

Count on Us

Over 3 decades of experience, reliable service and a team of experts to provide you with peace of mind for your I.T. needs.

midrange.ca

Services we offer

Our IT services provide your small, medium or enterprise business the protection and management your IT infrastructure demands. And keep in mind, every solution we implement is custom built to your unique needs and budget.



Managed IT Services



Backup & Disaster Recovery



Professional IT Services



Private Cloud



JD Edwards



Hardware & Infrastructure



COUNT ON US

Leading organizations don't come to Mid-Range because they want more IT, they come because they want more from their IT. Mid-Range has a proven track record of success, having been profitable every year for over 30 years. As an IBM Platinum Business Partner, we are one of IBM Canada's largest business partners for IBM Infrastructure systems & software. In addition, we are an Oracle Certified Partner, specializing in JD Edwards, we are also a Veeam Gold Cloud Service Provider. Mid-Range specializes in co-location, hosting, outsourcing, and disaster recovery offerings. We own and operate multiple raised-floor disaster recovery and hosting facilities.

Our Mid-Range team holds over 100 IBM Technical and Sales Certifications as well as certifications from VMware, Veeam, Lenovo, and other prominent vendors. Our team boasts multiple Power Systems and Storage Technical Specialists, as well as over 30 Senior Oracle JDE Consultants. Our in-house project managers are also certified with the PMP designation.

MID-RANGE

Mid-Range Computer Group Inc.

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SOC 2
TYPE II

CERTIFIED

IT Services

Tailored for You

We have a 30+ year successful track record delivering IT services to Canadian businesses. We are here when you need us.



Managed IT Services

We can handle your systems, so you don't have to. Free up your IT resources so your team has the time to drive innovation.

(IBM i • x86 • IBM AIX • Infrastructure-as-a-Service • Hosting / Colocation • Managed Security Service)



Backup & Disaster Recovery

Proactively protect your business with business continuity planning, backup and disaster recovery services.

(Business Continuity • BUaaS • Backup for Office 365 • DRaaS & DR Seats • High Availability • Veeam Cloud Connect • VTL)



Professional IT Services

Get the design and implementation support you need, with an experienced team of IT professionals.

(IBM i Power Systems • Professional Services • x86 Professional Services • IBM AIX Professional Services • JDE Implementation Services)



Private Cloud

Implement the best cloud solution for your needs, with on-premise, hybrid cloud or private cloud solutions.

(JDE Private Cloud • IBM i & AIX Private Cloud • x86 Private Cloud • Veeam Private Cloud)

Managed IT Services

Maximize your IT investment with strategic planning, predictable rates and steadfast support.



IBM i on Power Systems Hosting

Mid-Range is a top-tiered, IBM Platinum Business Partner. When we manage your IBM i on Power environments, we ensure your data is secure, your mission critical systems and applications don't go down, and you get the support you need when you need it. We have experienced personnel that will manage your IBM i on Power and iSeries environments, including your older AS/400 servers.

IBM Power AIX Managed Services

AIX is an enterprise-class UNIX operating system (OS) for the POWER processor architecture found in IBM Power Systems. This infrastructure is secure, highly available and able to adapt quickly to changing business needs. Mid-Range's managed AIX service provides you with monitoring, metering and automation of your business-critical AIX systems.

x86 Servers & Storage

Simplify and streamline your IT environments with the use of x86 servers and storage that are built to address important challenges such as power inefficiencies, infrastructure security, and network latency. Gain complete peace of mind with 24/7/365 support, and an affordable solution that will help you achieve your goals.

Infrastructure-as-a-Service

Infrastructure-as-a-Service (IaaS) has been designed to enable you to respond to competitive pressures, expand and innovate while minimizing infrastructure costs. When you partner with Mid-Range, you will have limitless scalability and agility, as well as a fast time to market.

Hosting / Co-Location

Free up your IT personnel and allow us to take care of everything: From infrastructure maintenance to task automation, issue tracking and resolution. We create a customized plan that can be adapted as your business grows, and includes 24/7/365 monitoring, management, maintenance and support and all the space, power and cooling you need.

IBM i Power Systems Hosting

Leave it with our team to host and manage your IBM i on Power environments including older AS/400®, iSeries and System i servers. We ensure your data is secure, your mission critical systems and applications don't go down, and you get the support you need when you need it. Get trusted expertise in:

- **IBM i Managed Services:** Hosting & Outsourcing IBM Power, and IBM Storage
- **High Availability, Backup & Disaster Recovery:** Precisely Mimix, Rocket iCluster, IBM BRMS, Veeam & Spectrum Protect
- **24/7/365 Support:** Backup, vaulting and high availability management

Why Mid-Range for your IBM i Power Systems Hosting?

What's your core competency? Chances are it has little to do with IT. You need IT, of course. You just don't need to manage it, staff it, or own it. By taking advantage of our managed services, hosting, outsourcing, and facilities management solutions, you may not even need to have IT on your site.

