budgetary requirements to meet your technical resource needs. We strive to help you minimize risk, reduce costs, enhance communication, increase your ROI and improve the reliability of your computer system.

We first and foremost serve our customers and we fully believe in vendor neutrality. We purely recommend products and solutions based on their appropriateness to our client's technical, business and life cycle requirements. We essentially function as an advocate for our clients and help them select the best solutions to satisfy even the most complex technology issues. Equilibrium is headquartered in Chicago, Illinois and with a regional office in Milwaukee, Wisconsin.

We've been growing our business by double digits for over 10 years, so we must be doing things right by our customers. Today Equilibrium has approximately 35 employees and is a healthy, well managed, and privately owned business. We have a track record and a strong reputation for getting things done right the first time.

Equilibrium strives to help businesses, large and small, with comprehensive Information Technology solutions. We have experience assessing, architecting, planning, implementing, documenting and supporting IT systems and network infrastructures. Because half of our firm is dedicated to providing IT Managed Services, and the other half is dedicated to IT Consulting Project based work, we are able to best understand our clients' needs, and can develop balanced IT solutions that meets both the technical needs and budgetary requirements set.

To ensure each and every job is a success, we always apply our unique Balanced Consulting Methodology and provide ongoing technical support and management. Equilibrium is half consulting firm and half IT Services firm. We aim to help businesses, large and small, by providing comprehensive IT Solutions and becoming your trusted technology consulting and services firm of choice.

What really makes us different?

- We care what you buy, not where you buy it from
- Vendor Neutral
- Our balanced lifecycle methodology
- Our rigorous recruiting process and experienced, full time staff

At Equilibrium, our team will provide you with end-to-end integrated business solutions, and can stick with you from early conceptual stages, to implementation and beyond to ensure the success of each job.

We only employ the stars and superstars, so you know you're working with the best. Our IT service professionals have delivered over \$50 million worth of business technology consulting services on behalf of mid-size and Fortune 5000 companies.

Pricing

Equilibrium offer competitive pricing as follows:

<u>SIN</u>	<u>Position</u>	<u>U/I</u>	<u>Price</u>
132-51	Senior Architect & Consultant (SAC) Level IV	Hour	\$181.36
132-51	Technical Project Manager (TPM & SSE) Level III	Hour	\$161.21
132-51	Senior Systems Engineer (SSE) Level III	Hour	\$146.10
132-51	Systems Engineer (SE) Level II	Hour	\$100.76
132-51	Systems Administrator (SA) Level I	Hour	\$90.68
132-51	Support Specialist (SS) Help Desk Level 1	Hour	\$60.45

Employee Classifications

Senior Architect & Consultant

Job Summary

■ As a Senior Architect within our consulting practice, you will design, deliver, and manage complex IT solutions in a team environment to satisfy client's business challenges. You will utilize your extensive development, implementation and consulting skills to deliver state of the art systems while providing technical and project management leadership.

Responsibilities

- Performing architectural review and researching for internal and external solutions
- Facilitating the definition of standards for delivery and process
- Publishing and auditing the use of implemented standards
- Working as an integral part of the delivery model and enable the strategic direction of client's technology services
- Facilitating research efforts in new or upgraded products, services and technology including Service Oriented Architectures, Infrastructure products, systems management solutions
- Researching existing technical or business systems to understand and leverage unrealized capabilities
- Designing and reviewing conceptual solutions for projects. This would include total cost of ownership, time-lines and integrated technology designs
- Researching marketplace changes to technology integrated to the future demands and direction of the business
- Facilitating the definition of standards, working with a variety of technology groups within a client's organization
- Publishing and communicating standards
- Researching best practices within the industry and information technology to continuously improve quality, costs and delivery time-lines
- Auditing standards and technology solutions through the design, construction and implementation phases of projects
- Assisting in the creation of a central component architecture library to ensure re-use, quality and speed to market

Experience

- A minimum of 7 years practical experience working in a technology environment
- Experience in research and development efforts, design responsibilities, or systems analysis in an infrastructure or application related capacity
- Proven ability to facilitate major project design across multiple internal and external companies/solutions
- Preference made for individuals that possess experience and education in the following domains: Citrix, Exchange products, VMware, Network, Hardware/System Software configuration and implementation
- Managing/Administration of distributed environments

