



When network downtime is not an option...



Ion Business Solutions

Ion Business Solutions is a Managed Service Provider for small and medium-size businesses. Founded in Seattle in 1994, Ion Business Solutions offers a proven service portfolio for customers looking for IT project management, network monitoring services and a range of outsourced IT solutions. Its proactive service and support solutions enable customers to lower IT service costs, usher in a new sense of business security and, foremost, provide customers peace of mind knowing their IT services are in trusted hands. Following are the primary services and solutions Ion Business Solutions offers.

Project Management

Ion Business Solutions is the ideal partner for visualizing, designing and implementing upgrades to the company network or introducing new technology solutions. With skills in a wide array of IT disciplines and technologies, Ion Business Solutions can help avoid many of the pitfalls of adopting new technology.

Summary of Services

- Business Consulting
- Network Design
- Network Infrastructure
- Remote Access
- Application Support
- Firewalls & Security
- Business Continuity Disaster Planning
- Continuous Data Protection
- CRM Solutions
- SharePoint Portal Server
- Network Monitoring
- Network Maintenance & Support
- Project Management

Network Monitoring



Figure 1 Multiple customer and location views displayed on one central web console.

Ion Business Solutions' **NCentral Network Monitoring** solution provides companies and their IT staff with a tool which provides real-time metrics on the state of their network infrastructure. The NCentral management console includes multiple views for each stakeholder with an always-on web-based console providing a view of network status and insight at a glance to show improvements and changes. Users can generate reports illustrating availability, performance, capacity and trends to support service level objectives. The flexible and easy-to-use rules-based notification system will automatically send alerts via email, pager or short message service if critical events occur, allowing techs



With engineers and sales professionals certified in multiple vendor products, including Sonicwall, Neverfail, Softricity and Microsoft, Ion Business Solutions makes an ideal partner to help develop a comprehensive business continuity plan or tackle a complex project.

to react quickly to problems. The NCentral program includes the hosted management console, user accounts, tiered notifications and granular node management

Server High Availability, Failover & Replication

The **Neverfail** solution delivers immediate and non-disruptive failover to keep users continuously connected to working applications. For mission critical services Neverfail surpasses clustering and other replication solutions for ease of use and cost effectiveness. With Neverfail, server applications and data will remain online and available during scheduled maintenance or unforeseen downtime. The Neverfail solution can provide failover and redundancy for a single server or entire data center. Ion Business Solutions is a Neverfail Solutions Center with certified sales and implementation engineers on staff.

Continuous Data Protection (CDP)

Data is the lifeblood of a company and its protection is a continuous challenge. Ion Business offers a range of continuous data protection (CDP) solutions that provide continuous onsite and offsite data backup, forming a key element to a comprehensive disaster recovery plan.

General Network Services

For businesses that do not have the skills in-house nor budget to maintain a qualified IT staff, Ion Business provides cost-effective outsourced **IT services**. Our qualified technicians and engineers monitor, support and maintain a company's infrastructure and key software with a range of tools and skills. Regular updates, backups, support and help desk are all included to keep the business servers, workstations and employees operating smoothly, productively and efficiently.

CRM Solutions

Ion has implemented and supports a variety of CRM solutions. **Microsoft Dynamics CRM**, Microsoft's Customer Relations Management package includes sales, marketing, service, support, and knowledgebase integrated modules. The Dynamics solution is extremely scalable from 5 to 5000 users. Ion Business Solutions has deployed several Microsoft CRM servers since its first release.

The FrontRange Solutions **Goldmine Corporate Edition** is a robust and scalable Customer Relations Management solution; an alternative or supplement to Microsoft Dynamics CRM. Built around the Microsoft SQL database engine, the program integrates with

Exchange and Outlook for smooth transitioning and synchronization. Goldmine is an excellent solution for companies with 5 to 5000 users, seeking to empower their sales and service departments with a vibrant Customer Relationship Management program.

Softricity Application Virtualization

The **Softricity** solution provides virtual application delivery to network clients deploying the Softgrid environment. This solution involves a Softgrid Server and Softgrid clients running in a Microsoft Windows Server or Citrix environment. Applications are streamed to desktops once they have been sequenced for delivery. Sequenced applications are centrally deployed and managed. Since the applications are not locally installed, the desktop operating system remains in an optimized clean state, with little trouble from viruses, spyware, application conflict or crashing. Ion Business supports Softricity with experienced professionals able to demonstrate, deploy and tailor the Softricity solution.

"Whether our network was slow or completely down, we were constantly having issues. Ion Business showed us the value of having an IT partner who could monitor our network 24x7. By supplying us with proactive, remote services for our network, we are able to focus on our customers. Ion Business gives us that edge!"

Sid Duke, Owner, Equity Network

If your business is looking for strategic solutions to embrace new goals, or seeking to secure and maintain the network infrastructure you have, please contact us. Ion Business Solutions has engineers and sales professionals experienced in multiple vendor products, who would be glad to assist you in taking your business to the next level.

For more information contact us at:

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