Our team consists of first line support specialists who monitor multiple IBM i customers as well as technical subject matter experts who have been working on the IBM i platform since 1988. Our customers tell us our service makes good business sense. Here are a few reasons why they stay loyal and recommend us:

- **Improve Your Compliance** – We will help you address compliance for HIPAA, PCI, PIPEDA and more
- **24/7/365 Server Access** – You will have the ability to have physical access to your servers at any time with no hassle OR remote access with a secure and simple login
- **Experience in IBM Managed Services** – As an IBM Platinum Business Partner, we are one of IBM Canada's largest business partners for IBM Power Systems, storage, and software
- **High Level of Security** – Full 24/7/365 monitoring, ticketing, alerting and remediation by Mid-Range technical personnel

IBM Power AIX Managed Services

Many companies rely heavily on AIX. Healthcare, government and financial sectors need a level of performance and dependability that can run critical ERP systems, databases, and applications flawlessly – this is where AIX delivers. If your organization is running IBM AIX, you can free up your IT resources, delivering services faster with Mid-Range's IBM AIX managed services.

Monitoring and automation of your IBM AIX system

Mid-Range's reliability and technical expertise, combined with the agility of AIX and the reliability to meet and exceed the quality of services, will result in greater efficiencies and cost savings in your company.

We provide monitoring, metering, and automation of your business-critical AIX systems. We proactively manage these systems so that you can focus on driving innovation while we handle the rest. With us, you get **fast, proactive responses to problems as they occur.**



x86 Managed Services

x86 servers are built to address important challenges such as power inefficiencies, infrastructure security, and network latency, allowing your business to maximize your server solution. We add value to your Intel solution by providing award-winning service by professionals that know your product and individual business challenges.

Why Mid-Range for your x86 Managed Services?

Mid-Range is a leading x86 provider of managed IT services in Canada. Our products, service, expertise and location give us a competitive edge by allowing us to deliver innovation and customized solutions with a competitive price.

We offer a range of x86 servers that can help any company simplify and streamline their IT environments. Our technical expertise, 24/7/365 support, and affordable solutions will help you achieve your goals easily.

Infrastructure as a Service

Infrastructure as a Service (IaaS) is a standardized, highly automated way of getting the compute resources, storage capabilities, and network functionalities delivered on-demand by a service provider.

Host your hardware, software, servers, storage and other infrastructure components with Mid-Range. We will handle all tasks related to these components, such as system maintenance, backup and resilience planning.

IaaS has been designed to enable you to:

- Respond to competitive pressures
- Expand
- Innovate
- Maximize on infrastructure costs

Partnering with Mid-Range gives you:

- Limitless scalability
- Limitless agility
- A fast time to market

Benefits of IaaS

- **Scalability on demand:** If you have temporary or experimental workloads, you can upscale and downscale with ease.
- **Automate administrative tasks:** You can vastly reduce your IT support staff or free up their time, by automating administrative tasks with IaaS.
- **Eliminate capital expenses:** IaaS works on a pay-as-you-go model. So, instead of investing in in-house hardware and software, you get access to the infrastructure you need without paying for more than you need.
- **Faster time to market:** Ramp up and get the job done without all the red tape involved in investing in new software and hardware.
- **Disaster recovery:** Instead of having different recovery plans for different offices, IaaS gives you the ability to have consolidated disaster recovery infrastructure, which increases manageability and reduces costs.

Hosting / Co-Location

Setting up fully managed hosting services with Mid-Range will free up your time so you can focus on your revenue-generating core business. We take care of everything from the infrastructure maintenance to task automation, issue tracking and resolution. Additionally, when you partner with Mid-Range, we create a uniquely tailored solution for your business needs.

This customized managed hosting service includes Consultation, Design, Planning & Implementation, and 24/7/365 monitoring, management, maintenance & support

Our managed hosting solutions include:

- Database management
- Storage solutions that are tailored to your requirements
- Building and managing a secure network infrastructure
- Multi-cloud connectivity
- Cloud storage to ensure your data is always accessible
- Public and private cloud integration and management
- Dedicated servers for high-performance workloads
- Dedicated VMware environments managed by VMware specialists

Why Mid-Range for managed hosting services?

Free Up Your Time

Mid-Range's security, technical expertise and dedicated support staff free your time allowing you to concentrate on core competencies. We focus on maintaining IT systems, managing on-site and cloud data centers, and any other task you need.

No Single Point of Failure

If your company operates from different offices and geographies, it is likely that there are several layers of redundant networking, security, and power processes. With a managed hosting service provider, you will no longer have a single point of failure. We make sure that your critical applications, data, business files, and services are secure and available at all times.

Customized Services and Support

Instead of hiring additional technical expertise for new projects and strategic planning, you can tap into our vast pool of resources and knowledge. We create a customized plan that can be adapted as your business grows.

Backup & Disaster Recovery



How resilient will your business be in the event of a disaster?

Invest in backup, disaster recovery and business continuity solutions to proactively ensure your business can respond and recover from any disaster.

BUaaS

Physical backup tapes can experience read failures, but you won't know this until you are doing a recovery. With Mid-Range's fully Managed Backup as a Services (BUaaS), all recovery procedures, technology assets, documentation, designs, and experienced staff are available right from the start. Expensive backup software is not required, you don't have to spend money on training, and you don't have to pay for offsite tape storage services.

Microsoft Azure

Want to move to a public cloud? Let us take you there with Microsoft Azure. We perform end to end Azure migrations. Going hybrid? Deploy some of your infrastructure and apps in Azure and some on premise.

DRaaS & Disaster Recovery Seats

Have your IS virtual environment replicated at a secure site in a secondary location with our DRaaS solution with DR Seats. In the event of a cyberattack or natural disaster, the hosting of your virtual servers will be safe.