- Design experience integrating external companies technologies into a seamless solution
- Experience in effectively applying computing technology to a wide range of business solutions
- Experience in all aspects of business redesign, organizational and workflow analysis, and change management
- Proven requirements analysis experience
- Process and data modeling experience

Skills

- Detail oriented with excellent analytical and problem solving skills, including the ability to deal with situations where information is difficult to obtain, complex or ambiguous
- Solid leadership skills
- Excellent oral, written and presentation skills
- Excellent organizational skills
- Excellent interpersonal, teamwork and negotiation skills
- Ability to multi-task and work to tight timelines

Technical Project Manager

Job Summary

Technical Project Managers at Equilibrium have the overall responsibility for the successful planning and execution of projects on time and on budget. The Technical Project Manager must possess a combination of skills including an ability to ask penetrating questions, detect unstated assumptions, and resolve interpersonal conflicts as well as more systematic management skills. Key amongst his/her duties is the recognition that risk directly impacts the likelihood of success and that this risk must be both formally and informally measured throughout the lifetime of the project.

The Technical Project Manager must be able to reduce risk significantly, by adhering to a policy of open communication, ensuring that every significant participant has an opportunity to express opinions and concerns. The Technology Project Manager is responsible for making decisions both small and large, in such a way that risk is controlled and uncertainty minimized.

Responsibilities

- As a Project Manager, you will be responsible for all project management related aspects of delivering systems infrastructure upgrades and business applications, including:
 - Leading all aspects of project delivery including project scope, deliverables, estimates, detailed project plans and change requests
 - Ensuring the success of a project by driving day-to-day operations through the application of sound project management principles and methodologies
 - Regular communication of events and project status to project stakeholders
 - Performing risk assessment, response planning, and developing mitigation strategies
 - Identifying and negotiating changes in project scope that serve to limit scope creep and ensure that projects complete on budget and on time
 - Act as the primary liaison between all teams assigned to the project
 - Motivating the project team to ensure successful projects completion
 - Accurately provide all necessary inputs for project reviews
 - Successfully manage a number of projects simultaneously
 - Conduct lessons learned reviews with Systems Engineering staff
- **Experience**
 - Minimum of 2-5 years' experience as a Technology Project Manager
 - Minimum 5 years' experience in information systems
 - Experience in all aspects of business redesign, organizational and workflow analysis, and change management
 - Proven requirements analysis experience
 - Process experience

Skills

- Detail oriented with excellent analytical and problem solving skills, including the ability to deal with situations where information is difficult to obtain, complex or ambiguous
- Solid leadership skills
- Excellent oral, written and presentation skills
- Excellent organizational skills
- Excellent interpersonal, teamwork and negotiation skills
- Ability to multi-task and work to tight timelines
- Intimate knowledge of systems infrastructure lifecycle and design methodologies

Senior Systems Engineer

Job Summary

Responsible for architecture and delivery of key Microsoft systems, applications and processes underlying Equilibrium and customer IS infrastructure. This includes infrastructure planning, application support, analysis, design, development, testing, setup, technical documentation, and reporting. Individuals will serve as members of a rapidly growing and diverse team responsible for meeting the needs of our customers for infrastructure currency, product development, as well as new infrastructure to ensure our customer's investment in computing technology is economical, reliable, scalable, and consistent with the customer's business objectives. Ideal candidates must have Active Directory and Exchange 2000 design and deployment as well as Windows 2000 server experience. MCSE 2003 certification is preferred. Knowledge and experience with supporting technologies such as MOM, SUS, SMS, ADS, and ISA is required. Experience in large-scale enterprise implementations and familiarity with the methodology and approach required for these implementations is required. Experience and use of Microsoft Operations Framework and ITIL processes is important.

