

Technical Support Services




Introduction - Dynamix Group is an information technology implementation company. We offer a wide range of technical and consulting services supporting the IBM Power i, IBM Power AIX, IBM System x, IBM BladeCenter, IBM System Storage and IBM Software. Our skilled professionals have impressive track records in applying knowledge and technology to solve complex business problems. They average over 20 years of experience in a variety of business and information technology disciplines. We can help you in the development, deployment and management of high performance systems that address your critical business needs. Examples of services we provide include:

Infrastructure and Systems Management - Dynamix Group can help your organization - regardless of size - capitalize on business opportunities. Our professionals have the expertise, proven methodologies, and tools to help you plan, deploy, optimize and manage even the most complex, multi-vendor IT system infrastructures. Our services encompass the entire systems management life cycle -- from assessment, strategy and design, to implementation and operational services -- and we offer project management services (systems integration, detailed project planning and analysis, cost/budget analysis, scheduling, project reviews) that can help you efficiently implement IT solutions. Also, ongoing technical support utilizing our highly skilled system engineers is available on an as-needed basis or at regular intervals.

High Availability Implementation - High Availability services for IBM environments can provide the software and expertise you need to help keep your critical operations running smoothly, continuously, and with no interruptions, 24 hours a day, 7 days a week. Our high availability experts will do an in-depth assessment of your operating environment and recommend enhancements that can improve systems reliability and availability. Then we will define and implement an integrated set of high availability services to help you achieve the highest possible availability levels for your stated needs. We provide detailed planning, installation and customization, application integration, custom scripts, extensive testing, and skills transfer.

Migration Support / Server Consolidation - Dynamix Group migration specialists are there for you if a system upgrade is in your future. With years of experience planning and identifying the tasks and issues involved in system upgrades, IBM server environments are second nature. We're able to anticipate and provide rapid resolution to a wide variety of migration challenges so you can be confident that your system upgrade will run smoothly.

Technical Support Services



Networking Services - At Dynamix Group, we understand the technology and the power of the Internet, and how it can be used to expand business opportunities. Our professionals have the expertise, proven approaches, and tools to help you plan, implement and manage your IT network infrastructure that can enable your e-business applications. Our networking specialists can provide the skills, experience and support in areas of internet connectivity (i.e., web site hosting alternatives, TCP/IP planning, security/firewall planning and installation, integration with core business applications) including turnkey implementations. Our services include expertise in areas of network design and implementation (i.e., analysis, technical consulting, and implementation for WAN/LAN design, frame relay, TCP/IP, SNA, Novell®, Windows NT, routers, hubs and other network requirements).

Dynamix Group Technical Certifications

Dynamix Group employs highly skilled, certified system engineers to support our customers with IBM requirements. Certifications held by Dynamix Group sales and technical professionals include:

- IBM Power i
- IBM Power AIX
- IBM System x & IBM BladeCenter
- IBM System Storage
- IBM SAN Sales and Technical Solutions
- IBM Tivoli Storage Manager
- Lotus WorkPlace / Certified Lotus Professional
- IBM WebSphere
- CATE (Certified AIX Technical Expert)
- IBM Power AIX Web Server
- IBM Power AIX IBM Firewall
- eCommerce Infrastructure
- Business Intelligence
- IBM Power AIX High Availability
- IBM Power i High Availability
- Server Consolidation
- High-End Tape