High Availability

Precisely's Mimix or Rocket iCluster Management: Choose the level of High Availability Service that meets your needs and budget and let our professionals handle the rest. Mid-Range has been doing this for our customers for over 20 years and we're here to help you choose, implement, test and monitor and remediate a solution that is custom fit to your unique requirements.

Veeam Cloud Connect

Veeam is our standard for virtualized backup and recovery for x86 & storage environments. It lets you maximize the cloud opportunity as part of a comprehensive availability strategy that includes off-site infrastructure and a hybrid cloud solution. Our partnership with Veeam includes Veeam Cloud Service for Backup and Disaster Recovery as a Service.

Virtual Tape Library (VTL)

Your organization's ability to survive a disaster or a virus is only as good as your last backup. If you are running regular backups to tape you may feel secure, but in today's world, you need near zero RPOs and RTOs that may not be possible with tape only. Mid-Range Virtual Tape Library (VTL) is a monthly service where your backup data is automatically replicated to one of our 2 secure SOC 2 TYPE II certified data centers.

BUaaS

Safeguarding your data is critical – and protecting against data disruptions can be time consuming and resource heavy. Protect your vital information and systems from malicious attacks, hacking, user error or disaster with Mid-Range's fully managed Cloud Backup solution. No longer worry about rotating and managing tapes or hard disks at an offsite location. Offload backup maintenance and management today.

Mid-Range has over 30 years of experience in Disaster Recovery and Backup of critical systems and data, and we choose Veeam as our standard for virtualized backup and recovery. Our customers can leverage the Mid-Range Technical Expertise, Data Centers and Business Continuity Services with the full suite of Veeam and VMware solutions.

Services

- We set up your backup services
- Monitor it to make sure it happens
- Match the frequency that it happens to your risk threshold
- Help you restore it should you need it

Backup Locations

- Mid-Range on-premise storage
- Mid-Range cloud
- Your own hosted private cloud

Benefits of BUaaS with Mid-Range:

- **Reduce Management Overhead:** Accelerate management of data protection and consolidate operations and administrations into a single, unified, multi-tenant solution that is available anywhere at any time.
- **Reduce Operational Expenses:** Integrate Mid-Range Backup Cloud with your billing and provisioning solutions to leverage what your organization already has in place to automate your business.
- **Expand Total Addressable Market:** Protect your entire IT infrastructure with backup support for physical servers, virtual machines, cloud instances, PCs, Mac computers, iPhone/iPads, Android devices and applications such as Microsoft Exchange, SQL Servers, SharePoint and Office 365 mailboxes.

Microsoft Azure Migrations & Managed Services

Time to go hybrid or move completely to a public cloud? Mid-Range can take you from your current environment to Microsoft Azure.

Our Services Include:

- Consulting - Readiness Assessment
- Project Scoping
- Project Management
- Professional Implementation Services
- Managed Services
- Financing



Have some applications that aren't cloud-ready and cannot be migrated now but you don't want manage them any longer? Great. We can take care of them at our data center until you find a replacement solution or we can manage them remotely.

Contact us today for an initial white-boarding session of your options and the road ahead. Get in touch with us at 1-800-668-6470 or sales@midrange.ca

DRaaS & DR Seats

Today, virtually all businesses are creating vast amounts of irreplaceable data, and businesses can no longer afford to run without a failover in place. Disaster recovery is a necessity! Our simple, affordable, and secure DRaaS equips companies with the ability to restore their critical systems, applications, data, and business files in the shortest amount of time. Our technical expertise, combined with intelligent software in the cloud, ensures that you have a failover to tap into when disaster strikes.

Disaster Recovery as a Service

We own and operate multiple raised floor disaster recovery and hosting facilities in Canada. We can replicate your IS virtual environment at a secure offsite location with our Disaster Recovery as a Service (DRaaS) solutions. In the event of any disaster (natural disaster, human error, hardware failure, software errors, cybersecurity breaches, etc), the hosting of your virtual servers will be safe, allowing you to implement a disaster recovery plan even in the event of a worst-case scenario. As the threat of data breaches grows, you can rest easy with top-level solutions for backup and disaster recovery.

Highlights:

- A large disaster recovery location just outside the Toronto power grid
- Dedicated backup servers are available 24/7
- Work area recovery enables the simultaneous recovery of multiple clients at any given time
- We have traditional and cloud based disaster recovery solutions

Disaster Recovery Seats

When a disaster strikes and you can't access your office space, how do you do business? Besides backup and recovery, we also offer disaster recovery seats / work area recovery, so that your business can continue to run even if your facilities are unusable.

Whether your business is affected by a natural disaster, extended electricity outages or any other disruption, you don't have to sacrifice data and profit. Work area recovery solutions makes sure your staff have all the equipment you need to continue to do business. Mid-Range's work area recovery location offers everything from desktop computers, internet access, and telephones, to office automation services, meeting rooms, crisis management centres, kitchen facilities and breakaway areas.

Our affordable syndicated work environment is ideally located close to an IT and network recovery infrastructure. The location boasts a variety of suites of various configurations, including large open plan work areas and single offices.



