



Professional Services



Introduction

With all the demands placed on IT professionals to support complex data and services in environments that continually grow in complexity, it's good to know there is a highly experienced resource you can call upon to simplify your professional life.

Derive's Professional Services team helps clients with everything from planning strategic technology road maps, to software and hardware procurement, implementations, training, documentation, on-going maintenance and support services, and more.



We support short-term engagements like focused technical consultations as well as longer-duration projects and major technology implementations such as full-scale datacenter and network buildouts.

Derive holds Gold and Platinum partner status with numerous vendors like Microsoft, HP, HPE, Citrix, Cisco, VMWare, Nutanix, and many more. This enables benefits such as direct access to

vendor knowledge bases plus expert technical engineering support facilities and personnel sourced from individual IT providers.

Our Professional Services often are delivered as a part of cooperative partner programs—architecture and design, installations, capacity planning, and performance tuning centering on specific partner products.

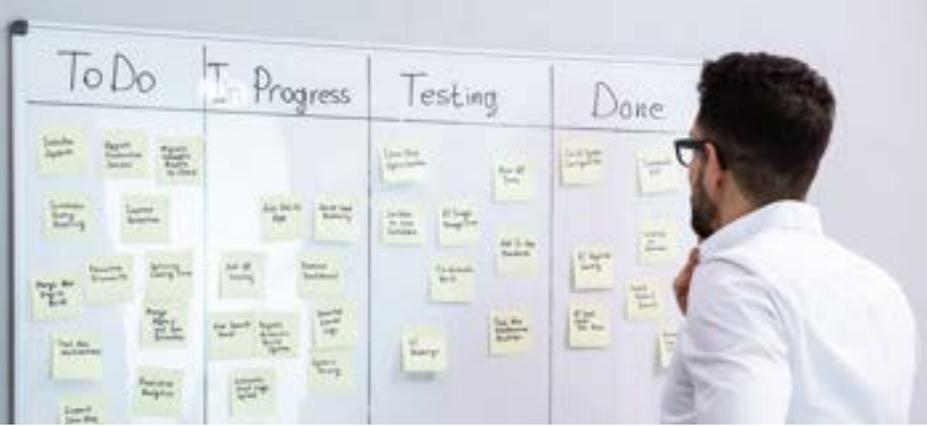
Derive's Professional Services team has an enviable reputation and extraordinary loyalty among clients for a variety of reasons, one of which is it's vendor-agnostic approach to recommending and implementing solutions. Derive rigorously evaluates the needs and challenges of each client, then creates technology answers drawn from products sourced from a wide array of vendors to enable "best fit" solutions.

The important takeaway about our Professional Services team is that whomever they engage with, the ultimate outcome is that clients become more agile and innovative, secure, and compliant.

General Offerings

Derive provides the following service offerings:

- Strategic Planning and Risk Management/
Mitigation
- Discovery and Assessment Services
- Project Management Activities
 - Project Administration
 - Project Oversight – aligns resources and activities as part of a project
 - Program Management



- Architecture & Design
- Networking
- Specialized Healthcare Services & Consulting
- Comprehensive Endpoint Derive Management
- Datacenter and Cloud Migration – Planning and Execution
- Installation and Configuration of Partner Products

Strategic Planning and Risk Management/Mitigation

Derive’s strategic planning assistance can help keep a client’s organization nimble and competitive in a rapidly changing business climate. Derive leverages its senior engineers, architects, and project management specialists to collaborate with all relevant client executives, including the C-level, to create and update technology and risk management strategies. There are many risks an organization must deal with:



- Security
- Identity
- Reputational

...and others that directly impact one’s technology platform. Derive partners with carefully selected companies to mitigate these risks as both an advisory and implementation partner.

Discovery & Assessment Services

As a leading IT solutions provider delivering solutions to clients for over 20 years, Derive has focused on Virtualization, Networking, Infrastructure, Cloud, and Security solutions to create agile, secure infrastructure platforms for its customers. Derive’s full spectrum of professional services comes into play, including strategy consulting, architecture, design, implementation, and more.



Because we are passionate about satisfying our clients and delivering the highest quality of service



in our industry, we take the time to thoroughly understand client goals and challenges, so that we may position our service offerings for success.

Our standard engagement model starts with a collaborative discovery and assessment of a client's current IT state. We then work with a client to map technology options to business objectives to arrive at a future state, leveraging a consultation called the Derive Technology Discovery and Assessment Workshop.

