



UNIX AND LINUX SUPPORT PLAN

Complete System Administration for Your Small, Mid-Sized, or Enterprise Business



Overview

Helixstorm's UNIX and Linux Support Plan offers you peace of mind by providing **24/7** system management, maintenance, and monitoring for your enterprise's mission-critical servers. We comprehensively manage most popular UNIX and Linux systems with our sophisticated network tools so you can focus on running your business instead of worrying about what's going on in your data center.

Helixstorm is a leading provider of remote and on-site UNIX and Linux support in Southern California, and our certified engineers deliver quality service to ensure high system performance and little to no downtime.

Our UNIX and Linux Services

Our UNIX and Linux Services With over 50 years of collective experience managing UNIX and Linux systems for companies of all sizes, Helixstorm is uniquely positioned to offer you comprehensive support for your enterprise operating system. Our services are the highest quality available, and we maintain this level of support through training and industry certifications.

<ul style="list-style-type: none"> Architecture Design Migration Physical to Virtual Upgrading Patching 	<ul style="list-style-type: none"> Scripting Veritas SAN Samba/CIFS/NFS Security Auditing PCI Compliance
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Our services cover all aspects of your Linux and UNIX operating system. We take care of software and hardware installations, maintenance and upgrades of system-critical elements, routine network administration and maintenance, documentation, and database supervision. We perform system back-ups, troubleshooting exercises, security measures, and data center virtualization. For more information on specific services, please refer to the chart above.

Key Benefits

Having Helixstorm manage and support your UNIX and Linux systems is beneficial to your company in many ways. First of all, you will have a dedicated team of systems professionals managing and maintaining your infrastructure. Second, your data center, and the corresponding data within, will be running at peak performance with the 24/7 maintenance and support we provide. Along with peace of mind, our UNIX and Linux service plans specifically bring your IT organization:

- Increased productivity
- Cost predictability and lower total IT cost
- Scalable and flexible service
- Higher levels of availability and little to no system downtime
- Enhanced systems and applications with timely maintenance, updates, and patches



Supported Platforms

Helixstorm provides comprehensive administration functions for many of the most popular UNIX and Linux platforms. We keep your environments stable and meet your specific business needs on each of these operating systems by updating and installing hardware and software, managing your database, troubleshooting as necessary, and constantly working on improving the work flow and technology on these platforms.

Supported UNIX Platforms:
HP-UX and Solaris.

Supported Linux Platforms:
**Redhat Enterprise Linux, SuSE,
Fedora, CentOS, Debian, Ubuntu,
and Gentoo.**

Additional UNIX and Linux Services

In addition to the services Helixstorm provides, we also support Information Technology functions that directly correlate with UNIX and Linux activities. We work with software and hardware to reliably support the activities taking place in your data center.

Our engineers install, configure, fine-tune, maintain, and troubleshoot a variety of systems that integrate with your enterprise operating system to maintain a smooth, stable, and working infrastructure. Helixstorm has extensive experience and training in application administration, and can work with your mission-critical components to give you a secure, robust, and accessible computing environment.

Among the supported functions correlating to Linux and UNIX activities are:

Bash/Shell Scripting, Programming, Perl, Zimbra, Postfix, SMTP, Courier-IMAP/POP, SSH/SCP, FTP, HTTP (apache, apache2, lighttpd, nginx), HTTPS, OpenSSL, Bind/DNS, Samba (Stand-alone, PDC, or integrated with AD/Windows), Managing Hardware or Software RAIDs, Logical Volume Manager (LVM/2), Veritas Volume Manager, NetApp, SAN infrastructure, iSCSI, Multipathing configurations, NAS/NFS, Oracle, MySQL, PostgreSQL, CVS, SVN, GIT, Firewalls (Sonicwalls, iptables, shorewall), LTSP, Load balancing (LVS or hardware), Veritas Cluster Server, HP Serviceguard, HP DataProtector, Symantec NetBackup, Security Auditing (netstat, lsof, find [mtime], nmap, rootkits), Performance Monitoring (sar, sadf, iostat, mpstat).

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we make IT easier for you

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