High Availability

Precisely Mimix or Rocket iCluster Management: Mid-Range has been managing these 2 industry leading High Availability offerings for over 20 years, and we understand that logical replication solutions need care and feeding, as well as regular switch testing and DR simulations. Our consultants have hands-on experience with Mimix and iCluster, and some of them have even worked for these High Availability vendors, so we know the products inside and out.

Our Consultants and Project Managers Will:

- Help you choose the right solution or get your current solution working properly
- Implement to your requirements
- Test, perform role swaps and run your DR simulations
- Monitor for latency and out of sync conditions daily
- Provide weekly health check reports

Our Disaster Recovery Services Include:

- Fully staffed and equipped work areas
- Technical assistance during tests
- Tape restore services
- Use of selected office equipment
- Documented results for your auditors

Veeam Cloud Connect

Veeam is our standard for virtualized backup and recovery. It lets you maximize the cloud opportunity as part of a comprehensive availability strategy that includes off-site infrastructure and a hybrid cloud solution. **Our partnership with Veeam includes Veeam Cloud Service for Backup and Disaster Recovery as a Service.**

Benefit from Mid-Range's technical expertise, data centers and business continuity services with the full suite of Veeam and VMware solutions tailored to your needs. **Veeam provides high availability for the modern data center through:**

- High speed recovery
- Data loss avoidance
- Verified recoverability
- Leveraged data
- Complete visibility

Veeam Cloud Connect

When you have on-premise Veeam licences it is easy and straightforward to extend these deployments to the cloud. Avoid the cost and complications involved with creating and maintaining off-site backups and disaster recovery plans by sending backups and replicas to Mid-Range, a **Veeam Gold Cloud Service Provider**.

If you are unable to send data to a third-party due to regulatory compliance reasons in your region or industry, Veeam Cloud Connect for the Enterprise enables IT administrators to **send backups from multiple offices to this public cloud**.

Virtual Tape Library (VTL)

Your organization's ability to survive a disaster or a virus is only as good as your last backup. If you are running regular backups to tape you may feel secure, but in today's world, you need near zero RPOs and RTOs that may not be possible with tape only. There are also costs and risks associated with handling, shipping and storing tapes. High Availability (HA) solutions are a great option, but HA involves day to day management and is costly. Having your backup data at a remote location provides an option between physical tape and full HA. If it can handle both your IBM i and open systems, all the better!

Mid-Range VTL

Mid-Range VTL emulates the IBM tape library and tape drives that IBM i Systems need to protect their data. By leveraging virtual tape and deduplication, Mid-Range VTL will improve backup / restore operations, enhance RTO/RPOs, **meet compliance standards (PIPEDA, GDPR, HIPPA, etc) and lower backup infrastructure costs.** Mid-Range VTL supports the leading IBM i backup applications (BRMS, Robot/SAVE, LXI/MMS), native CL commands as well as full system restores through a D-IPL.

Mid-Range Virtual Tape Library (VTL) is part of our BUaaS and DRaaS offerings. **Mid-Range VTL is a monthly service where your backup data is automatically replicated to one of our 2 secure SOC 2 TYPE II certified data centers.**

The Mid-Range VTL is implemented for a competitive monthly fee which includes:

- Mid-Range VTL appliance – Sized for your requirements
- Network Pipe – Replication & storage at the Mid-Range Data Centers

Mid-Range VTL for IBM i Systems Provides:

FASTER BACKUPS AND RESTORES

- Reduce backup times – typically 20hr backup reduced to less than 1 hr
- Faster restores
- Run multiple backups to one drive without negative performance impacts

LOWER COST BACKUPS AND ARCHIVING

- Lower cost of acquisition
- Lower capacity expansions and warranty extensions
- Reduce long term storage and bandwidth costs using deduplication
- Reduce time spent managing tapes

MORE COST EFFECTIVE AND EASIER TO MANAGE THAN HIGH AVAILABILITY

- Set it and forget it. Little to no daily administration for WAN replication

INCREASED RELIABILITY

- Fault tolerant design
- RAID protection, redundant power supplies and multiple connections means highly available data

OFF-LINE TAPE ARCHIVING

- Backups to virtual tape library can be offloaded to removable disk and/or tape

- Connect multiple tape drives and libraries directly to VTL via SAS/FC/iSCSI for offline archiving
- Unencrypted tapes are not proprietary; restore using a tape drive and regular backup software

BETTER SCALABILITY AND CONNECTIVITY

- Easily scalable disk backup solutions add more capacity dynamically when needed
- Purchase just the capacity needed today, add more disk drives as your data grows
- Modular design change the transport protocols as needed
- Use SCSI, SAS, iSCSI (1GbE and 10GbE) and FC (8G and 16G) simultaneously
- Upgrade to faster versions when available

RICH IBM i PLATFORM SUPPORT

- Support for most IBM i operating system releases including VIOS
- Seamless integration with all leading IBM i backup applications – including BRMS, ROBOT\Save, LXI MMS and through native IBM i commands and programs
- Keep existing infrastructure in place and simply replace tape with disk

BETTER SECURITY

- Encryption “at rest” and “in flight”
- Backups stored on disk can be encrypted and data can be replicated
- Offloads to attached tape and/or removable disk drives can also be encrypted

ELIMINATE PHYSICAL TAPE CHALLENGES

- Eliminate tape or greatly reduce reliance on it by deploying virtual tape libraries
- Deduplication and replication ensure multiple copies of data in different geographic locations
- Store months to years worth of backups on cost-effective and redundant disk while using less bandwidth

BACKUP STORAGE CONSOLIDATION

- Consolidate all IBM i and open systems backup and archive on a single system
- Support for AIX, UNIX, LINUX
- Increase storage efficiency and minimize your total cost of ownership and data center footprint

CYBERNETICS



Professional IT Services

Have your IT infrastructure designed and implemented by a highly experienced team of professionals that focus on driving innovation and getting you the backup, support, maintenance, strategic planning, consulting and professional services solutions you need.

