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MS Exchange system administration

Client	Project Description
<p>Duration: since April 2007</p> <p>Worktime: 1 500 days (average)</p> <p>Number of employees involved: 3</p> <p>Technical environment:</p> <ul style="list-style-type: none"> • Exchange 2007, • Exchange 2003, • Active Directory Windows 2003 Server. 	<p>Project main assumptions:</p> <ul style="list-style-type: none"> • Daily monitoring of Exchange Server state, reacting when problems are detected. • Solving problems related to e-mail configurations for the Exchange Organizations and end users. • Creating scripts for automation of Exchange and Active Directory maintenance <p>Protection:</p> <ul style="list-style-type: none"> • anti-spam, antivirus, • compliance, • clustering with data replication, • improved security and encryption <p>Improved Information Worker Access:</p> <ul style="list-style-type: none"> • improve calendaring, • unified messaging, • improved mobility, improved web access <p>Improved IT Experience:</p> <ul style="list-style-type: none"> • 64-bit performance & scalability, • command-line shell & simplified GUI, • improved deployment, • role separation, • simplified routing

DNS/DHCP system administration

Client	Project Description
<p>Duration: since September 2007</p> <p>Worktime: 400 days (average)</p> <p>Number of employees involved: 1</p> <p>Technical environment:</p> <ul style="list-style-type: none"> • Solaris, SuSE, • Redhat, Debian, • IPManager, VitalQIP, • ISC Bind, DHCP, 	<p>Project main assumptions:</p> <p>DNS/DHCP Team is responsible for good functioning of the company's DHCP and DNS systems.</p> <ul style="list-style-type: none"> • The position is to provide a solution to the problems encountered by users of DNS and DHCP system and incidents management. • Advanced administration of DNS and DHCP Internal and External • DNS and DHCP systems migration project between IPM and QIP Scripting

SMTP system administration

Client	Project Description
<p>Duration: since September 2007</p> <p>Worktime: 400 days (average)</p> <p>Number of employees involved: 1</p> <p>Technical environment:</p> <ul style="list-style-type: none"> • Linux (Debian, RedHat) & Unix (Solaris) • Sendmail, Postfix • clamAV, Mimedefang, ClamAV, SpamAssassin • uw-imap pop3/imap • Listserv, mailman 	<p>Project main assumptions:</p> <p>Mail Relay Team is responsible for Global Corporate's SMTP infrastructure, including solving end users' problems and developing existing architecture.</p> <p>Main activities:</p> <ul style="list-style-type: none"> • Level 2 & Level 3 (end users support & development) • Maintaining SMTP Relay servers layer (over 40 servers) • Maintaining POP3/IMAP servers (ca. 2000 mailboxes) • Maintaining mailman & listserv mailing lists (over 10.000 mailing lists) • Anti-virus / Anti-spam protection • Cooperation with DNS / MS Exchange / LDAP Team • Users/servers' migrations projects (end users / email routing)

Monitoring of Systems, Applications and Networks

Client	Project Description
<p>Duration: since 2007</p> <p>Worktime: 23 000 days (average)</p> <p>Number of employees involved: 50</p> <p>Technical environment:</p> <ul style="list-style-type: none"> • Linux, HPUX, Aix, Solaris, Windows • VMS, AS400, OPSchedule • SAP • VTOM • Lotus Domino • USPSD • Hobbit – Nagios 	<p>Project main assumptions:</p> <p>IT infrastructure monitoring for 44 clients situated in different countries. The monitoring team is present 24*7 and is dealing with over 10000 alerts per month.</p> <p>Main occupation is to react when there is a problem in client's system.</p> <p>Possible failures include:</p> <ul style="list-style-type: none"> • Operating system • Network • Application • Data base <p>The monitoring system is unified and for most of customers the same set of tools is being used. Detected problems are analyzed and a procedure, which is available for each problem, is applied. Then, either resolution is possible or the issue is escalated to level 2.</p> <p>Monitoring is also responsible for doing a first diagnostic for the requests from users created by help desk.</p> <p>In addition, the team is performing various tests, mainly in the morning, to check the best delivery of essential services. Every action is limited in time, which amount varies depending on severity of the problem. The severity is represented by a priority and impact on the system.</p>