At Derive, the PMO ensures that PMs directly collaborate and communicate with clients throughout a project's lifecycle, while transitioning them into Derive's on-going maintenance and support. As trusted advisors, Derive PMs work with C-level, director-level, and technical engineering personnel and play an integral role ensuring long-term client satisfaction and retention.

Derive's PMO sets and maintains best practice standards; the PMBOK (Project Management



Project Management Activities

Derive's Project Management Office (PMO) builds long-term client relationships as it sets and maintains enterprise-level execution standards for all project engagements.

With expertise gained from over two decades' worth of projects spanning a highly diverse set of clients and service offerings, our Project Managers (PMs) are flexible and easily adjust to working within each client's individual corporate culture.

Body of Knowledge) implementation framework is followed for every project. As part of this protocol, PMs review all scope details to include deliverables, task dependencies, metrics, and prerequisites with the client prior to delivery.

PMs are empowered to perform effective planning, communicate with the project team at all times, deliver within scope, perform effective issue escalation and risk mitigation, and implement change orders as required.



PMs have access to all Derive and Partner resources to best advise our clients. All of this ensures a seamless client engagement, whereby all project milestones are executed in a timely manner and remain within an allocated budget.

For each project, Derive PMs concentrate on ensuring the following global objectives:

- Customer satisfaction
- Project timelines are on or close to schedule
- All stakeholders understand overall project goals, scope, objectives, and project success criteria
- Effective communication between teams and the project's executive sponsors
- Project escalations and action items are addressed in a timely and professional manner

Derive's PM responsibilities and tasks include but are not limited to:

- Project kickoff meetings
- Ensuring compliance with a client's preferred communications method (i.e., formal project plan, weekly status meetings, etc.)
- Client status reporting and meeting minute reporting
- Risk management and mitigation
- Coordination of all required Derive and customer project resources
- Handling of all required project and issue escalations
- Efficient processing of all required project change orders
- Certifying all project deliverables and documentation are successfully completed

- Project completion sign-off; project closure meeting and "lessons learned" discussion with the client

Architecture & Design

A major Derive core competency is Architecture and Design. As an organization that has been building datacenter and network technology Infrastructures for 20 years, Derive's customers benefit from our long-term experience and a unique perspective drawn from a wide variety of customer engagements large and small, plus a deep institutional knowledge of IT architecture and technologies.

With an experienced team well-educated on industry trends and best practices, and with deep relationships with technology resources at top vendors in the IT infrastructure market, Derive is uniquely qualified to assist customers in their technology journeys.





Our architecture and design blueprints are at the core of any technology implementation plan. They take into consideration all aspects of today's IT infrastructure and capacity planning issues: hardware, compute, network, storage, IoT and edge requirements, comprehensive compatibility analysis, plus any other dependencies.

Derive advocates a short engagement to produce these planning assets to prioritize all aspects of the next-generation infrastructure build. This is a core foundational activity.

Networking

Absolutely critical to the operations of organizations large and small is the ability to seamlessly process an ever-growing torrent of digital data, the lifeblood of every business and organizational entity. This is one of the most important practice areas for Derive and one in which the firm has more than two decades' worth of consultative and solution implementation experience.

Derive solves the toughest network data handling issues that involve all major aspects of today's computing environments:

- Cloud (private, public, and hybrid)
- Mobility
- Remote workspaces and collaboration
- Unified data – converged voice, video, data, and wireless needs

From initial assessments to architectural design and implementations, Derive's networking

team is expert in providing the expertise and follow-on support necessary for achieving fast, reliable, high-performance data networks.

Common Challenges

In a rapidly evolving business landscape, organizations face a new set of connectivity and security challenges. Some of the common and/or trending network infrastructure and connectivity problems tackled by Derive include:

Scenario 1: End-users experience constant wireless disconnect/reconnect while roaming throughout an office. Applications behave poorly when transitioning from back and forth from a wired to wireless network.

Scenario 2: Secure resource access regardless of user location or endpoint type (LAN, Wireless, VPN) is an issue. In the post-COVID world, organizations will look to provide increased employee flexibility by offering a hybrid workplace where only a small subset of staff work in the office at any given time. From a network perspective, the challenge is to provide reliable, convenient connectivity while adhering to a "zero-trust model."