IBM i Power Systems Professional Services

Are you looking for the best team to facilitate a complete corporate IT infrastructure for your IBM i on Power environments including older AS/400, iSeries and System i servers?

x86 Professional Services

x86 servers are built to address important challenges such as power inefficiencies, infrastructure security, and network latency, allowing your business to maximize your server solution.

IBM AIX Professional Services

As a CIO or IT manager, you must focus on building the strategic partnerships needed to drive innovation and accelerate service delivery in your company. Our IBM AIX Professional Services can help. Learn how your business can be more robust and secure with our AIX offerings.

Managed Security Service

Ransomware attacks, data security breaches, leaks of sensitive personal information, and PCI DSS, SOX, and HIPAA compliance requirements are parts of everyday life in an increasingly interconnected and regulated world

JDE Implementation Services

Because companies are always changing, an ERP solution must adapt accordingly. For this reason, we provide access to the latest JD Edwards EnterpriseOne or World product suites. In addition, we help your business realize the power of the latest ERP innovations through best practice.

Mid-Range Remote Services

With over 30 years of success and in-depth industry expertise, Mid-Range has proven itself to a trusted provider of all things IT with a full-service approach to technology.

Mid-Range Colocation Plus™

Space, power and cooling are table stakes in the colocation business. Mid-Range Colocation Plus™ gives optional services on demand. As much or as little as you need: 24/7/365. Fully ticketed and auditable. Just ask.

IBM i Power Systems Professional Services

Leave it with our team to host and manage your IBM i on Power environments including older AS/400®, iSeries and System i servers. We ensure your data is secure, your mission critical systems and applications don't go down, and you get the support you need when you need it. Get trusted expertise in:

- **IBM i Managed Services:** Owning, Operating, Hosting & Outsourcing IBM Power, IBM Storage & IBM Spectrum
- **High Availability, Backup & Disaster Recovery:** Syncort Mimix, Rocket iCluster, IBM BRMS, Veeam & Spectrum Protect
- **24/7/365 Support:** Backup, vaulting and high availability management

IBM i Power Systems Professional Services

Are you looking for the best team to facilitate the complete corporate IT infrastructure for your IBM i on Power environments including older AS/400, iSeries and System i servers?

We offer complete professional services and have over 100 IBM certifications.

Get trusted expertise in:

- i O/S installation, customization, version upgrades, cumulative and Group PTF installation
- Problem determination and resolution
- Network configuration
- System assessment and health check
- Backup Recovery Media Services (BRMS) installation and configuration
- Tape copy to different media type
- Logical Partitioning
 - ✧ Server Consolidation
 - ✧ Physical and hosted partitions
 - ✧ VIOS hosting IBM i on SAN
- Performance analysis
 - ✧ IBM Power server hardware services
 - ✧ Server Installation and configuration
 - ✧ Server upgrades (disk, processor, memory, I/O adapters)
 - ✧ Hardware Management Console installation, configuration, upgrades, fix maintenance (including Virtual HMC)
 - ✧ Lan Console configuration
 - ✧ Power server firmware upgrades
 - ✧ Tape library installation, configuration, and firmware upgrades
 - ✧ Server migrations including previous to current i O/S release
 - ✧ Server relocation
 - ✧ Security
 - ✧ High Availability including Precisely Mimix and Rocket iCluster

IBM AIX Professional Services

Many companies rely heavily on AIX. Healthcare, government and financial sectors need a level of performance and dependability that can run critical ERP systems, databases, and applications flawlessly – this is where AIX delivers. If your organization is running IBM AIX, you can free up your IT resources, delivering services faster with Mid-Range's IBM AIX managed services.

IBM AIX Professional Services

Benefit from our highly-experienced IBM certified technical team, and tap into deep IBM AIX and Power Systems expertise.



Get trusted expertise in:

- **AIX Managed & Professional Services**

- ✧ AIX installation and customization
- AIX version upgrades
- ✧ AIX technology level and service pack upgrades
- ✧ Problem determination and resolution
- ✧ Security setup
- ✧ Security review
- ✧ AIX administration

- **Storage management**

- **User management**

- Backup and recovery
 - ✧ AIX server virtualization

- **Virtualization planning**

- **VIOS server installation and customization**

- **VIOS server upgrades**

- ✧ AIX server migration (move to new/different hardware)
- ✧ SAN storage configuration and migration
- ✧ AIX NIM server configuration, setup, and maintenance

- **IBM Power Server Hardware**

- ✧ Planning
- ✧ Power server installation
- ✧ Power server virtualization
- ✧ Power server upgrades

- **IBM Storage (SAN)**

- ✧ Planning
- ✧ Fiber switch installation and configuration

- ✧ Disk subsystem installation and configuration
- ✧ Storage provisioning
- ✧ Local and cross-site data replication
- ✧ Storage migration

