

## IT Operations Support

Your daily IT operations are critical to your business. From providing technical and operational support to offering help desk and administrative services, SHIM keeps you up and running. Day-by-day, we keep moving your business forward.

With experience supporting a wide-range of systems and software, we can customize the solution to fit your specific environment and business needs. We are known for our expertise in the areas of system, database and network administration as well as recovery operations and contingency planning execution. We can assist with the design and migration of your systems and networks. By making the most efficient use of your information technology resources, we will help your data center move at optimal speed.

### **We specialize in the following:**

#### **Technical Support**

- Systems Analyst
- Systems Administrator
- System & Design Engineer
- Database Design & Administration
- Storage Area Network (SAN) Management

#### **Operations**

- System Application Analyst
- Computer Operation
- Tape Operation

#### **Help Desk**

- Help Desk Specialist
- Restart & Recovery
- Equipment Specialist

#### **Administrative**

- Administrative Assistance
- System Security Administration
- Visitor Control & Monitoring
- Physical Security Management

### **Our Results:**

DISA Defense Enterprise Computing Center at Ogden asked SHIM to help them reduce turnover among highly skilled contract resources and improve their ability to meet contractual obligations in skill and experience.

SHIM's was able to eliminate duplicate and unused positions which ultimately reduced operating costs by 20%. By implementing rigorous recruiting programs for open positions, their turnover was decreased by 70%

### **Our Customers:**

DISA, Defense Enterprise Computer Center at Ogden, Utah  
USAF OO-ALC 75<sup>th</sup> Communications Squadron Network  
Internal Revenue Service (IRS)

