



Marysville Data Center

The Marysville Data Center is a 24/7 operating environment for the Government of New Brunswick's information systems. The Government of New Brunswick is one of the province's single largest employers and one of its largest users of information technology. With an annual IT budget of nearly \$100M, the Government strives to use technology in ways that improve service for citizens in a province that is both geographically diverse and officially bilingual.

xwave has been the technology partner to the Government of New Brunswick for over ten years. The firm has built, managed, or operated many of the Government's core systems—the Marysville Data Center among them. As an IT provider for numerous government organizations at the municipal, provincial and federal levels, **xwave** understands implicitly the operational issues and technology needs particular to the public sector. The fact that the Government of New Brunswick has renewed its IT-services contract with **xwave**—to 2007—is an indication of the firm's quality of service.

At Marysville, **xwave's** team of seasoned data-center professionals provide round-the-clock IT support that encompasses housing services, server management, network monitoring, hardware maintenance, and high-volume printing. As a result, the Government of New Brunswick is able to provide citizens with responsive, 24/7 service province-wide.

Housing Services

By housing the Government's IT networks, the Data Center minimizes the risk of a service disruption caused by overheating of equipment, power failure, fires, or unauthorized entry to the facility.

Physical Security - The Data Center is a secure, always-on facility equipped with surveillance video cameras, magnetically locked doors, security cards, alarms, and 7 X 24 staff.

Environmental Controls - **xwave** continuously monitors environmental factors such as temperature, humidity, smoke, fire, and power. Cabling and fire-suppression systems are located under a raised floor.

Uninterruptible Power Supply -

The Data Center has an uninterruptible power supply (UPS) and protected electrical power which conditions and protects against power spikes and brownouts. In the event of a power outage, the UPS provides temporary emergency power to all systems—providing time for the diesel generator to start up, sync up, and provide the primary source of power until the utility based power is restored.

Preventative Maintenance -Regular preventive maintenance and testing are conducted on the UPS, the generator, and air conditioning systems.

Server Management

xwave manages the server environment, and carries out all tasks related to the provision of reliable system operations.

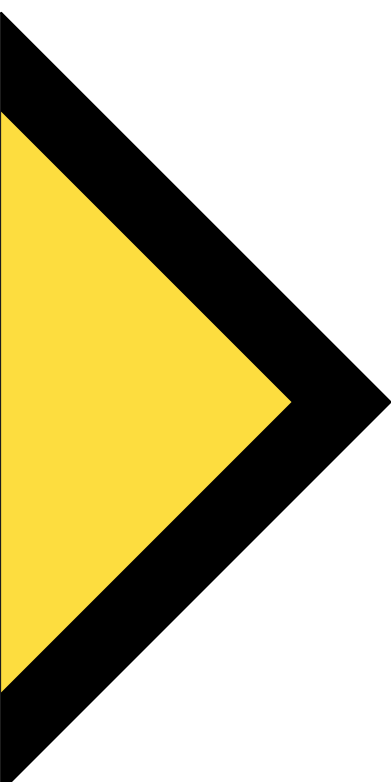
Operating System (OS) Support -

xwave provides open systems operating support to ensure a more stable and optimized environment. Delivering services that include remote monitoring, root cause analyses, patch applications and annual upgrades, **xwave** technical analysts keep operating systems up and running efficiently.

Capacity Management - **xwave** collects, analyzes, and reports on the trends of server resource utilization to ensure that hardware, storage and OS performance goals are met, and that necessary resources are available to sustain current and projected workloads.



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Logical Security - Monitoring the systems of Government of New Brunswick end-users, **xwave** manages system security and e-mail accounts; network administration, and provides computer virus defences.

System Monitoring - **xwave** uses best-in-class tools to provide monitoring solutions that achieve the desired business benefits. These include HP OpenView, BMC Patrol, IBM Director, LUND, and Insight Manager. Data Centre staff also provide regular visual inspections of all systems on the Data Center floor to identify any situation that may require immediate action. Server monitoring enables the timely detection and notification of problems affecting server hardware and OS software, and ultimately the mission critical applications they are supporting.

Backup & Restoration Management - **xwave** backs up and restores electronic files and information related to Government of New Brunswick services, providing complete technical support, operational support, and off-site tape storage management.

Network Services

xwave ensures the availability of a secure and stable network environment for the Government of New Brunswick.

Network Support - As the first level of support for any networking issue, **xwave** maintains a database of client devices and associated circuits, as well as plans for physical layout of computing devices, cabling, and local area networks (LANs).

Network Management - **xwave** oversees the daily performance of the network, managing and maintaining components such as hardware, logical OS software, and configuration files.

Monitoring Services - Through the provision of a comprehensive Network Monitoring Service, **xwave** technicians quickly identify problems involving—for example—servers, routers, switches, hubs, and databases. All problems are logged in the call-management system, and managed through to resolution, following

specific and documented escalation procedures.

Hardware Maintenance

xwave collaborates with third-party hardware suppliers to coordinate the installation, upgrade, and maintenance of Data-Center systems.

Print Services

Equipped with high-speed laser printers, the Data Center enables the delivery of large-volume, high-quality outputs in a secured print facility.

Services include:

- form design;
- simplex and duplex printing;
- post-print processing;
- production scheduling;
- stock management;
- distribution;
- delivery management; and
- quality control.

About xwave

xwave offers services in three key areas: integration, infrastructure and fulfillment solutions. We are focused on providing end-to-end solutions from systems integration and software engineering, right through to infrastructure services and product fulfillment.

xwave is a full-service business solutions provider with more than 1500 professionals in locations across North America.

Contact Us

For more information:

Visit our website at

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Or contact your local **xwave** office in St. John's, Halifax, Moncton, Saint John, Fredericton, Charlottetown, Summerside, Ottawa, Toronto or the US.