- **IBM Linux on Power**

- ✧ Planning
- ✧ Power-LC server installation and configuration
- ✧ PowerKVM installation and configuration
- ✧ Red Hat Enterprise Linux installation and setup (Power and Power-LC VMs)

- **Assist in architecting solutions for Power servers and required peripherals according to customer needs**

- **Number and size of Power connections**

- **Number of network connections required**



x86 Professional Services

x86 servers are built to address important challenges such as power inefficiencies, infrastructure security, and network latency, allowing your business to maximize your server solution. We add value to your Intel solution by providing award-winning service by professionals that know your product and individual business challenges.



x86 Professional Services

- Architecture and integration of complete IT infrastructure solutions including x86 servers, SANs, fiber and Ethernet networking
- Upgrade and / or migration of x86 based infrastructures
- IBM SAN health check and remediation services
- Complete install of VMware environments based on best practices
- Upgrade and or migration of VMware environments
- Install and configure VMware VDI solution
- Virtual infrastructure (VMware) health check and remediation services
- Installation and configuration of Veeam Backup and Replication based on best practices
- HA and DR consulting services
- Architecture and configuration of DRaaS and BUaaS services with Veeam Cloud Connect
- IBM, Lenovo, and Brocade professional services
- All training can be done at the customer location or our fully equipped Mid-Range Lab
- Training services for:
 - ✧ Lenovo x86 servers and Flex Chassis
 - ✧ IBM Storwize SAN software
 - ✧ Brocade fiber switch FoS
 - ✧ VMware
 - ✧ Veeam

Managed Security Service

Ransomware attacks, data security breaches, leaks of sensitive personal information, and PCI DSS, SOX, and HIPAA compliance requirements are parts of everyday life in an increasingly interconnected and regulated world.

Combine these issues with tightening IT budgets and retiring IBM i staff, the result is that most shops have to move security to the back burner. You may think you are secure because you run IBM i on a Power Server, but 1/3 of all companies running IBM i have not secured their systems using policies recommended by IBM i and third-party security firms.* This can be a big problem! So what is the solution? Let Mid-Range Managed Security Services (MMSS) do it for you!

These services include:

- An annual risk assessment
- 12 monthly reports on up to 10 security topics
- Experts from **Help Systems and Mid-Range** to review the results with you and provide remediation
- Licenses for all software required

*Source: Help Systems State of IBM i Security Study.

Free IBM i on Power System Security Audit

The IBM i on Power System Security Audit by Mid-Range is a scan that provides you with a customized report and actionable recommendations to improve security at your company. It covers everything from administrative privileges to public authority, network access, FTP access, system security, user security, and system auditing.

Your scan does the following:

- Runs in approximately 10 minutes
- Involves no security or system value changes
- Installs as a licensed program product
- Comes with a 7-day key which allows you to run it as many times as you would like on any system



Mid-Range Remote Services

With over 30 years of success and in-depth industry expertise, Mid-Range has proven itself to a trusted provider of all things IT with a full-service approach to technology.

As the world grapples with COVID-19, we would like to assure you that we will continue to help you navigate your IT needs — as we have done for the past 30+ years. We are committed to supporting you 24/7 for the duration of the pandemic and beyond.

We also wanted to share what we are doing to support our customers during this time:

- **Data Centers:** Our physical plant personnel continue to test and monitor all our systems including our diesel generators and cooling systems at both of our data center locations.
- **Communication:** We have ample communication capacity from our on net providers including Bell, AllStream, Cogeco, Rogers, Telus, and Hydro One.
- **Remote Support:** We continue to support our customers across our lines of business; Managed Services, Hosting, Disaster Recovery of all types, JDE CNC Managed Services, JDE Managed Development / Orchestrator Services, BUaaS, DRaaS a full Hardware & Platform Sales & Services and Business Continuity Planning.

We are here to help

Services Mid-Range Can Deliver Remotely

Power Systems: HMC upgrade and server firmware, Patching,
 OS Upgrades: IBM i, AIX, VIOS
 Backups for IBM i on Power & Power AIX
 Assessments & Security Scans: Logical Replication, IBM i, AIX
 High availability audits and installations: Precisely / Mimix and Rocket iCluster
 SANs: Firmware upgrades, Fibre Switch and Install Spectrum Control
 X86-VMWare Upgrades
 Veeam Cloud: BUaaS, DRaaS, O365 Backup

Recent Successes that were Planned and Executed during the COVID-19 Lockdown

Full Data Center Migration for Large x86 Environment
 Full High Availability Role Swap
 Disk installation on Power Server for IBM i
 x86 Servers and SAN – VMWare Setup
 P9 Production & High Availability
 Migration to Veeam & SAN Installation
 IBM i PTF installation
 Go-Live P6 to P8 Migration

Mid-Range Colocation Plus™

- ✓ Space
- ✓ Power
- ✓ Cooling
- ✓ SOC 2
TYPE II
Audit



These are the basics of any colocation

offering. The Plus™ comes from the remote services we provide 24/7/365. They are here for the asking at reasonable prices. Remote hands and eyes for the tasks you may need done, now or in the future. Just call.

Private Cloud



Power your business performance with the right combination of on-premise, cloud, or hybrid solutions. Our cloud specialists will help you determine the optimal environment and implementation plan. Whether you deploy your equipment, our equipment, or a shared solution, we will deliver an on-demand IT environment that is highly secure and built to accommodate growth.

