

## Our Systems Experience, Specifically:

This list is not all encompassing; if you are looking for something in particular that is not listed, we hope you please call or email.

### **Windows Server 2003/XP/Vista Environments:**

1. Design Experience:
  - a. We have designed over 50 Windows Server environments, including other Microsoft technologies:
    - i. Multi-site Active Directory
    - ii. Group Policy with advanced .vbs and .bat logon scripts
    - iii. DNS/DHCP
    - iv. Distributed File System
    - v. Routing & Remote Access for VPN and WAN connectivity
    - vi. Exchange Server
    - vii. SharePoint Portal Server
    - viii. Internet Information Server
2. Installation Experience:
  - a. We have installed all technologies listed in the Design Experience section.
  - b. With experienced project managers, we have the capacity to plan, design, and then implement the largest of IT projects, successfully, and on time.
3. Support & Maintenance Experience:
  - a. We maintain over 25 Windows Server environments every day. We structure the service in the way that the client prefers. Here are some examples:
    - i. Onsite, day-to-day support: For larger clients (25+ workstations) we have dedicated onsite and on-call team members that support IT operations daily, design new systems, and plan and forecast for future needs.
    - ii. Monthly, Quarterly, Yearly IT Checklist: This is an onsite in-depth checklist we run on all servers and workstations in a network environment that allows us to proactively support computers, servers, and network devices.
    - iii. Remote-based Managed Services: This is an automated, remote tool that gathers information about a network environment and alerts our team when specified services go down, allowing us to respond as quickly as possible.
4. How our Windows Experience Helps Local Organizations:
  - a. With many high-tech, emerging businesses in the local area, Up and Running strives to help each business understand their IT options with our experience in the field.
  - b. Additionally, there are many manufacturing, healthcare, professional, education, and service organizations in the local area that Up and Running supports.
  - c. With deep knowledge and experience in many Windows technologies, we have the experience to properly advise on solution design. Our knowledge allows us to provide great business or organizational value while being cost effective.
  - d. Lastly, we have helped many nonprofit organizations obtain donated IT equipment and software, along with helping them find vendors who provide industry-leading software at extremely low costs to nonprofit, educational, and government entities.

### Linux Environments:

1. Design Experience:
  - a. We have designed over 30 Linux server and desktop environments, including a number of open source and POSIX technologies:
    - i. Apache web services:
      1. Complex configurations, utilizing vhosts and many of the Apache modules
      2. We used apache mod\_rewrite to protect a web accessible folder and modify the requested url to call a wrapper script that can use a web application's security system to access the file. This is beneficial in that standard FTP and HTTP file operations on the webserver continue to work as defined, and are enforced by the web application.
      3. Set up secured servers with commercially-signed certificates
    - ii. Postfix/Sendmail services
    - iii. POP3/IMAP mail servers
    - iv. MySQL and PostgreSQL database servers
    - v. BIND master/slave DNS servers and replication
    - vi. Samba file shares for cross-platform access
    - vii. Samba Windows domain emulation
    - viii. Intrusion detection services
    - ix. FTP/SSH services
    - x. VPN systems
    - xi. openVPN
    - xii. IPSec tunnels
    - xiii. IPTable setups for complex router configurations
    - xiv. Version control solutions for programming or updated documentation projects
    - xv. Open source backup solutions
    - xvi. Server monitoring tools
    - xvii. Workstation environments for office workers, programmers, and system administrators
    - xviii. VMware infrastructures that host redundant firewalls, production, test, database, and staging machines
    - xix. Exploration of distributed and grid computing
    - xx. Deployment of co-located servers for customers
    - xxi. Examples of distributions we've used:
      1. Gentoo
      2. Red Hat
      3. Debian
      4. Cent OS
      5. RHEL
      6. Ubuntu
      7. Slackware
      8. Knoppix
      9. FreeBSD
      10. SuSE
      11. Solaris
2. Installation Experience:

- a. We have implemented everything in the Design Experience section.
  - b. With experienced Linux specialists on staff, Up and Running has the capacity to install all the technologies listed above efficiently and effectively.
3. Support & Maintenance Experience:
- a. We maintain over 15 servers daily. As with Windows Server technologies, proactive maintenance solutions have proven more cost effective and reliable. We manage Linux-based servers the same way as Windows Servers:
    - i. Onsite, day-to-day support: For larger clients (25+ workstations) we have dedicated onsite and on-call team members that support IT operations daily, design new systems, and plan and forecast for future needs.
    - ii. Monthly, Quarterly, Yearly IT Checklist: This is an onsite in-depth checklist we run on all servers and workstations in a network environment that allows us to proactively support computers, servers, and network devices.
    - iii. Remote-based Managed Services: This is an automated, remote tool that gathers information about a network environment and alerts our team when specified services go down, allowing us to respond as quickly as possible.
  - c. How our Linux Knowledge Helps Local Organizations:
    - i. Our experience and knowledge of Linux-based technologies allows us to deploy low-cost, custom solutions to many organizations.
    - ii. Our Linux knowledge also helps organizations that wish to deploy open source phone systems. Many of today's phone systems are expensive to implement, maintain, and scale. Linux phone systems are often less expensive, and offer a richer feature set.
    - iii. Lastly, our Linux knowledge allows us to serve companies across the U.S. with their web development needs. Our use of scalable programming languages, databases, and domain-specific implementations allows us to help our customers create web-based systems that are the most important aspect of their business model or at least an important competitive advantage.

#### **Mac OS Environments:**

1. Design Experience:
  - a. With a certified Mac technician on staff, Up and Running has the experience and vendor resources to provide efficient and stable Mac OS designed solutions.
  - b. We have helped customers design Apple systems for their personal use.
  - c. We can help a customer develop a Mac-based solution to fit whatever IT needs they have, including solutions that allow them to collaborate with Linux and Windows systems.
2. Installation Experience:
  - a. We have experience in installing Mac OS systems.
  - b. We can install work stations, labs, or servers.
3. Support & Maintenance Experience:
  - a. With our AASP and Mac Certification, we can repair and maintain Apple systems under factory warranty, provide genuine Apple parts, and provide Apple training and education.
  - b. Several team members know Unix and Linux, which is based on Unix, and Mac O/S is based on BSD. Thus, several team members can support this operating system at the command line.

- c. We support local community members and businesses with their Apple needs.
4. How our Apple Experience Helps Local Organizations:
  - a. By eliminating the need to travel to Traverse City, MI; Green Bay, WI; or ship a Mac system to an even more remote Mac service company, Up and Running provides efficient, local, authorized, Apple services and solutions.
  - b. We help community members who want to buy Apple design, implement, and maintain their systems.
  - c. Our hope is that we've expanded purchasing options for local consumers.

**Other Notable Solutions:**

1. Network Infrastructure: we have implemented many systems and topologies over different mediums for new implementations and facility upgrades.
  - a. Systems and Topologies:
    - i. Cisco 2500, 2600, 3000 series routers, and IOS
    - ii. Juniper routers and IOS
    - iii. Custom-built redundant routers in a CARP arrangement, utilizing pfSense
    - iv. Multi-site WAN connectivity
  - b. Mediums:
    - i. Copper 10/100/1000 links
    - ii. Multi and single mode fiber links
    - iii. Multi AP wireless networks covering entire buildings
  - c. Skills:
    - i. Managing wire implementation in new facilities and existing facilities.
    - ii. Cabling skills: running wire, installing wall jacks, installing conduit, punching down wire, cable management, and more.
    - iii. Troubleshooting: toning, testing, and repairing flawed wires.
2. Server Rooms: we have consulted and set up numerous server rooms. We have selected and implemented or managed the configurations of racks, cooling infrastructure, UPS', multiple internet connections, cable management, security, and more.
3. Phone Systems: we have designed and implemented three Asterisk phone systems, with the largest having over 145 phones. Asterisk is the world's leading open source VOIP PBX, which provides many more features at a lower cost than a traditional phone system. Here are some of the features we've implemented:
  - a. Unified messaging: the ability to capture many different forms of communication (fax, email, voicemails, SMS, etc), and deliver them to a single location, accessible by various devices, including computers, smart phones, phones, web accessible devices, etc
  - b. Voicemails can be emailed to one's inbox, and filed electronically
  - c. Extensions that allow you transfer calls to cell, home, and other phones, making it seamless for the caller
  - d. Custom menus for easy navigation for commonly-used features
  - e. Remote access to phone and messaging system over a secured internet connection
  - f. Custom software for call accounting and tracking for a billing system
  - g. Integration with Outlook for enhanced computer and VOIP phone interaction