Responsibilities

- Provide in-depth technical and design expertise on large-scale infrastructure projects for enterprise-class clients
- Work in tandem with high-caliber technical staff, including project managers
- Assess and recommend architectural designs/changes to customer systems in response to business or technical drivers
- Actively participate in the planning, design, and implementation of systems, infrastructure, and related hardware for enterprise-class customers. For a given component, you will typically develop designs, compare and recommend products or services, develop life-cycle oriented processes and procedures, develop and implement test plans, develop migration plans, cross-train technical staff and oversee the implementation
- Serve as liaison to vendors (e.g. Microsoft, NetIQ) to facilitate problem resolution; knowledge and experience working with Microsoft
- Subject matter expert for specific technologies (e.g. Directory Services, Messaging, Build Automation, Monitoring)
- Clearly communicate problem/resolution process to customers or management.
- Project Oversight responsibilities and mentoring of consultants
- Contribute to written proposals and develop technical documentation
- Presentation of design and deployment strategies
- Ability to deliver seminars and public presentations
- Customer liaison for architecture and design
- Network and application troubleshooting

Types of Projects

- Large-scale enterprise infrastructure design as well as complex system deployments and migration planning projects. Architect, design, and plan for

enterprise deployments utilizing any or the entire current Microsoft server, back-office and desktop applications.

Qualifications

- OS Software: In-depth knowledge of current and pending Microsoft Windows operating systems and other operating system knowledge
- Server Products: In-depth knowledge of several Microsoft server-based products: Windows Server, Exchange, SMS, SQL Server, SharePoint, Project Server, MOM, ISA, SUS, etc.
- Networking: Enterprise level knowledge of networking and distributed computing concepts, including the principles of network routing and client/server programming
- Applications: Proficient in the use of the current suite MS Office productivity tools
- Excellent written, presentation, and verbal communication skills
- Ability to lead teams in the design and deployment of Microsoft technologies
- Experience with competitive platform upgrades and migrations to a Microsoft platform
- A professional, business-focused attitude and courteous manner towards clients, partners, and peers
- Proven customer service and consulting skills
- Demonstrated experience presenting technology recommendations from a business perspective
- Ability to work weekends and/or off hours as necessary to meet clients' needs
- This position requires the ability to travel average of 50%

Systems Engineer

Job summary

A Systems Engineer (SE) is responsible for designing, configuring, installing, troubleshooting, and repairing network and systems infrastructure solutions for our customers. The SE must be a team player, yet work well independently, have excellent verbal and written communication skills and have an in-depth knowledge of Microsoft, Novell, Citrix, LAN/WAN, Systems Management and Help Desk Management technologies. Responsibilities include engineering solutions for IT projects as well as providing network administration for client support agreements. The perfect candidate would be a professional, detail oriented and self-motivated individual who excels at completing tasks successfully and efficiently.

Responsibilities

- Serve as primary engineering contact on projects
- Provide operational management and support for complex IT infrastructures
- Set up and install new servers and network equipment
- Identify and resolve network and related system performance problems
- Perform troubleshooting activities on production servers off-hours (nights or weekends) if required to minimize impact to operations
- Administer Microsoft Servers; SQL Servers, Windows Servers Exchange Servers
- Troubleshoot server and workstation software and hardware
- Support the back office and application servers
- Manage, support and maintain Windows Active Directory infrastructure and services including: File/print, Citrix/Terminal Services
- Perform hardware upgrades and swaps
- Establish backup and recovery procedures for network based systems
- Train and support End Users on systems and common MS Products
- Interface with external vendors as necessary
- Administer Telecommunications and Computer Telephony equipment.
- Actively participate in planning, coordinating, and implementing Windows operating systems and applications for small and medium business (SMBs) customers
- Work with Equilibrium managers to maintain, document and train on best practices configurations for Windows environments
- Evaluate new technologies and provide recommendations for the purchase of products and services
- Maintain knowledge base of current technology with continuous self study
- Perform other duties as assigned

Types of Projects

- IT Assessments
- Fixing network problems that cause the system to be unreliable
- Resolving problems with the data backup system
- Identifying and correcting security concerns

- Instituting virus prevention and remediation
- Conforming your software licenses
- Developing systems documentation and a basic set of operating procedures for the day-to-day maintenance of your systems
- Support of client systems on a regular, scheduled, and emergency basis