Mid-Range IBM i or AIX Private Cloud

No more capital investments, just one monthly opex number. Flexibility in compute, storage, software, backup and high availability managed to your specifications 24/7/365 with security and SLAs that give you peace of mind.

JDE Private Cloud

This option is ideal if you have: an Oracle JD Edwards production environment, a cloud-based training platform complete with your data, an Oracle JD Edwards high availability and disaster recovery environment, a prototype or test environment to support your implementation or upgrade.

x86 Private Cloud

Always know where your data is, and customize your own backup solutions with your own private x86 cloud at Mid-Range.

Veeam Private Cloud

When you have on-premise Veeam licences it is easy and straightforward to extend these deployments to the cloud. Avoid the cost and complications involved with creating and maintaining off-site backups and disaster recovery plans by sending backups and replicas to Mid-Range, a Veeam Gold Cloud Service Provider.

IBM Cloud

If you are looking for a way to reduce your on-premises IT footprint, then a private cloud is the ideal option. As a trusted private cloud provider, Mid-Range can help you set up a private cloud or create a hybrid cloud deployment that uses a mix of private and public cloud services with IBM.

Mid-Range IBM i or AIX Private Cloud

Want the best of all worlds? You can have it with Mid-Range Private Cloud for IBM i on Power and Power AIX. For much better value than you can match internally, our full-time Mid-Range employees will take care of your IBM i on Power and AIX platform. Our team has over 3 decades of experience running Power Systems – including our own.

Move your staff on to more important things than running infrastructure. Things like using their business vertical-specific and application-specific knowledge to decrease your costs and increase your revenues.



Mid-Range IBM i or AIX Private Cloud

- No More Capital Investments - just one monthly opex number
- Flexibility in Compute, Storage, Software and Backup
- Private Network
- Multiple Back-Up Options – tape or VTL
- High Availability solutions
- Full-Time Technical and Knowledgeable Staff
- Monitoring, Alerting and Remediation
- 24/7/365 with Security and SLAs that Give you Peace of Mind
- Performance Metrics
- Bell, Allstream, Rogers, Cogeco, Telus, Hydro One Telecom all on net
- Canadian Owned and Operated
- SOC 2 TYPE II Audit

Contact us today for a No-obligation Consultation

x86 Private Cloud

The Big 3 aren't for everyone. With your own private x86 cloud at Mid-Range, it's all about you:

1. You don't have to share compute or storage with anyone
2. You can implement your version and release upgrades when you're ready, not before
3. You may have access to VCenter Console if required
4. You can customize your own backup solutions
5. You will run on Tier 1 hardware (not commoditized junk)
6. You can extend your network infrastructure to our infrastructure
7. You always know where your data is
8. You always know where your backups are



x86 Private Cloud

With private cloud solutions, you get all the benefits that a public cloud offers – such as self-service, reliability, cost savings, and scalability – but through a proprietary architecture. Your private cloud is dedicated to your business, which makes it ideal for companies who have dynamic or unpredictable computing needs.

Veeam Private Cloud

Benefit from Mid-Range's technical expertise, data centers and business continuity services with the full suite of Veeam and VMware solutions tailored to your needs.



Why Backup with Veeam Private Cloud?

- **End-to-End Encryption:** Encrypt all data at the source, in-flight, and at rest without impacting compression ratios or configuring a VPN
- **Granular Restoration:** Recover VMs, VMDKs or individual files, anytime.
- **Complete Visibility:** Access Mid-Range hosted backup repositories and track resource consumption from the Veeam management console.
- **State-of-the-Art Backup:** Leverage forever-incremental backups, customized retention policies, WAN acceleration and more
- **Easy Scheduling:** Run backups directly to the cloud or copy an existing backup – continuously, or on a schedule.
- **Complete DRaaS Option:** Mix and match backup and full disaster recovery with Veeam DRaaS services from Mid-Range.

IBM Cloud

Whether it is an all cloud move or part of a hybrid strategy for your infrastructure, Mid-Range can set up, migrate and manage instances in the IBM Cloud with and for you. They may be production, devops, high availability, disaster recovery or Watson integrated apps – whatever suits you. Your IBM Cloud presence will not only have elasticity for growth but resource flexibility as your needs change.

Additionally, there are 100 integrated applications offerings available across multiple platforms, which are only a click away in the IBM Cloud.



IBM Cloud

As an IBM Platinum Partner, Mid-Range can offer you all the flexibility of the IBM Cloud plus the services to move some or all of your workload to it on a short or long term basis.



JD Edwards



Oracle JD Edwards

Implement your Oracle JD Edwards solution with experienced professionals. Our process begins with a risk assessment, which enables us to tailor the strategy to your organization's unique needs.

We take a client-centered approach to implementing our Oracle JD Edwards solutions. You will receive the highest level of quality, with a cost-effective solution that is fully implemented on time.

- JDE Implementation Services
- JDE Managed CNC
- JDE Private Cloud
- JDE Partners

JDE Services



We take a client-centered approach to implementing our Oracle JD Edwards solutions. You will receive the highest level of quality, with a cost-effective solution that is fully implemented on time.

