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TECHNOLOGIES

What makes a **trusted advisor** trustworthy when it comes to developing an **outsourced** partnership between a client and a Service Provider?

Provided By: Alpha Technologies

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What makes a *Trusted Advisor* trustworthy when it comes to developing an *outsourced* partnership between a client and a Service Provider? I would suggest two immediate thoughts rise to the surface when this subject is broached: Reliability and credibility. Our actions that we take in direct support of our clients and our dependability to deliver based on client requirements equal reliability, and the expert skills and credentials we bring to the table enables an atmosphere of trust thereby proving our credibility. **Alpha Technologies** is a *Trusted Advisor* and can deliver. It is not just a matter of expertise by itself, it is also very much a developed partnership between Client and Service Provider where trust is proven on a daily basis.

Federal IT CIO's and Executives along with Corporate IT Executives are faced with many challenges such as implementing energy saving solutions, data center consolidation, DR and COOP colocation, data center staffing, uptime and many other economic pressures. **Alpha Technologies** can align with Government and Corporate CIO's and IT Executives to help define their operational missions and goals and deliver solutions as your trusted advisor that meet operational requirements and mandates. As an outsourced partner, **Alpha Technologies** can enable data center managers the ability to reduce cost by leveraging the capabilities of Alpha's DC1. DC1 is a World Class state-of-the-art-data-center capable of providing 7x24x365 data center processing power.

Outsourcing can certainly conjure up negative connotations especially to data center managers that work hard to deliver on time and at budget. But outsourcing some IT components and processes to a trusted advisor can help lower operational costs and

increase operational efficiencies. **Alpha Technologies** can implement Federal Best Practices as they relate to ITIL operational processing standards and ISO Standards and can assist with identifying important IT Trends, Issues and Challenges. Government agencies are continually evaluating technology enhancements and projects to support and improve their operational missions. The requirement for a secure, cost effective data center to off load work or to outsource to is a consideration many Government CIO's and Corporate IT Executives face in their efforts to cut costs.   This is where the importance of aligning with a *Trusted Advisor* is so critically important.   This is where **Alpha Technologies** rises to the top. Some of our key differentiators are:

1. We provide a high level of service plus extreme responsiveness to all our client's needs
2. We work with our clients to establish clear expectations, developed in partnership then delivered
3. Heightened security components in our DC1 facility
4. Privacy protection and assurance of data integrity
5. Continuity of operations/data storage, replication & recovery
6. Server, network and database optimization
7. Public/private cloud computing

So, when looking for that *Trusted Advisor* to partner with, be sure to consider some practical attributes of the Service Provider. Are they timely, do they help the client pursue legitimate cost savings, do they aggressively help the Agency or Corporation accomplish it goals and objectives, and do they proactively offer enhanced operational solutions? Alpha Technologies has the reliability and credibility to be your *Trusted Advisor.*

ABOUT THE AUTHOR

Rick Ware is a leading expert in data center management. He currently is the Senior VP of Government Solutions and Consulting for **Alpha Technologies**, a World Class IT SDVOSB located in Charleston West Virginia. Rick has held Executive Leadership positions with Unisys Corporation and Capgemini, two large Global IT firms. Prior to that, Rick retired from the Internal Revenue Service where he was a member of the IRS Senior Executive Service. While at the IRS, Rick had Senior Executive Leadership and managerial responsibilities for al IRS Data Centers-a significant responsibility given the fact the entire tax administration process relies on the effective operations of the IRS Data Centers. Rick has over 39 years of IT experience.