Qualifications

- Bachelor's degree in Computer Science, Engineering, or related discipline; equivalent experience acceptable
- Certifications including: Microsoft Certified Systems Engineer (MCSE), CCA and CCNA
- At least 3 to 5 years of experience that is directly related to the duties and responsibilities specified
- Computer networking knowledge and experience in computer network architecture and implementation including network operating systems (NOS), network design, and directory services
- Network infrastructure knowledge and experience in LAN/WAN infrastructure technologies and implementation strategies
- Network infrastructure Administration: (Cisco routers, firewalls, switches and VPN concentrators)
- Microsoft Windows experience including system design, implementation and management
- Ability to relay technical information to both technical and non technical personnel
- Strong written/verbal communication skills, critical thinking and problem solving or troubleshooting skills
- Must possess excellent time management skills
- Ability to travel to client premises on a daily basis
- Hands-on in a help desk environment is preferred

Systems Administrator

Job summary

A Systems Engineer (SE) is responsible for provide technical support to local network or system users and troubleshoots user software or hardware problems. May exchange equipment parts, may perform account administration functions for various companies IT supported applications and may train customers on various tools and systems. You'll be expected to maintain documentation and training material for supported services; communicating highly technical information to both technical and non-technical personnel.

The candidate must be a team player, yet work well independently, have excellent verbal and written communication skills and have knowledge of Microsoft, VMware, Citrix, Novell, Apple, LAN/WAN, Systems Management and Help Desk Management technologies. The perfect candidate would be a professional, detail oriented and self-motivated individual who excels at completing tasks successfully and efficiently.

Responsibilities

- Assists in defining hardware/software standards for the company;
- Tests new equipment and systems prior to implementation;
- Implements and communicates new technology to internal end users;
- Coordinates transfer of customer data during system upgrades or machine breakdowns;
- Provide hands on help to other IT groups and smaller offices;
- Receives and works on break/fix requests from the Service Desk;
- Sends users replacement systems and receives repaired systems from the repair vendor;
- Creates and maintains user and technical documentation.
- May be required to be on-call during specific times/projects.
- Provide IT support services (Scheduled Support, Requested Support, Urgent Support) for our clients by functioning proficiently as a network support specialist.
 - Scheduled Support: Pro-active, regularly scheduled support days (e.g. one day a week: every Wednesday). During that time we handle best practice system administration and a punch list of recently reported issues.
 - Requested Support: Flexible and as-needed support. This support can include project based work; extra days of support, remote systems troubleshooting and user help desk calls.
 - Urgent Support: (when declared by client) is a guaranteed response from a Support Specialist to minimize impact to a client's business operations by identifying and resolving stability or performance problems with the productions IT environment.
- Assist with data and server recovery procedures as necessary.
- Troubleshoot and resolve server and workstation software and hardware issues.
- Perform hardware upgrades and desktop image rollouts.

- Train and support End Users on systems and common applications.
- Interface with external 3rd party IT vendors as necessary on behalf of clients.
- Support of client systems on a scheduled, requested or emergency basis.
- Keep current on personal knowledge of new technology with continuous self-study
- Perform other duties as assigned by the Managing Consultant

Qualifications

- Bachelor's degree in Computer Science, Engineering, or related discipline; equivalent experience acceptable.
- Certifications including: Microsoft Certified Support Specialist (MCSE), VMware Certified Professional (VCP), Citrix Certified Administrator (CCA), Cisco Certified Network Admin (CCNA), Certified Novell Engineer (CNE), Certified Linux Professional (CLP), A+, Network+, and Apple.
- At least 1 to 3 years of experience that is directly related to the duties and responsibilities specified;
- Computer networking knowledge and experience in computer network architecture and implementation including network operating systems (NOS), network design, and directory services
- Network infrastructure knowledge and experience in LAN/WAN infrastructure technologies and implementation strategies
- Network infrastructure Administration: (Cisco routers, firewalls, switches and VPN concentrators)
- Microsoft Windows experience including system design, implementation and management
- Ability to relay technical information to both technical and non-technical personnel
- Strong written/verbal communication skills, critical thinking and problem solving or troubleshooting skills
- Must possess excellent time management skills
- Ability to travel to client premises on a daily basis
- Hands-on in a help desk environment is preferred

Support Specialist

Job summary

A Support Specialist (SS) is responsible for troubleshooting, and administrating network and systems infrastructure solutions for our clients. The SS must be a team player, yet work well independently, and have excellent verbal and written communication skills. The SS must possess knowledge of various Microsoft solutions, LAN/WAN administration and overall systems administration.

