

## Omicron - Network Services

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## **Omicron AG – At your Service**

Omicron, founded 1995 and based in Switzerland, is specialized in enterprise security and analyzing of large network and system infrastructures. We have a very carefully selected service-, solutions- and training-portfolio, in order to support companies with central problem definitions at any time fast and competently.

## **Omicron Network Services**

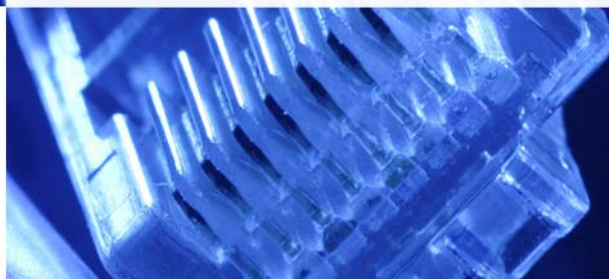
Email, instant messaging and Voice over IP (VoIP) are transforming the way people and companies communicate with each other. All of these technologies require a robust and reliable network to be effective. Omicron can help you secure, enhance or maintain the highly reliable network your business needs to be successful. Omicron has the highly trained and experienced professionals your company needs to ensure that critical communication pathways are reliable, secure and performance-ready.

## **Network Instrumentation Deployment**

With combination of best practice installation and expert-led knowledge transfer, Network Instrumentation Deployment helps you realize the maximum return on investment that Omicron within its product portfolio provides. Interactive, personalized knowledge transfer provides customers with an opportunity to learn how to use network products optimally, relative to their own environment and objectives.

## **Network Assessment and Optimization**

Avoid network downtime and critical operations degradation by gaining a thorough understanding of potential network problems and existing inefficiencies on selected segments. Our protocol analysis and network application consulting experts analyze network performance, pinpoint costly inefficiencies, and provide a baseline for healthy network traffic and application behaviour. Network Assessment provides remote network monitoring which empowers clients to proactively address network availability, performance, and cost optimization by empirically measuring network performance allowing them to maximize network infrastructure, and move to resolve problems based on real statistics.



### **Network/Application Fault Isolation**

When the network goes down, or experiences serious service degradation, getting it up and running in the shortest time possible is crucial to minimize serious business impacts. Our network consulting experts arrive at your site and leverage their vast fault-isolation expertise to quickly determine the source of the problem and determine a solution. The end result is a network that is quickly back in business, so your company can get back to your business.

### **VoIP Troubleshooting**

Packet-switched voice applications are notoriously sensitive to traffic congestion, traffic spikes, and other network events. Implementing VoIP network management services that match the audio quality and reliability of circuit-switched voice - not just on initial deployment, but over time and with increased usage - is a significant engineering, management and maintenance challenge. Since problems often transcend the VoIP network itself, troubleshooting can be challenging even for the most experienced IT professional.

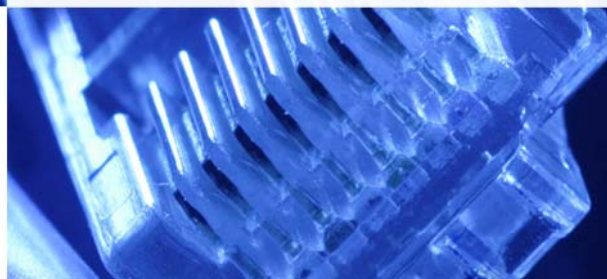
### **Virtualisation Troubleshooting**

The one-application-per-server philosophy has led to incredible inefficiencies within most IT organizations - with most single-application servers running at much less than full capacity. Inefficiencies in labor, power, cooling and space utilization have prompted many enterprises to consider virtualization - the ability for one physical server to simultaneously accommodate multiple applications and operating systems. IT needs a solution that enables proper implementation planning and ongoing monitoring and management of these storage virtualization technologies to maintain their critical performance.

### **Service Level Monitoring**

Service level agreements (SLAs) are essential to help ensure availability of critical business services. However, aligning technology to ensure SLAs are consistently met can be a difficult business task. IT typically measures component performance metrics while business groups focus on overall service delivery.

