



## IT Infrastructure, Support & Security Consulting Services

*Project-based engagements · Emergency response · Ongoing managed service retainers*

### ■ CORE SERVICE OFFERINGS

#### ■ IT Support & Infrastructure

*Day-to-day IT operations, user support, and platform administration.*

- Troubleshooting, incident triage, and resolution
- Identity, login, and access management
- Microsoft 365 — Exchange, Teams, SharePoint
- IT operations stabilization and process improvement
- Vendor and third-party coordination

→ *Hourly · Project-based · Ongoing retainer*

#### ■ Security & Patch Management

*Proactive security operations to reduce exposure and maintain compliance posture.*

- Patch management and coordinated update cycles
- Vulnerability identification, prioritization, and reporting
- Security configuration and hardening reviews
- Risk assessment and structured remediation planning
- Ongoing security posture monitoring and reporting

→ *Monthly retainer · Project assessment · Hourly*

#### ■ RightFax & Enterprise Fax Systems

*Purpose-built OpenText RightFax expertise for enterprise and healthcare.*

- Transmission failures, queue delays, routing issues
- Server maintenance, upgrades, and configuration
- API integration and downstream system connectivity
- Full migration execution and post-cutover stabilization
- Infrastructure dependency analysis (AD, DNS, SIP, VM)

→ *Hourly · Fixed project scope · Managed retainer*

#### ■ Setup & Migration Services

*End-to-end deployment and platform transition — planned, executed, and validated.*

- Server deployment and environment configuration
- Network device setup, hardening, and troubleshooting
- Cloud onboarding and Microsoft Azure support
- Secure data and system migrations with validation
- Software rollout, licensing, and user onboarding

→ *Fixed-price · Scoped after initial consultation*

### ■ WHY CITADEL SENTINEL

EXPERIENCE	CERTIFICATION	BACKGROUND	SPECIALIZATION
<b>7+ Years Enterprise IT</b>	<b>CCNP Certified</b>	<b>Professional Services + Infrastructure</b>	<b>OpenText RightFax SME</b>

### ■ CRITICAL SUPPORT SCENARIOS

<b>■ RightFax Outages</b> Transmission failures, stuck queues, service down	<b>■ Failed Migrations</b> Cutover issues, rollback, environment recovery	<b>■ Login &amp; Access Failures</b> AD issues, lockouts, authentication failures
<b>■ Server Incidents</b> Crashes, performance degradation, OS-level issues	<b>■ Infrastructure Disruptions</b> Network, firewall, DNS, connectivity failures	<b>■ Cloud &amp; Azure Issues</b> Provisioning failures, sync errors, hybrid connectivity

### ■ BOOK A DISCOVERY CALL

Book a complimentary 30 minute discovery call. We assess your environment, identify gaps, and recommend the right engagement model with no pressure and no pitch. Just a focused technical conversation that sets the foundation for a successful engagement.

- No obligation
- Scope and pricing upfront
- 30 min complimentary call
- Retained priority access