Responsibilities include day to day support of infrastructure components, related best practice systems administration and client support requests. The ideal candidate would be a professional, detail oriented and self-motivated individual who excels at completing tasks successfully and efficiently.

Responsibilities

- Serve as primary point of contact for onsite support per the client support agreement
- Provide operational management and support for IT infrastructure
- Setup and configure servers, workstations, and networking equipment per written procedures or Framers
- Identify and resolve system and network related performance problems
- Perform troubleshooting activities on production systems. If required off-hours (nights or weekends) to minimize impact to operations
- Administer servers running Windows and Exchange.
- Troubleshoot server and workstation software and hardware issues
- Support the back office and application servers
- Perform hardware upgrades and maintenance as needed
- Support End Users on systems and common MS Products
- Interface with external vendors as necessary
- Actively participate in planning, coordinating, and implementing Windows operating systems and applications for clients
- Work with Equilibrium managers to maintain and document best practices configurations for systems
- Maintain knowledge base of current technology
- Resolve problems with data backup systems
- Identify and correct security issues Institute virus prevention and remediation
- Reconcile and ensure proper software licensing
- Develop systems documentation and a basic set of operating procedures for the day-to-day maintenance of systems
- Support client systems on a scheduled and emergency basis

Qualifications

- Associates' degree in Computer Science, Engineering, or related discipline; equivalent experience acceptable
- At least 1 to 3 years of experience that is directly related to the duties and responsibilities specified

- Microsoft Windows experience including implementation and support
- Ability to relay technical information to both technical and nontechnical personnel
- Strong written/verbal communication skills, critical thinking, problem solving and troubleshooting skills
- Must possess excellent time management skills
- Must possess strong customer relations skills.
- Ability to travel to client premises on a daily basis generally in the Chicagoland area.

Equilibrium Strategy

Equilibrium is a trusted consulting firm that strikes the perfect balance between IT business planning and IT operations to help businesses large and small achieve their technology goals. With half our business focusing on consulting work and the other half dedicated to IT support, we can work within your budgetary requirements to balance your technical resource needs.

With experience in assessing IT, architecting solutions, project planning, implementing, documenting and supporting systems and network infrastructure, we have just what you need to move business forward. All while helping you minimize risk, reducing costs, enhancing communication, increasing ROI and improving reliability.

- Our core services include:
 - IT Strategy
 - IT Business Plan
 - Infrastructure Services
 - Managed Services
 - Systems Monitoring
 - Project Management
 - Cloud Solutions
 - Office Relocation

Our team of experts are highly trained across a full range of technologies and are Subject Matter Experts (SME) and certified in the following areas:

- Our core Technologies include:
 - Microsoft
 - VMware
 - Citrix
 - Cisco
 - PMP
 - ITIL
 - CISSP

We believe in vendor neutrality:

As our client, we care first and foremost about your success so we remain vendor neutral to ensure you're getting the right solution for your business and budget. And we work with the following affordable price structure to benefit your business within your budget.

Equilibrium Core Services

EQ IT Business Plan

Get business moving with an IT business plan! Could your business use a road map to get things moving in the right direction? Then Equilibrium IT Solutions can help. Our experts will work with you every step of the way to build you an IT business plan to support the next 3–5 years of your IT life cycle. Our process includes:

- An initial assessment: We'll interview management to understand key business and technology goals.
- Environment Evaluation: We'll provide systems engineering services to provide an overall computer system health check.
- Implementation of Equilibrium's Recon Server: We'll utilize this tool to identify vulnerable security areas, trend CPU, memory, disk and performance metrics across servers and gather hardware inventory and software licensing information.
- Configuration Documentation: We'll review and document the current state of your servers, workstations, firewall, network peripherals, phone systems, LAN topology, Internet connectivity, and core applications.
- Business Plan of Action: We'll tell you just what you need to minimize risk, reduce costs, increase ROI, and streamline operations and how to take your current operations to the next level.