Scenario 3: During the early days of the COVID-19 pandemic, many hospitals had to provide medical services out of parking lots and medical tents. With traditional patient screening methods no longer feasible, hospitals needed a new protocol for patient screening processes while: 1) maintaining social distancing from other non-COVID patients, and



```
796683 4 drwxr-xr-x 2 root root 4096 Mar 29 2018 cdrom
2 0 drwxr-xr-x 18 root root 4020 Aug 3 08:00 dev
262145 12 drwxr-xr-x 150 root root 12288 Aug 3 08:01 etc
2 4 drwxr-xr-x 5 root root 4096 Mar 30 2018 home
21594 0 lrwxrwxrwx 1 root root 33 Apr 18 2018 initrd.img
13 0 lrwxrwxrwx 1 root root 33 Mar 29 2018 initrd.img
786434 4 drwxr-xr-x 24 root root 4096 Apr 11 22:22 lib
11 16 drwx----- 2 root root 16384 Mar 29 2018 lost+found
393217 4 drwxr-xr-x 4 root root 4096 Apr 12 13:43 media
131074 4 drwxr-xr-x 2 root root 4096 Apr 11 2014 mnt
```

2) providing essential data services and real-time access to—and update of—patient medical records.

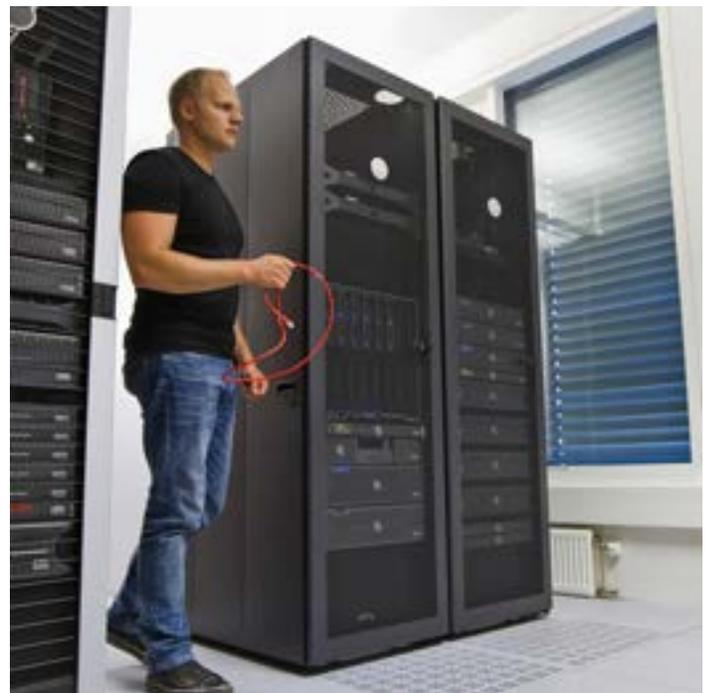
Solving the Challenges

Solving for Scenario 1: Derive Technologies developed a phased approach that improves RF services and ensures a thorough and reliable troubleshooting experience. We utilize our in-depth knowledge, expertise, and industry- and application-based best practices to identify and correct wireless radio frequency issues and deliver a secure, scalable, high-performance wireless infrastructure. Derive’s methodology and approach includes:

Phase 1: Wireless Network Site Survey - We use the Ekahau Pro software tool to identify all wireless RF-related issues during the network site survey phase. The Ekahau tool generates a list of problems presently affecting the wireless network which require investigation and resolution. Issues identified during this phase can include co-channel interference and poor signal-to-noise ratio (SNR), which indicates how much wireless signal strength exceeds ambient noise levels.

Phase 2: Fine-Tune Wireless Radio Frequency - In conjunction with the client’s IT staff, Derive recommends changes to the wireless network during the fine-tuning phase, utilizing a real-time spectrum analyzer to verify proposed changes. Some changes may be disruptive, hence our need to work closely with an organization’s IT staff. Examples of disruptive changes may include (but not limited to) assigning a

static channel to a specific access point, reducing the transmit power to a particular access point, or disabling unneeded radios.



Solving for Scenario 2: Leveraging policy-based access control solutions like Cisco’s Identity Services Engine or Aruba’s ClearPass Policy Manager, we automate provisioning of numerous resources and provide a secure access strategy, regardless of endpoint device type or user locations (local or remote). Both products provide a rich set of features and functionality to help secure the network:

- Wired, wireless, and VPN network admissions control with device health posturing and profiling
- Network segmentation, ensuring only permitted end-to-end traffic flows may traverse the network,



and enabling organizations to realize a zero-trust security model

Solving for Scenario 3: Derive Technologies' engineering made this possible with the Emergency Network Extension System (ENES) kit. ENES provides a "network in a box"—a high-performance, easily deployed means of utilizing LTE cellular data service vendors to securely extend a hospital's internal data network to one or more temporary, remote locations with the need for additional wired infrastructure.

