



IT Back Office Solutions,
reimagined.

dir·bos /dir'boss/

pronounced: “dir” as in “directory” + “boss”
meaning: do it right back office solutions

The Company

Our Mission

To bring our client ideas to life through technology services.

Our Position

The speed of technological innovation, business structure and strategies continually shift and change. At Dirbos, we're dedicated to help companies, large and small, keep pace. Our in-house experts and partner network of professionals create curated one stop solutions to all your business needs.

Who are we?

A full-service Information Technology partner. We help complete your Back Office so you can focus on what you do best.

How we work

Through partnerships... We want to be your business partner, not just another technology vendor.

What we do

We help companies by partnering with their in-house teams and vendors to recommend, Implement and Manage technology solutions.



Dirbos Menu of Services

Full-Service IT Department

- Staff Augmentation/Interim/FT/PT
- CIO/CTO/Director
- Strategic Advisor
- Infrastructure Manager
- Applications Manager
- Security Engineer
- Network Engineer
- Database Administrator
- IT Project Manager
- IT Administration
- IT Helpdesk
- IT Governance
- Vendor Management
- Assessment and Remediation services
- Implementation Services
- Infrastructure planning, design and upgrades

Infrastructure Management

- Monitoring and Management
- Networking, Servers, Storage, Backup
- Virtual Environments
- Virtual Private Networks
- In-house / Cloud / Colocation
- Third-party Support Management

IBM iSeries App Development & Support

- iSeries application development, support, and enhancements
- Application Development (enhancements for existing applications)

24/7 Helpdesk + Applications

- US Based On-site Support / Remote Support
- Hardware + Software management
- End-User Administration
- End-User Secure Remote Access
- Unified Communications
- Diverse Operating System and Application Support

ERP Application Management

- RFP, Gap analysis, Vendor Selection
- Implementation, Upgrades
- Platform migration
- Report Writing
- Data Conversions
- EDI Specialist
- Application Management & Support
- Custom Application Development
- Business Intelligence and Analysis
- Integrations with 3rd party solutions
- Process Audit vs. System Functionality
- Functional Reviews and Process Row

Dirbos Menu of Services

...continued

POS and eCommerce

- Infrastructure System Design
- Inventory Management + Merchandising
- POS design, Implementation, and Management
- Third-party + Vendor Management
- Customer Service
- Fulfillment Management

Disaster Recovery

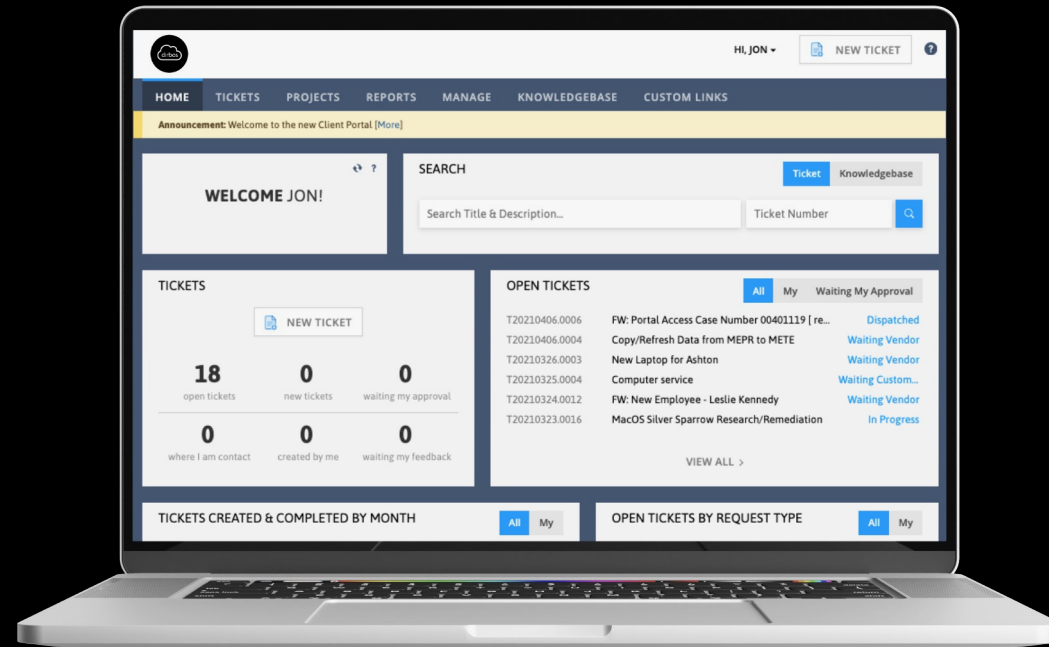
- Planning, Design, Testing
- Fail-over solutions to cloud service providers
- Backup Management, Archival and Recovery

Cloud and Private Cloud Hosting

- Public, Private and Hybrid Managed Hosting
- 24/7 Management and Maintenance
- Managed Secondary Cloud Environments



Dirbos Managed Services (DMS)



With DMS you will have access to a client portal that gives you a snapshot of tickets and project status.

Dirbos Endpoint Manager (DEM)



With DEM you will receive monthly executive summary reports that will keep you informed of the status of your workstations and servers and recommended lifecycles.

24/7/365 Support



WHITE GLOVE SUPPORT CONTACT INFORMATION

DIRBOS Client Support Contact

Email: help@dirbos.com

Dirbos HQ: +1-833-347-2671 - for general inquiries

Text: +1-833-347-2671 - when phone or email are not available

Phone: +1-949-234-8556 - 24/7 for "Business Critical" escalations

Hours of Operation

(a) 24 Hour / 7 days - Business Critical Support

(b) 6am - 6pm US Pacific - Same and Next Day Support

Support Level Agreement (SLA) Definitions

- (a) **Business Critical** - <1 hour response: Critical systems are down and business is unable to operate. (Users cannot login, Core applications not available, website down, etc.)
- (b) **Business Same Day** - 2-4 hour response: Some local services or systems are working at reduced capacity, however business can operate. **A user has a work-around.** (Printer 1 not responding, but printer 2 is working; an application is working, but a report does not email properly, etc.)
- (c) **Business Next Day** - 24 hour response: User inquiries or future requests. (How do I...? requests for custom reports, user account creations/modifications, etc.)

Global Helpdesk

- a. **Phone/Email/Text:** 24/7/365 US Based Business Critical Support Line
 - i. US number managed by a live operator
 - ii. Live agent will call designated US Support member based off script
 - iii. Should an agent not be immediately available, a message will be taken and texted/emailed to the support team. The live operator will continue to attempt to reach an agent until successful



Thank you

As a hired partner, our goal is to help you run your business smoothly. Clients of all sizes can successfully use our service to complete their IT Back Office Applications and Infrastructure. Dirbos is built to see the future needs of your organization and give you the confidence that someone is covering your BOS at all times.

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