You'll walk away with:

- Illustration of the current-state computing environment
- Recommendations for improving the computing and network environment.
- Detailed product investment list for any required equipment or service purchases
- A detailed budget forecast
- Project implementation plan - estimated effort, duration, & resource requirements.
- Illustration of a future-state computing environment.

Managed Services

At Equilibrium, Inc., we understand what it feels like to be spending too much time managing your computer systems instead of running your business. We provide affordable, professional and reliable IT services so you can focus on what matters most to you.

Having a stable computer system is fundamental to your ability to grow and efficiently operate your business. Whether you lack capacity or capabilities, many companies find it difficult to make IT infrastructure a priority and face problems such as:

- Continual reactive rather than proactive management
- End-user dissatisfaction/unscheduled downtime
- Increased exposure to security breaches
- Falling behind in patches/fixes
- No time for disaster recovery planning and testing
- Missing or outdated systems documentation
- Need for virus protection/remediation
- Lack of software and hardware inventory – poor asset management
- Company's ability to leverage new technology is limited by an individual's skill set
- IT staff issues: salary, training, turnover

Many businesses do not employ the full-time professional services of Attorneys or CPAs, however they do frequently use these professional services on a regular basis. For instance, a company may employ a trusted CPA to review weekly payroll, reconcile monthly statements, and create quarterly management reports. Similarly, Equilibrium can provide you with professional IT engineering services to help administrator and support computing environments on a regular basis as needed.

We are focused on and committed to building long-term relationships with our clients, and our customers quickly see the benefits of partnering up:

- **Minimized Risk:** Our analysis identifies and addresses high risk issues early-on
- **Reduced Costs:** Advance scheduling of support activities allows you to optimize your IT budget
- **Enhanced Communication:** We thoroughly document your environment and keep you regularly informed on the health of your system
- **Increased ROI:** Processes and systems are optimized to achieve higher returns on your computer investments
- **Leveraged Experts:** Our team's broad knowledge base can supplement your in-house skill set to efficiently resolve your issues
- **Improve Reliability:** Regular maintenance improves reliability and consistency of operations

EQ Infrastructure Services

Maximizing Productivity while Minimizing costs with our Infrastructure services.

Equilibrium's Network & Systems Infrastructure consulting and engineering services enable you to maximize your entire computing environment. Equilibrium can help your organization create a sustainable, manageable infrastructure capable of handling real-time business demands.

Equilibrium has developed methodologies to address the Technology Business Plan, Architecture, Project Planning, Implementation, Documentation and Support Services of the following solutions:

- Network Operating Systems
- Server & Workstation Virtualization Technology
- Cloud Computing
- Database Administration
- Systems and Network Monitoring
- Data Replication and Data Deduplication
- Firewalls & VPN Solutions
- Networking Equipment
- Server Systems
- Messaging Systems
- Application Delivery
- Storage Area Network Solutions
- Data Backup Protection



Infrastructure Design & Planning

When designing and planning complex infrastructure solutions, Equilibrium's engineering methodology makes sure that business requirements align with technology requirements by properly assessing the current-state attributes, architecting the technical specifications, and project planning the milestones and resources.

Virtualization Technology

Virtualization allows you to do more with less. Virtual servers and virtual desktops let you host multiple operating systems and applications locally and in remote locations, freeing you from physical and geographical limitations.

- Benefits of Virtualization technology:
- Improves availability and support for business-critical applications and large databases.
- Significantly reduces hardware, software and energy costs.
- Reduces infrastructure costs and complexity while improving performance and utilization.
- Dramatically simplifies infrastructure management and increases efficiency.
- Eliminates downtime for hardware maintenance.
- Consolidates available storage capacity across vendor, cabinet, interface, OS and connectivity boundaries.
- Enables you to spend less time on routine maintenance and more on emerging business needs.
- Increases security by enabling the management, measurement and observation of all dimensions of access.