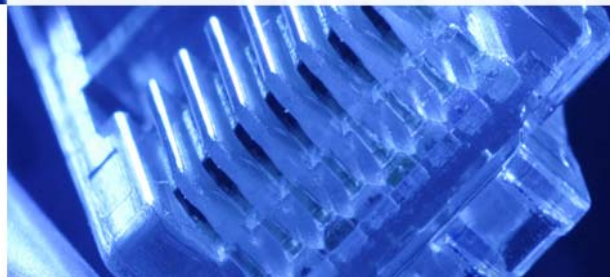
Service level incidents are fairly obvious when they happen, but tracking service level metrics over the long-term is more challenging. IT and business managers often don't have information about missed SLAs until after the fact - sometimes days or weeks later. In the meantime, customer satisfaction and business performance suffers.



### **Application Performance**

Today's converged networks add an additional layer of complexity as applications fight for constantly diminishing resources. Real-time applications now compete with real-time audio and video, and many traditional application processes are relegated to the lowest quality of service.

Network, application and server teams all use disparate point products in an attempt to resolve issues, resulting in a lack of consistency between application performance views. Because of these challenges at determining the real-time performance of applications, many IT organizations are relegated to a reactive mode of application performance tiage.



## **Omicron Security Services**

Omicron understands that each organization needs to manage risk. In the last 20 years most companies have come to rely on information technology to provide them with a competitive advantage. But along with the increase in the amount of information technology there has been an increase in risk from this technology. This risk requires a comprehensive approach to information security that will ensure that the time and resources spent on information security are truly effective. Omicron has experienced information security consultants who can provide you with the technical expertise and leadership to ensure your company has managed all your information security risks. We are dedicated to perform at a high level of expertise in our security consulting practice. Our consultants are certified and are very active in the security community.

Whether your company is looking for help in developing a comprehensive information security program or you have a specific information security requirement, Omicron can help.

### **System & Network Audit**

#### **Security Infrastructure Assessment, Review & Evaluation**

#### **Penetration Testing**

#### **Social Engineering**

#### **User Awareness**

#### **Security Consulting**

#### **IT Forensics**

### **Technology Evaluation Services**

Omicron works with you to ensure that technology solutions meet functional and technical requirements to match your business needs. Our technology evaluations begin with an understanding of the requirements, evaluation criteria and plan. Omicron's evaluation process follows the RFI/RFP already in place and can provide recommendations that match your or your customer requirements. Upon completion of the evaluation, our recommendations help to ensure the selected technology meets stated technical and functional specifications aligning to your organization's or your customer's business and budget goals.



### **Omicron University - Education & Training**

Omicron University delivers a complete suite of learning solutions geared towards helping IT, network and security administrators operate more efficiently with networking- and security solutions, tasks and problems.

Omicron offers flexible education and training services to meet your schedule. Whether you choose official or onsite training, our educators use best practices to make sure you are comfortable with our trainings and solutions - and ready to take full advantage of the capabilities.

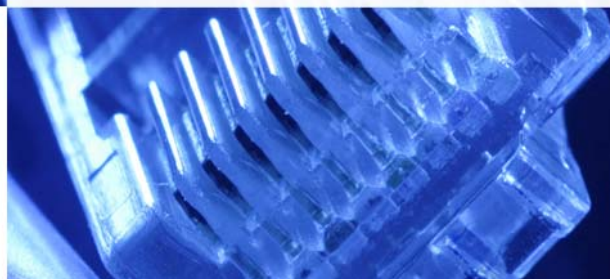
### **Security University – Security, AntiHacking, WLAN/VoIP Hardening & Forensics Trainings**

#### **Product Trainings:**

- Network Management, Analysis & Troubleshooting Trainings
- AntiVirus Administration Trainings
- Security & Vulnerability Management Trainings
- Connectivity & Firewall Trainings

#### **User Awareness Campaigns & Trainings**

#### **Individual onsite Workshops & Trainings**



#### **Consultant Certifications:**

Our consultants realize that while technology is important, it is your business that drives the need for technical solutions. By understanding your business objectives and ensuring that they are in line with the technical requirements of your project - our consultants can help you manage the technology project risks that may impact the project's cost, schedule and quality. Experience can make the difference between finishing on time and on budget - or not finishing at all.

**Graduate Engineers - Dipl. Inf. Ing. HTL**

**Graduate Engineers - Dipl. Ing. FH Inf.**

**Certified Information Systems Security Professional - CISSP**

**Microsoft MCSE & MCP**

**Cisco Certification**

**Certified Professionals and Certified Instructors for miscellaneous Solutions and Products**

Learn more about how Omicron can support you with its security- and network services. Do not hesitate to contact us for further information. Omicron is at your service.

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