Remote sites like medical relief tents placed in parking lots and other ad-hoc sites gain secure Internet and VPN access to hospital resources. This unique solution satisfies hospitals and other healthcare organizations that experience the need to expand the physical range of their data connectivity capabilities to accommodate patient care needs. The coronavirus (COVID-19) pandemic proved the effectiveness of this solution.

Specialized Healthcare Services & Consulting

Since the turn of the 21st century, Derive Technologies has served many of the world's leading medical institutions, innovating and collaborating with both our healthcare customers and leading manufacturing partners to deliver solutions to complex challenges.

Derive serves some of the world's most important healthcare providers, including public and private hospital systems, research and elder care facilities, educational institutions, satellite clinics, and mid-size private practices. We have deep experience working with physician, nursing, pharmacy, and clinical engineering leadership to provide solutions that focus on mobility and workflow optimization. With a holistic approach, we provide point-of-care and other business and technical solutions that empower healthcare institutions to administer personalized care that is both timely and organized.

Derive's goal is to bring innovation to challenges surrounding patient care, regulatory compliance, information sharing, teaching, and learning, and medical/pharmaceutical R&D.

Our healthcare consulting services include, but are not limited to:

- Accurate and honest technology analyses and assessments
- Compliance-ready solutions that reflect an inside understanding of regulatory issues and administration
- Modernization to eliminate excess infrastructure, secure expensive equipment, and optimize the usage of existing hardware
- A local configuration center that allows for efficient product testing and shipping
- Service to—and security for—end-user devices that dramatically reduce TCO
- Competitive technology financing options



Comprehensive Endpoint Device Management

Derive Technologies brings unrivaled experience to the task of delivering and integrating all manner of endpoint devices (encompassing laptop, desktop, monitor, tablet, specialty mobile computing, and integrated telemedicine solutions), with particular and unique expertise in the healthcare vertical. Almost any class of endpoint device can be delivered and managed under a DaaS (Device As A Service) contract.

Our solutions typically encompass mobile and clinical workplace technology platforms and their direct deployment in healthcare facilities, delivered with our strategic alliance partners, and based on 15 years of collaboration with some of the world's leading providers.

- Wireless Mobile Carts
- Clinical documentation carts
- Medication carts and specialty carts
- Technology and power solutions upgrades for existing mobile carts
- Services:
 - Full onsite support capabilities for new or aging mobile devices
- Nurse Station, In-Room, Hallway, and Special-requirements Solutions
 - A wide range of creative mounting and installation solutions focused on:
 - Increasing device density and workflow efficiency
 - Solutions for OR, ED, ICU, and other challenging environments

- Patient infotainment and headboard solutions
- Handheld and Specialized Devices
 - Tablets and slate computers from all major manufacturers
 - Medical-grade devices for patient-side and in-room installations
 - Wired, wireless, and specialized barcode reading solutions
 - Document, card and specialized scanners and solutions
 - Education and Information Dissemination Technologies
 - Informational kiosks
 - Digital signage
 - A/V solutions

Service Plans & Lifecycle Support

From the company's inception more than 20 years ago, Derive Technologies has always understood that quality technology products and solutions can only be effective if they are properly selected, deployed, and supported.

With today's healthcare organizations' ability to organically support critical deployments of various technology initiatives often limited by budget and/or headcount restraints, Derive is well-positioned to step in as a valued partner, capable of stepping in and supporting healthcare organizations every step of the way in their technology deployment initiatives.



Derive is one of a handful of IT technology resellers qualified to offer a comprehensive set of lifecycle support and service plans that address the very specific and uniquely challenging requirements of today's healthcare organizations.

Our offerings fall into the following major categories:

- Technology deployment services
- In-service support and training of users
- Comprehensive on-site support agreements

Technology Infrastructure Deployment Services

Derive Technologies is a complete provider of survey, design, installation, and support services, including:

- Facility requirements (power, telecom, cable plant, datacenter)
- RF (wireless) surveys and wireless network design
- Current- and future-state technology review and GAP analysis

- Business continuity, remote access, and support requirements review
- Complete design and build capabilities
- Onsite support agreements with 24/7 coverage
- Remote monitoring and proactive alerting

Datacenter and Cloud Migration – Planning and Execution

A clear business strategy and technology roadmap is a critical component for delivering reliable, scalable, and successful capabilities for users, be it traditional on-premise facilities or hybrid/public resources. For the last 20 years Derive Technologies has been refreshing legacy computing infrastructures along with ground-up construction of newer cloud platforms to meet clients' growing needs for flexible cloud-based resources.





