

Software Support Services

Resilience Anywhere

- 24x7 or 9x5 incident response
- Tier-3 U.S.-based engineering
- Rapid triage & root-cause analysis
- Supporting OS, DB, virtualization, storage, and networking
- Extended lifecycle support for EOL systems

Performance, Stability & Optimization Support

- Performance tuning & analysis
- Interoperability troubleshooting
- Cluster, HA & failover support
- Capacity monitoring & stability guidance

Vendor & OEM Coordination

- Multi-vendor escalation
- Case creation & tracking
- Log analysis & diagnostic support
- Sustained support beyond OEM coverage

Multi-Platform Enterprise Support

- Legacy, mainframe, midrange platforms
- UNIX & Linux distributions
- Virtualization platforms
- Databases & middleware
- SAN/NAS, Fibre Channel & iSCSI
- Hybrid & cloud-adjacent environments

Break/Fix & Operational Remediation

- Kernel, driver & filesystem issues
- Backup/restore & replication failures
- Virtualization errors & migration issues
- Database corruption & performance faults
- Storage pathing, multipath & zoning issues

Documentation & Knowledge Transfer

- Incident summaries & RCA notes
- Best-practice recommendations
- Updated configuration & environment documentation
- Collaborative troubleshooting with customer teams

Hosting & Infrastructure Service

Secure U.S.-Based Hosting

- Dedicated or shared hosting
- OpenVMS, UNIX, Linux & modern workloads
- Enterprise security & segmentation

Resilience Engineering for Regulated Industries

- HIPAA, SOX, PCI, NIST alignment
- Multi-tier, multi-site HA design
- Segmentation & zero-trust guidance
- RTO/RPO optimization

Storage, Replication & Retention Architecture

- Enterprise SAN/NAS platforms
- Multi-site replication
- Immutable retention (ZFS/WORM)
- Integrated backup & recovery design

Hybrid & Multi-Cloud Integration

- AWS, Azure & GCP integration
- Cloud-adjacent & hybrid architectures
- Cloud DR & replication targets

High-Availability & DR Configurations

- HA & warm-standby environments
- Automated replication & failover
- Scheduled DR testing

Managed Services

Remote System Administration (RSA)

- System configuration, updates & patch coordination
- User, security, filesystem & storage management
- Routine upkeep & stability tuning
- Ad-hoc administrative requests

Remote System Monitoring (RSM)

- 24x7 or business-hour monitoring
- Real-time alerts across all layers
- Threshold tuning & health scoring
- Early-failure detection & guided response

Backup, DR & Replication Management

- Backup validation & restore checks
- Multi-site replication oversight
- DR readiness (RTO/RPO)
- Failover runbooks & testing

Storage & SAN Operations

- SAN/NAS health oversight
- Zoning/pathing/multipath checks
- Storage performance & capacity
- Snapshot & retention management

Documentation & Reporting

- Monthly health & capacity reports
- Updated documentation
- Change logs & maintenance notes

Performance & Capacity Management

- Performance analysis & trends
- Bottleneck identification
- Capacity & growth forecasting
- Optimization recommendations

Virtualization, Cloud & Infrastructure Operations

- VMware/Proxmox/Nutanix maintenance
- VM lifecycle & guest tuning
- vCenter/Proxmox administration
- Snapshot & template hygiene

Remote Database Administration (RDBA) & Operations

- Routine DB health checks
- Growth management & tuning
- Backup validation & restore tests
- Replication & HA monitoring

Security & Compliance Operations

- Monthly security reviews
- Log & alert analysis
- Credential rotation support
- Vulnerability coordination

Training & Knowledge

Instructor-Led & Virtual Training

- OpenVMS, UNIX & Linux training
- Hands-on labs & practical scenarios
- Onsite or virtual instructor-led sessions

Masters Education Program (MEP)

- Ongoing monthly/quarterly education
- Advanced internals, performance & troubleshooting
- Access to updated course materials

Documentation & Reporting

- Monthly health & capacity reports
- Updated documentation
- Change logs & maintenance notes

Customized Enterprise Training & Capacity Management

- Courses tailored to customer environments
- Deep-dive multi-platform sessions
- Skills development for new or transitioning teams

Knowledge Transfer & Operational Enablement

- Post-project knowledge transfer
- Runbook & SOP development
- Environment-specific documentation walkthroughs

Modernization Services

OS & Database Migrations

- Cross-platform OS migrations
- Database migration & replatforming
- Legacy OS modernization
- Application portability & data conversion
- Lift-and-shift, in-place & hybrid migration strategies

Virtualization & Infrastructure Re-Platforming

- Hypervisor migrations
- Legacy hardware consolidation
- Hypervisor lifecycle modernization
- Workload transformation
- Emulation-based rehosting

Cloud & Hybrid Architecture Modernization

- Cloud-aligned design (AWS, Azure, GCP)
- Hybrid integration & workload placement
- Cloud readiness assessments
- Modern HA/DR architecture
- Container & microservices adoption guidance

Security, Compliance & Risk Modernization

- Hardening aligned to regulatory frameworks
- Security architecture modernization
- Identity & privilege model modernization
- Zero-trust segmentation
- Vulnerability remediation & encryption upgrades

Legacy System Transformation

- UNIX → Linux modernization
- OpenVMS modernization & rehosting
- Mainframe, IBM i & proprietary platform refresh
- Legacy application modernization
- OT/industrial system modernization

Architecture, Design & Advisory Services

- Current-state assessments
- Modernization roadmaps
- Future-state architecture planning
- Capacity modeling & consolidation design
- Hybrid/multi-cloud & HCI planning