Equilibrium Systems Monitoring

When your network stops working, so does everyone else. That's why it's imperative to get it up and running as soon as possible. With Equilibrium's Systems Monitoring (ESM) solution, corrective action is immediately underway to get you back in business. And the benefits don't stop there.

Why Equilibrium Systems Monitoring?

- Continuous monitoring of your infrastructure's health
- Detailed reporting of your business at a glance
- Web-based dashboards for a deep understanding of your performance
- No hardware upgrades required
- One centralized console for easier access and the ability to modify monitor sets and alerts
- Updates are managed in house
- Quantifiable ROI – a typical SMB with 10 servers and 100 users will see ESM more than pay for itself over a 3 year period!

Behold the Benefits

- Free up your IT staff to focus elsewhere
- Automate your daily IT tasks
- Manage machines in multiple locations
- Systems monitoring, reporting and correction across your network
- Decrease costly downtime
- Improve network performance
- Decrease costly site visits by remote support
- Increase reliability in network infrastructure
- Patch/Update management and deployment
- Centralized application installations
- FTP file transfer
- Trouble Ticketing System
- Script Automation for almost anything
- Real-Time environment dashboard status
- Asset tracking
- PC and server warranty reporting
- Minimize the challenges of maintaining compliance
- Web-based exportable reporting



ESM - A Swiss Army Knife for IT Administration

Our unique systems monitoring offerings will help keep your network operating efficiently and effectively. Our complete ESM 7x24x365 package will help you increase performance, security and reliability at an affordable price. Our package includes:

■ 1. "Turn-Key" Enterprise Systems Monitoring (ESM)

Quickly implement proactive, user-defined System Monitoring with instant notification of problems or changes such as low disk space, processor spikes, and memory issues. By leveraging over 750 monitoring sets will only take hours/days to deploy and configure instead of weeks/ months.

■ 2. "Live Connect" Remote Access

Get full control over your endpoints and minimal end user interruption with a quick and powerful single machine interface. Utilize complete, fast and secure Remote Access and Remote Control for you and your users that works behind firewalls and NAT.

■ 3. Patch Management

Automatically keep servers, workstations, and remote computers up-to-date with the latest important security patches and updates through ESM's Patch module.

■ 4. Audit and Inventory

Perform fast, accurate, and up-to-date Audit and Inventory of computers, servers, and mobile devices; deployable over the LAN, WAN, and Internet.

■ 5. Service Desk & Ticketing

Provide your IT staff with the tools they need to track, respond, and resolve issues quickly and efficiently. Our service Desk provides a comprehensive and flexible web-based helpdesk environment.

■ 6. Desktop Migration

Automate the backup and collection of user settings with Desktop Migration. Redirect them to another machine and have them working with the same settings as before.

■ 7. Desktop Policy Management

Manage the end user experience with Desktop Policy Management from interface options to hardware configuration and everything in between.

■ 8. Lightweight Agent Technology

The intelligent, lightweight and efficient ESM Agent Technology makes every system on your network accessible, independent of their location.

■ 9. Info Center Knowledgebase

With our robust management reporting you'll have all the information you need to effectively manage and convey the status of the network infrastructure and communicate the value of your services, plus search historic knowledgebase data.



■ 10. SNMP Network Monitoring

"The LAN Watch core framework component uses an existing agent on a managed machine to periodically scan the local area network for any and all new devices connected since the last time LAN Watch ran.

"SNMP Alerts" Create SNMP Alerts for SNMP devices discovered using a LAN Watch. "SNMP Log" The SNMP Log page displays SNMP log data of MIB objects in a SNMP Set in chart or table formats.

"Set SNMP Values" The Set SNMP Values enables you to write values to SNMP network devices. The SNMP objects must be Read Write capable and require entering the Community password assigned to the SNMP device.

■ 11. Security/Antivirus (Option)

With the powerful Antivirus option, you can enhance and extend support for the IT service delivery process by including an essential security protection component.

