# Development Services

**The team of experts at iXsystems offers unparalleled expertise in all aspects of FreeBSD and PC-BSD to assist your company with all of its development needs.** Through our account management services, we work with you to handle installation and upgrade issues, security issues, package development and maintenance, and many other topics. The Professional Services Team at iXsystems provides customized offerings across a wide range of issues, including kernel, userland, and embedded systems development.

**The iXsystems Professional Services Team also assists with the following services:**

- Writing a driver for your custom hardware
- Writing a driver for commodity hardware not yet supported by FreeBSD
- Adding support for a new platform in one of FreeBSD's embedded platforms (ARM, MIPS, PowerPC)

- Porting FreeBSD applications from one version to another
- Upgrading FreeBSD-based systems to a newer version
- Creating custom Push Button Installers (PBI's) for the PC-BSD platform

When you need a development solution, our technicians will meet with you to:

✔ Determine your needs
✔ Ask critical questions
✔ Determine the project scope

Rates are cost-based, and estimates will be based upon the specific work involved.

For more information call iXsystems' Professional Services Department toll free at **800.820.BSDi**, or visit our website at **http://www.iXsystems.com/BSDsupport** and complete the inquiry form.

We will pair you up with an Account Management Service Professional who will assess your needs and create a custom FreeBSD support plan for your organization!

# Professional FreeBSD/PC-BSD Enterprise & Desktop Support Services

Peace of mind is important to your operations, whether you are on a desktop at your home office, managing a small office, or even running a Fortune 500 company. iXsystems understands this need and provides that peace of mind for the FreeBSD, PC-BSD, and FreeNAS platforms.

iX systems™

**800.820.BSDi**
www.iXsystems.com

With its many long-time BSD professionals, the Professional Services Team enables its customers to maximize their investment in these operating systems. This allows our customers to focus on day-to-day tasks and operations, rather than diverting time and energy to non-mission-critical operations. The experts at iXsystems can handle a whole gamut of operational support, including basic installation and configuration support, large rollouts, migrations, consultation and development. This means increased uptime, improved productivity, and better security for any operation.

# Professional Services

**When you purchase services from iXsystems, you gain access to a whole team of FreeBSD administrators and developers.** It's like having your own FreeBSD IT department on hand. Senior technicians provide expert guidance and management in the handling of your services to provide efficient and effective solutions. The Professional Services Team also has a wide variety of experience and expertise. You can rest assured, knowing that your issues will be dealt with by someone who is proficient in the skills needed to solve your problem. In addition, iXsystems is able to utilize its unique inroads into the FreeBSD community to escalate issues and work with the right people to address your specific needs.

**1**

The Professional Services Team will develop a working relationship with your company to better understand your needs and custom tailor our services to you.

**2**

The Professional Services Team utilizes written documents, phone and e-mail correspondence, and web-based ticket submissions to maintain this relationship effectively.

**3**

The iXsystems Professional Services Team will be like an extension of your own IT Department, readily available and highly responsive to your needs.

# Consultation Services

FreeBSD and PC-BSD offer unparalleled security and stability among operating system platforms. Our support engineers on the Professional Services Team will lend their extensive knowledge and BSD expertise to you, in order to maximize your FreeBSD and PC-BSD systems' performance.

iXsystems offers a wide array of custom consultation services. The Professional Services Team can make recommendations and provide ideal hardware solutions for your FreeBSD and PC-BSD networks and desktops. They can help to optimize your network security, X Window configuration, file system layout and design, IP configuration and filtering, and any FreeBSD- or PC-BSD-related issue.

**Below are some specialized services that our experts offer:**

- Optimizing network security
- Optimizing X Window configuration
- Advising how to set up your FreeBSD tree to track both internal changes and external FreeBSD changes
- Advising how to set up FreeBSD infrastructure, how to optimize build servers, etc.
- Helping you determine when it is more valuable to contribute your code and patches back and when it is preferable to keep your code proprietary
- Creating an infrastructure to build a FreeBSD-based product using FreeBSD tools such as NanoBSD, PicoBSD, and TinyBSD

# Problem Resolution Support

**iXsystems' problem resolution support is a comprehensive package that covers standard enterprise support as well as mission-critical support.** The iXsystems Professional Services Team includes highly experienced FreeBSD developers, administrators, and committers. As the corporate sponsor of the PC-BSD project, iXsystems is also uniquely equipped to handle desktop support on PC-BSD systems. Our support staff in North America, Europe, and Asia will help safeguard your operations round the clock and around the world.

**Yearly Problem Resolution support is available in an 8x5 package, as well as a 24x7 package.** We offer this support on a per-unit basis, as well as in blocks. Per-unit support has unlimited instances, whereas block packages are limited to a designated number of hours. Problem resolution support is available for the FreeBSD, PC-BSD, and FreeNAS platforms.

*Tickets are handled immediately in the order received up to a guaranteed maximum of 4 hours. For 8x5 packages, response time is counted only during hours of service.

Custom PBI Creation

Application Installation

KDE Installation and Configuration