Professional Services

Assessments, Architecture & Planning

- System audits, health checks & performance analysis
- Infrastructure & application architecture design
- DR/BCP planning & resilience strategy

Storage, Data & Platform Engineering

- SAN/NAS/SDS architecture & replication design
- Backup, snapshot & retention architecture
- Database tuning & platform engineering
- Data integration & API modernization

Automation, Controls & Industrial Engineering

- PLC logic upgrades & controls modernization
- SCADA/HMI development & migration support
- DCS & OT network redesign
- IT/OT convergence & industrial virtualization

Security, Compliance & Hardening

- OS, network, virtualization & OT hardening
- Compliance alignment (NIST, HIPAA, PCI, SOX, ISO)
- Segmentation & zero-trust design
- Vulnerability remediation & risk mitigation

About ITSA

IT Service Alliance (ITSA) is a majority employee and management-owned outsourced IT manager. Our partnership of IT services businesses provide a range of mission-critical legacy IT infrastructure solutions to Enterprise & Fortune 500 customers including outsourced IT support, operating system monitoring, mainframe support, legacy hosting services, disaster recovery and more.

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(805) 807 7507



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Operating Systems

OpenVMS

- VAX/VMS
- OpenVMS

Linux

- Red Hat Enterprise Linux (RHEL)
- CentOS (6/7/8 Stream)
- Rocky Linux
- AlmaLinux
- Oracle Linux
- SUSE Linux Enterprise Server
- openSUSE
- Ubuntu LTS releases
- Debian
- Fedora

IBM Platforms

- IBM i (AS/400, i5/OS, OS/400)
- IBM zSeries Mainframe
 - z/OS, zVM, zVSEn, Linux on Z
- IBM AIX Power Systems

UNIX

- IBM AIX
- Oracle Solaris / SunOS
- HP-UX
- Tru64 UNIX
- SGI IRIX
- MPE/iX
- BSD (FreeBSD, OpenBSD, NetBSD)
- SCO UNIX (OpenServer, UnixWare)

Virtualization & Emulation

Virtualization Platforms

- VMware (vSphere, ESXi, vCenter, Horizon, vSAN)
- Proxmox VE (KVM, LXC, Ceph, HA)
- Nutanix (AHV, AOS, Prism)
- Microsoft Hyper-V
- KVM (standalone and enterprise)

Emulation Platforms

- Stromasys Charon
- AVTware
- QEMU / KVM-based
- SIMH

Hybrid Cloud

- Hybrid cloud architecture & migration planning
- Multi-cloud interoperability
- Legacy-to-cloud platform bridges / integration

Database & Data Platforms

NoSQL & Modern Data Platforms

- MongoDB
- Redis
- Apache Cassandra
- Elasticsearch / OpenSearch

MultiValue Databases

- MultiValue UniData
- MultiValue UniVerse
- Intersystems Caché

Relational & Non-Relational Databases

- Oracle Database, RAC, RDB
- IBM Db2, IMS, Informix
- IDMS
- ADABAS
- Microsoft SQL Server, PostgreSQL, MySQL
- MariaDB
- Ingres / Actian X
- Sybase ASE (SAP ASE)
- Progress / OpenEdge
- RMS

Middleware & Applications

IBM Middleware Stack

- IBM MQ (Message Queue)
- IBM WebSphere Application Server
- IBM FileNet
- IBM Spectrum Protect
- Tivoli Suite

HCL / Notes Ecosystem

- HCL Domino Server
- HCL Sametime
- Notes Client
- Traveler
- Unica / HCL DX

Oracle Middleware

- Oracle WebLogic Server
- Oracle SOA Suite
- Oracle Retail
- Oracle Fusion Middleware

Enterprise Platforms

- Epic (infrastructure-level)
- SAP (OS/DB layer)
- PeopleSoft
- Lawson
- JBoss / Tomcat / WebSphere Liberty
- App Connect
- Atlassian (Jira/Confluence)

Industrial Automation & Operational Technology (OT)

PLC Platforms

- Allen-Bradley/Rockwell, Siemens, Schneider/Modicon
- Mitsubishi, Beckhoff, Omron, GE Fanuc, ABB, Bosch Rexroth

HMI & SCADA

- AVEVA/Wonderware, Ignition, FactoryTalk View
- iFix, WinCC, Citect, ClearSCADA, VTScada

Operating Systems

- Classic MS-DOS (manufacturing control systems)
- Windows Embedded / IoT
- Real-time Linux variants

Industrial Capabilities

- OT network architecture & security
- IT/OT segmentation & zero-trust
- Fieldbus/Modbus/OPC UA integration
- Industrial cybersecurity
- Controls modernization & virtualization
- SCADA lifecycle management

DCS Systems

- Honeywell Experion, Emerson DeltaV
- Yokogawa CENTUM, ABB 800xA

Hardware Architectures

Enterprise Servers

- HPE Integrity (Itanium)
- HPE ProLiant & Apollo (x86)
- Dell PowerEdge (R-Series / MX)
- IBM Power Systems
- IBM Z Mainframes
- Lenovo ThinkSystem
- Oracle SPARC T-Series / M-Series
- Cisco UCS (B-Series, C-Series)

Legacy & Industrial

- DEC VAX
- AlphaServer
- HP3000 / HP9000
- Sun Fire / SPARC Enterprise
- SGI systems
- Siemens IPC / industrial workstations
- GE Fanuc industrial PCs

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