

# McCollister's Technical Services (MTS)

*Service Synopsis Presentation*  
(February 2016)





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## *Data Center Services*



### Data Center Relocation Services

- End-to-End Data Center Relocation Service
- Equipment De-Install and Re-Install (Server, Storage, Network, Full Racks, UPS)
- Coordinate & Manage OEM Support
- Documentation Including: Rack Elevations, Cable Layout and Diagrams, Cable Connections, Rack Location, Tracing and "As-Built" State Documentation
- New Equipment Deployment, Installation, Equipment Decommission, Removal & Disposal
- Full Inventory Service & Asset Tagging
- Relocation Logistics, OEM & Non-OEM Anti-Static Packing Material, and Valuation Coverage
- Network of Trained, Skilled, and Experienced Technicians, Project Managers, and Packing/Relocation Staff Distributed Throughout all Major Markets in the USA

## *Data Center Services (continued)*

### Data Center Relocation Methodology – A. D. I. M.

#### **Assessment**

- MTS deploys Technicians to the Origin Site to Perform Site Survey
- Capture/Confirmation of Inventory & Information Gathering
- Tracing , Tagging, and Documentation of Physical Connections
- Attend Strategy Meetings with Key Stakeholders
- Network and Application Assessment
- Assess Physical Layout and Physical Relocation Constraints



#### **Design**

- Incorporate Information from Assessment to Design Relocation Strategy
- Planning Sessions Including Risk Mitigation and Contingency Planning
- Relocation Scheduling, Dependencies between Applications, Hardware, and Network Backbone



## *Data Center Services (cont.)*

### Data Center Relocation Methodology – A. D. I. M.

#### **Implement**

- Completion of all Pre-Move Work and Planning
- Physical Relocation Tasks
- Execute Move Plan for all Phases
- Decommission/Disposal Tasks and New Equipment Install
- Cabling and Cable Dressing
- Clean-up and Reinstatement

#### **Manage**

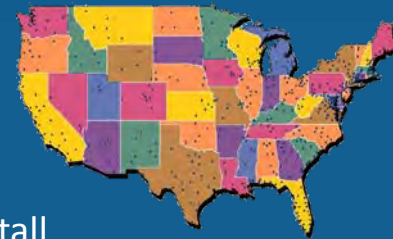
- Turn over all Documents and Information and Project Deliverables to Customer
- Documentation of Layout at Destination (As-Built)
- Project Sign-off, Turnover and Post-Move Support



## *IT Equipment Relocation Services*

### Equipment Relocation Services

- Rack & Stack for All Equipment Inside Data Center
- De-Install, Safely Pack, Transportation (Domestic and International) and Re-Install
- Relocation of UPS Systems, Blade Chassis, Storage Arrays, Core Switches
- Install and De-Install of Large Rack-Mounted Devices such as Tape Libraries, Switches, Blades using Specialized Equipment including Server Lifts and Custom Crating
- Value-Added Services Including: Switch Configuration, Cabling, Remote Connectivity and Testing
- Consolidation Projects and Distribution Projects for IT Equipment
- Capabilities and Experience with International Equipment Relocations including Europe, South America and Asia.
- Custom Packing Solutions for Devices and Components Including: Hard Drives, Server Components, Cables, Individual Server Packaging, and Tapes.
- McCullister's Owns a Fleet of Trucks out of 14 Warehouses from Coast to Coast.





## *IT Equipment Relocation Services (cont.)*

### Rack Relocation Services

- Relocation Services and Experienced Technician and Packing Crew for Full Rack Relocations
- Customized & OEM-Specific Crating Solutions for All Racks and Large IT Equipment
- Thousands of Successful Rack Relocation Projects
- McCollister's Follows Guidelines Prescribed by the RTST – "Rack Transport and Stability Team"
- Climate-Controlled Transportation Options, Air-Ride Trailers, GPS-Enabled Trucks, Team Drivers, Dedicated Trucks, and Route Planning
- McCollister's Owns OEM Packing for Racks and Devices, Including: APC, Oracle, EMC, Dell, Fujitsu, NetApp, Symantec, IBM, Cisco, Juniper, Emerson, HP, and others.
- Secure Transportation , Chain-of-Custody, Seals, Locks, and Tracking Services. McCollister's Employees Perform Every Aspect of Relocations in the USA.





## *Decommissioning & Disposal Services*

### Equipment Decommission and Disposal

- De-Install, Pack, Remove and Transport Equipment for Proper E-Waste Disposal and Destruction
- Equipment Refresh and Lifecycle Management for End-of-Life Devices
- Component and Cable De-Install and Disposal
- Certificates of Destruction and Disposal Provided for All Equipment
- Brokerage and Re-Sale of Equipment on Secondary Market
- Decommission and Replace Programs, Technology Refresh and Distribution
- Devices Include: Servers, Blade Chassis, Storage Arrays & Controllers, Network Equipment, End-User Equipment, Monitors, Printers and Office Gear
- Lease Expiration Equipment and Legacy Equipment in Storage awaiting Final Disposition







## *Decommissioning & Disposal Services (cont.)*

### Data Center and Facility Decommissioning

- Infrastructure Removal and Reinstatement, Including: Old Racks, Raised Floors, Fire Suppression Systems and Gas, Cable Trays and Conduits, Cages, Network Backbone and Other Legacy Systems
- Removal and Disposal of UPS Batteries and Systems, Air-handlers, Chillers, and PDU's
- Fully customizable solution designed to meet the specific needs for the de-install and removal of IT assets in a fully documented process
- Wall-to-wall Inventory and Asset Tag Process, Inventory Reconciliation Services and Decommissioning Processes
- Track Record of Successful Data Center and Office Decommissions, Lease Returns, Secure Data Disposals, and Secure Equipment Disposals for Facilities, Large and Small



## *Secure Data Destruction*



### Methods of Secure Data Destruction for Media

#### 1) Degaussing (Magnetic Data Wipe)

- Process magnetic HDD's and Data Tapes through powerful magnetic degaussing machine, eliminating data from magnetic platters and tape media.