Service/Help desk

Client	Project Description
<p>Duration: since November 2008</p> <p>Worktime: 2640 days (average)</p> <p>Number of employees involved: 22</p> <p>Technical environment:</p> <ul style="list-style-type: none"> • Windows Server 2003 • Active Directory • Lotus Domino 	<p>Project main assumptions:</p> <p>Service Desk based in Katowice provides support to users in French and English, 24 hours a day, seven days a week, it deals with 70 to 75% of users requests and passes the 15% remaining incidents to other European centers.</p> <p>The team is responsible for:</p> <ul style="list-style-type: none"> • Incident handling • Monitoring of interventions • Solving users' current problems • Providing information • VIP special treatment <p>The support is provided for the following technical environments:</p> <ul style="list-style-type: none"> • Windows XP Professional (Applications: MS Office, Outlook) • Lotus Domino (Application: Lotus Notes) • Specific application of customers

Database administration

Client	Project Description
<p>Duration: since April 2008</p> <p>Worktime: 462 days (average)</p> <p>Number of employees involved: 2</p> <p>Technical environment:</p> <ul style="list-style-type: none">• Windows• Oracle	<p>Our Consultants are part of the project for Steria Group and deal with HP Service Center. They focus on database administration,</p> <p>They are responsible for:</p> <ul style="list-style-type: none">• Administration of Oracle database• Creating accounts for new users and new customers of Steria• Manage passwords• Development of profiles• Technical support for the last level of HP Service Center application (ticketing tool)• Contacts with users in other countries

BO development

Client	Project Description
<p>Duration: since July 2008</p> <p>Worktime: 198 days (average)</p> <p>Number of employees involved: 2</p> <p>Technical environment:</p> <ul style="list-style-type: none"> • Business Objects Reporting • SQL and/or Crystal Reports 	<p>Project main assumptions:</p> <p>For this project Cyclad employed 2 specialists of Business Objects in Poland belonging to a global HP Service Center project dedicated to Steria Group.</p> <p>They are responsible for creating the reports concerning the activity of all Steria Group services in the world.</p> <p>Consultants are also responsible for customer relations to develop the reporting tool.</p>

Mainframe supervision and pilot survey

Client	Project Description
<p>Duration: since July 2008</p> <p>Worktime: 7560 days (average)</p> <p>Number of employees involved: 40</p> <p>Technical environment:</p> <ul style="list-style-type: none"> • Mainframe Systems: z\OS 	<p>Project main assumptions:</p> <p>The project is to provide 24/24 control and management of infrastructure for Steria Customer (Societe General) with strong commitments to SLAs oriented businesses. Location is in a highly secured Data Centers.</p> <p>Consultants are responsible for:</p> <ul style="list-style-type: none"> • Servers' Monitoring (16 partitions) z / OS (IBM mainframe) of global network of Société Générale • Processing of alerts sent by the server (console NMC) • Transactions Control (CMT) • Verification of the proper execution of batches (WSF and CONTROL / M) • Availability of applications (probes) • Cooperation with engineers of the company.

Development

Client	Project Description
<p>Duration: since July 2008</p> <p>Worktime: 198 days (average)</p> <p>Number of employees involved: 2</p> <p>Technical environment:</p> <ul style="list-style-type: none"> • HP Service Center • HP Connect-IT 	<p>Project main assumptions:</p> <p>The aim of the project is to develop interfaces that integrate Steria systems with those of its clients. It is about the system created on the foundation of HP Service Center, which is used in the work on the projects like Service Desk and Systems Monitoring.</p> <p>The team consists of 6 persons who are responsible for:</p> <ul style="list-style-type: none"> • Creation of documentation • Development of interfaces • Tests realization <p>Project work is based on the following programming languages: Basic, PHP and Java.</p>

Development

Client	Project Description
<p>Duration: since August 2008</p> <p>Worktime: 180 days (average)</p> <p>Number of employees involved: 1</p> <p>Technical environment:</p> <ul style="list-style-type: none">• Java/J2EE XML, EJB, JSP, SQL• Eclipse, Spring, Struts, Hibernate• BEA Web logic	<p>Project main assumptions:</p> <p>The aim of the project is to develop and maintain the existing software and design new applications.</p> <p>The main tasks include:</p> <ul style="list-style-type: none">• Designing, developing and maintaining software in a Java-J2EE development environment.• Taking part in the development of the technical specifications.• Developing and maintaining applications on the basis of established specifications.• Carrying out unit and integration tests.• Writing and editing the technical and user documentation.