■ 12. Backup (Option)

Experience the power of ESM's Backup option to implement real-time automated disk remote backup, disk imaging, and file level remote backup



EQ Project Management

Does your business need project management help?

Then look no further than Equilibrium Solutions. Whether you have a large-scale project, mini-project or an IT business plan, we have the tools you need to succeed.

Our Technical Project Managers use open communication methodology to mitigate risk, ensuring every significant participant has an opportunity to express opinions and concerns along the way. They are responsible for making decisions both small and large in a way to minimize risk and have total control.

- Equilibrium TPM responsibilities include:
 - Leading all aspects of project delivery including project scope, deliverables, estimates, detailed project plans and change requests
 - Ensuring the success of a project by driving day-to-day operations
 - Constant communication of events and project status to project stakeholders
 - Performing risk assessment, response planning, and developing mitigation strategies
 - Identifying and negotiating changes in project scope that serve to limit scope and ensure that projects complete within the agreed upon budget and timeline
 - Act as the primary liaison between all teams assigned to the project
 - Motivating the project team to ensure successful projects completion
 - Conduct lessons learned sessions with the engineering team

- Our highly-trained TPMs will be with you throughout the entire lifecycle of the project including:
 - New Business Assessment
 - Statement of work
 - Project Kickoff
 - Planning and design validation
 - Project execution
 - Project close-out



EQ Cloud Services

Thinking about making a move to the cloud?

It can help you save time and resources, and a lot of businesses like yours are making the move. In fact, cloud computing and cloud services are growing at a fantastic pace, 50%+ of companies use some form of public clouds and 74% use more than one type of infrastructure as a service.

While cloud services offer similar or better IT services to businesses at a lower cost, your IT staff might not have the bandwidth to elevator your business to the cloud. We're here to help you reap the positive ROI that cloud services provide.

- How can Equilibrium help you?
 - Cloud Readiness Assessment – Equilibrium will work with IT and business stakeholders to identify and rank cloud services based on your current environment and yield the highest ROI.
 - Microsoft Office 365 – Office 365 has proven to be a robust and price competitive alternative to on premise Microsoft solutions. As a Microsoft Gold Partner, Equilibrium can help you design and execute a successful migration of systems to Office 365
 - Amazon Web Services (AWS) – Amazon is the market leader in cloud computing with an estimated 36% of the cloud infrastructure as a service market. AWS allows companies to host applications using enterprise level features typically reserved to mid and large market companies. As an Amazon Consulting Partner, Equilibrium can design, implement and help you move to an AWS powered environment.
 - Disaster Recovery – There are a multitude of cloud-based disaster recovery tools in the market. Equilibrium has helped dozens of customers develop DR and backup strategies that leverage solutions powered by Barracuda, AWS, Iland, Postini, Autonomy and others to ensure that backup and DR objectives are met.



EQ Office Relocation

Are you moving an entire office?

Avoid the chaos with help from Equilibrium. A well-planned IT move makes the difference between being fully operational and fully productive. Not to mention your current IT staff may not have the capabilities to facilitate a smooth move. With IT being the most time-consuming and complex tasks in the move, you could benefit from using our experienced project managers.

This is what we'll do for you:

- Project Manage all elements of the office relocation relevant to the computing and infrastructure environment.
 - Create a detailed project plan to determine the milestones, timeline, task assignments and overall flow of the project.
 - Work with our clients, Moving Companies, Telecommunication providers and any other 3rd party vendors to coordinate the scheduling and successful completion of tasks per the project plan.
 - Provide regular status updates on the overall progress of the project.
 - Function as a technical liaison for any matters that require attention during the project term.
- Review and verify low voltage requirements and installation.
- Review and verify server room and data closet requirements and installation.
- Assist in planning, installation, configuration and testing of data and voice circuits, wireless infrastructure, video conferencing, multimedia displays, printers, copiers, new worker stations, server and network equipment
- Assist in the tear down of assets at the old location.
- Assist and/or direct the proper packing of equipment for the move.
- Assist in the setup, configuration and testing of equipment at the new location.
- Create or supplement current state documentation as needed after the move is complete.