#### 2) Physical Destruction

- Onsite Physical Destruction Methods: Onsite Shredding, Crushing, Drilling
- HDD's and Tapes are physical destroyed with a shredding process, breaking the units into small pieces that are unrecoverable
- Secure Chain-of-Custody used to assure media is transported to the disposal / shredding site to insure integrity is maintained

#### 3) Software Data Elimination

- Software overwrite for HDD's and SSD's compliant with the U.S. Dept. of Defense and NIST standards for 3-Pass/7-Pass software overwrites.



## *Secure Data Destruction (cont.)*



### Degaussing (Magnetic Data Wipe)

- Onsite Magnetic Degaussing service eliminates data from Tape and Magnetic Hard Disk media
- Portable machines allow for degaussing to be completed inside Data Center
- After degaussing, magnetic tape and HDD media is neutralized and rendered permanently unusable
- Certificate of degauss issued for all media processed
- High-efficiency equipment allows for 200+ units of media to be processed per hour
- Compliant with Standards: NIST SP 800-36, NIST SP 800-88, PCI DSS, HIPAA, GLBA, and PIPEDA





## *Secure Data Destruction (cont.)*

### Physical Media Destruction – Shredding

- McCollister's owns Portable Media Shredding Equipment that can be deployed to any location in the USA.
- Shredding Machine can be brought to site to process media locally, eliminating chance of in-tact media being removed from site
- 50 – 100 HDD's per hour shredding speed
- Capable of Shredding media sizes of (5" W. x 2" H.) or smaller
- Two(2) Layer Data Destruction Onsite includes Onsite Degaussing and Onsite Shredding, followed up with Offsite Certified E-Waste Disposal





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## *Hosted Virtual Desktop*



### McCullister's HVD Solutions

- McCullister's Offers HVD Solutions to the Traditional PC-per-user Configuration in Office Environments
- Thin Client or BYOD (Bring Your Own Device) Setups with a Central Computing Back End Offers Many Advantages, in Security, Cost, and Maintenance
- HVD Environments Require Less Hardware Maintenance and Smaller Risk of Hardware Failure on an Individual Basis
- Physical Security and Malware Attack Risks are Reduced with a Central Computing Model found in HVD Environments
- User Experience and Consistency Benefit from the Implementation of an HVD Environment
- HVD Setups Provide the End User More Space and Less Bulky Hardware with which to Contend
- McCullister's is currently engaged in performing HVD Conversions and Support for Large, Multi-National Corporations, for thousands of users



## *Tape Library Services*

### Tape Library Installation, Relocation, De-Installation

- McCollister's Technicians are Experienced with Installation, De-Installation and Relocation Services for large Oracle/SUN/STK Tape Libraries, Including: The StorageTek SL8500, StorageTek PowderHorn 9310 Tape Silo Library, StorageTek SL3000 Modular Library System, Sun StorageTek L700 Tape Library, StorageTek SL150 Modular Tape Library, Sun StorageTek L20/L40/L80 Tape Library Models
- Tape Services Including: Tape Media Inventory, Degaussing, Disposal, Secure Packing and Transport, and Reinstallation into the Tape Library
- Salvage Services for Tape Libraries headed for Disposal. Salvage of: Robots, Cards, Components, Circuit Boards, Cables, Tape Drives and more
- Hundreds of Successful Projects Involving Tape Libraries in the USA and Internationally





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## *New Product Install*



### New Product Deployment & Installation

- Logistics Coverage for all Shipping & Distribution Needs, Including Warehousing
- Order Control and Process Control Management
- Installation and Resource Coverage for All Major Markets
- Install of Racks, Rack-mounted Server/Storage/Network Gear, Structure Cabling, Patch Cabling.
- McCollister's Technicians Have Experience with 99% of Hardware in Current Data Center Facilities
- Setup and Configuration for New Device Settings, Software Install, Updates, Security Settings, Firewalls, Remote Connectivity, IP Address, and Networking
- Physical Upgrades, Including: Physical Memory, PCI Cards, New Peripherals, New Components and Component Upgrades



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## *Project Management*



### Project Management & Consulting

- Onsite and Remote Consultation for Data Center Relocation Projects, Distribution Projects, and Equipment Replacements and Decommission Projects
- Team of Experienced Lead Technicians and Project Managers with Hundreds of Successful Data Center Relocations and IT Equipment Moves.
- Resource Planning and Scheduling for Logistics Programs, Device Re-Shuffling, and Equipment Re-Deployment
- Best-Practices Consultation for Data Destruction in Compliance with Regulations and Device Destruction/Disposal for End-of-Life Gear
- Aligning Teams and Resources, and Coordinating Vendors while Acting as a Single Point-of-Contact to the End Customer
- Disciplined Involvement in Corporate Channels and Stove-Pipe Organizations to Facilitate Lines of Communication