By leveraging cloud resources as a primary production platform—or combining them with legacy on-premises assets—Derive’s analysts recommend approaches to solve client business objectives and performance requirements.

Our team of experts deliver all required advisory and implementation services to deliver affordable, scalable, and robust cloud infrastructures.

With many options available for the implementation of this type of platform—private, public, and hybrid models—Derive prefers to work with clients from the inception phase of their cloud journey. This enables us to accurately map out necessary key steps and the end-state vision.

The Derive Cloud Architecture Discovery Workshop is designed to help identify your requirements. After confirming requirements, the team aligns business strategies with your overall IT and cloud computing.

Derive recommends a short collaboration at the project outset aimed at producing an architecture blueprint outlining the overall cloud initiative and rationale, plus underlying activities and dependencies. The output of these workshops is a migration roadmap for building the future-state infrastructure, with an agreed-upon understanding on what will go into on-going maintenance. This service addresses the complexity and challenges associated with a cloud-based infrastructure build. The workshop examines dependencies and considerations of applications, workloads, and future growth.

Installation & Configuration of Partner Solutions

Over the last 20 years Derive Technologies has developed close-knit working relationships with many major IT technology vendors. They include but are not limited to: HPE, Dell, VMWare, Nutanix, Cisco, Citrix, AWS, Microsoft, and many other IT specialists large and small. As a preferred VAR (value-add reseller) partner of these industry-leading providers, Derive meets their strict technical certification requirements.

Derive’s Professional Services works hand-in-hand with each IT vendor’s knowledge bases and technical engineering resources to deliver a full suite of pro-active and reactive services and provide our clients predictable and reliable services levels.

- As a trusted advisor and technology partner that operates on behalf of customers, Derive delivers and implements solutions at the same level of expertise (if not greater in many cases) as if an OEM IT provider was directly engaged
- Derive’s Professional Services provides:
 - On-premise
 - Install and configure partner solutions
 - Capacity planning - recommendations based on projected loads
 - Health check / assessment – engagement designed to assess current state operation configurations and performance, and deliver an assessment summary
 - Software and infrastructure upgrades



- Cloud
 - Workload assessment and migration
 - Cloud capacity planning:
 - Compute
 - Storage
 - Network
 - Maintenance Services

Derive's vendor relationships allow the delivery of a variety of services that provide high value and predictable, reliable, and efficient support for every customer.

Lastly, Derive's unique, 5,000 sq. ft. ISO-certified IT equipment facility located at 120 Wall Street enables complex configuration and compatibility testing, imaging, asset tagging, and phased deployment of everything from endpoint and mobility devices to large datacenter computing, storage, and networking assets. No other IT VAR in the New York City area has a comparable resource.

Certifications

Adding to our achievement of partnership and certifications with our individual technology partners, Derive's Professional Services team adds to its consultative capabilities by maintaining management certifications and accreditations such as:

- Project Management Professional (PMP) (Project Management Institute [PMI])
- IT Infrastructure Library (ITIL)
- ISO/IEC 17024:2003
- Information Technology Services Mgmt. (ITSM)

- International Council of Mgmt. Consulting Institutes (ICMCI)
- CompTIA
- Systems Security Prof. (CISSP)/Intl. Information Systems Security Certification Consortium (ISC)2
- ...plus specific regulatory accreditations for healthcare, financial services, government entities, and more

Derive's team members hold numerous high-level certifications in a wide array of technology specializations ranging from network architecture design, VDI infrastructure, datacenter performance tuning, and many more.

These skills complement and enable the IT solutions delivered to Derive's customer base. Derive continuously maintains and expands the professional knowledge base necessary to design, build and maintain cutting-edge solutions leveraging the software and hardware products from today's leading IT providers.

Conclusion

Derive's array of professional services and technology experts represent a powerful tool for IT professionals with responsibility for the health and efficiency of their organization's IT operations.

Contact a Derive representative today for information on how you can leverage our expert systems engineering talent for your business.

Don't settle. Demand Derive.