Development

Client	Project Description
<p>Duration: since May 2009</p> <p>Scheduled Worktime: 360 days (average)</p> <p>Number of employees involved: 3</p> <p>Technical environment:</p> <ul style="list-style-type: none"> •C, C++, Java, Unix •Oracle RDBMS and SQL •UML modeling / Rose 	<p>Project main assumptions:</p> <p>The aim of the project is to analyse user needs and design, code, test, debug, document and maintain software solutions.</p> <p>The team main tasks are to:</p> <ul style="list-style-type: none"> • Define user requirements for development of new or improvement of existing software solutions. • Design technical solutions and perform feasibility studies. Propose viable technical solutions to Product Management and/or users for validation. • Conduct unit, package and performance tests of the software and ensure a level of quality in line with the Amadeus guidelines. • Participate in the validation / acceptance phase of the product cycle ensuring the fine-tuning necessary to finalize the product. • Produce software documentation necessary for the application and issue it to the requesting departments.

Junior Engineer

Client	Project Description
<p>Number of employees involved: 2</p> <p>Technical environment:</p> <ul style="list-style-type: none"> • Windows XP • MS Office 	<p>Project main assumptions:</p> <p>The aim of the project is to provide company's clients with help and support in daily technical problems.</p> <p>The main tasks include:</p> <ul style="list-style-type: none"> • Providing customer service in IT Support Center, • Monitoring of infrastructure via OPS Vega, • Managing problems, • Configuration of Windows and Unix systems • Monitoring of interventions • Solving users' current problems • Providing information

Senior Engineer

Client	Project Description
<p>Number of employees involved: 1</p> <p>Technical environment:</p> <ul style="list-style-type: none"> • Windows XP • MS Office 	<p>Project main assumptions:</p> <p>The aim of the project is to administrate servers and applications and provide customers with IT support.</p> <p>The team is responsible for:</p> <ul style="list-style-type: none"> • Basic administration of Wintel and Unix servers • Basic administration of applications, WIN, UNIX, SAP • Monitoring servers and applications and registration of events • Systems and applications control • Providing customer service in IT Support Center • Monitoring of servers' infrastructure • Events reporting

Administration of Systems and Networks

Client	Project Description
<p>Duration: since June 2009</p> <p>Number of employees involved: 1</p> <p>Technical environment:</p> <ul style="list-style-type: none"> •Windows 2003 Server / Unix •Active Directory •MS Terminal Server •MS SQL Server •VM Ware •Oracle •Citrix •Lotus Domino •Checkpoint •Cisco 	<p>Project main assumptions:</p> <p>Taking over of customer's infrastructure management by providing ongoing administration of systems and networks. The preparation of Valeo infrastructure documentation in order to clarify the scope of ongoing administrative services performed after the 3-month period of implementation.</p> <p>The main tasks include:</p> <ul style="list-style-type: none"> • The current administration of systems and networks • Monitoring of systems, networks and applications • Implementation of a system for handling service requests • Migrating systems to VM Ware

Helpdesk

Client	Project Description
<p>Duration: since June 2009</p> <p>Number of employees involved: 1</p> <p>Technical environment: Windows 2003 Server, Windows XP, Windows 2000 Lotus Domino</p>	<p>Project main assumptions:</p> <p>Taking over of infrastructure management to ensure the Customer first line support for end-user customer.</p> <p>The main tasks include:</p> <ul style="list-style-type: none"> • Providing first line support for end-users of customer • Handling problems and faults in the operation of hardware and software • Installing and configuring the software and equipment • Administration of system users and permissions • Ensuring the proper functioning of the network • Repair and maintenance of equipment • Coordination of service of contractors

Our Customers



Our Partners