JDE Implementation Services

With our JD Edwards practice, you get the best ERP, reporting, archiving, and security tools to help your company run more efficiently. You can manage your data more effectively to gain actionable insights that will grow your business and improve customer service.

JDE Managed CNC

Hiring in-house Configurable Network Computing (CNC) support is expensive. You may spend time looking for someone only to end up empty-handed. Even if you do find someone, there are other cost considerations that come with in-house CNC support. Such costs come in the form of staff turnover, bonuses, training, vacation days, equipment expenses, salary, benefits, and administrative costs.

JDE Private Cloud

Deployment: you have choice. With cloud today, we provide the option for on-premise, cloud, or hybrid solutions. Depending on your needs, you can deploy your equipment, our equipment, or a shared solution. Some elements of your infrastructure may be offered in-house, while others can be fully managed or outsourced.

JDE Partners

Mid-Range has partnerships with software tools for JD Edwards, which enhance your JD Edwards experience.



JDE Implementation Services

Grow your company

We provide access to the latest JD Edwards EnterpriseOne or World product suites to make sure your solution stays relevant and grows with your company.



With our JD Edwards practice, you get the best ERP, reporting, archiving, and security tools to help your company run more efficiently. You can manage your data more effectively to gain actionable insights that will grow your business and improve customer service.

- Our client-centered approach aligns with your goals to provide unique and flexible pricing, while delivering an on-time and on-budget project.
- Using our proven methodology, process, tools, people, and resources, we deliver solutions that follow best practices.
- We provide maximum end-user adoption through a variety of services that integrate functional, technical, and change management.
- Around-the-clock hosting staff combined with state-of-the-art infrastructure gives you top-quality maintenance and monitoring.

✓ Considering an upgrade?

Take the following considerations into account:

• Functional Capabilities

When considering an upgrade, begin by comparing the latest capabilities and enhancements to existing features. You can then determine what value may be gained in return for the investment of time and resources.

• Technological Enhancements

As you refine your application upgrade strategy, consider your technical infrastructure requirements. These include client architecture, application server, web services, customizations, database options, and hosting or outsourcing options.

• User Support and Change Management

During the upgrade process, change management helps ensure smooth user adoption as the project is upgraded and deployed.

JDE Managed CNC

Save time and money

Why build your own Oracle JD Edwards EnterpriseOne team when you can save time and money by taking advantage of the remotely-managed CNC services offered by Mid-Range?



Hiring in-house Configurable Network Computing (CNC) support is expensive. You may spend time looking for someone only to end up empty-handed. Even if you do find someone, there are other cost considerations that come with in-house CNC support. Such costs come in the form of staff turnover, bonuses, training, vacation days, equipment expenses, salary, benefits, and administrative costs.

With Mid-Range Managed CNC, you get all the system administration and expert technical support services – including package management, regular JD Edwards updates, performance monitoring, and troubleshooting – without the business risk associated with depending too heavily on one individual.

Get started by requesting a detailed cost analysis that compares the true cost of in-house with outsourcing options. It will help you identify the true cost of building and maintaining your own Oracle JD Edwards EnterpriseOne team. Once you've made the comparison, outsourcing may be the clear winner.

✓ **Benefits to Your Company**

- Access to Mid-Range's team of JD Edwards experts
- Continuous staff training and skills development guaranteed as an Oracle Gold Partner
- Fixed monthly cost, optimal performance, and monthly reporting of uptime
- Customizable Help Desk Support with a strategic focus (rather than a tactical focus)

JDE Private Cloud

Get professional advice.

For over 30 years, we have been helping with traditional, on-premise deployments. We can assess your current infrastructure and offer professional advice on the best way to implement the cloud for your needs.



Deployment: you have choice. With cloud today, we provide the option for on-premise, cloud, or hybrid solutions. Depending on your needs, you can deploy your equipment, our equipment, or a shared solution. Some elements of your infrastructure may be offered in-house, while others can be fully managed or outsourced.

✓ **Benefits of Deploying JD Edwards Private Cloud**

- Infrastructure is housed in Mid-Range's secure data center with 24/7 monitoring
- Reduced capital expenses through a subscription-based model in which you pay for what you use when you use it
- Technology that flexes and scales to meet changing business needs
- Reduced IT costs, including hardware, data center space, security, and facility cooling
- Private cloud available in complete operating expense mode
- Shared environments through public cloud
- High availability and data replication to multiple data centers
- 150 seats for disaster recovery
- Frees your staff to focus on innovation

✓ **JD Edwards Private Cloud is Ideal For:**

- Your Oracle JD Edwards production environment
- A cloud-based training platform complete with your data
- Your Oracle JD Edwards high availability and disaster recovery environment
- A prototype or test environment to support your implementation or upgrade

JDE Partners

Enhance your JDE experience.

Empower your team to pull reporting more easily, and have more confidence in your JDE security. Mid-Range have partnerships with software tools for JD Edwards, which enhance your JDE experience.



ReportsNow

ReportsNow is the premier reporting solution provider to thousands of JD Edwards users throughout the world. Their tools replace complex JD Edwards reporting processes, with a simple method of creating beautiful, real-time reports. With ReportsNow, your company can answer tough business questions with unprecedented speed and agility, and reduce your dependency on IT resources.

Why struggle with JDE Reporting when ReportsNow instantly makes your JDE Reporting easier? Say goodbye to time-consuming manual processes, say hello to automated results and savings.

ReportsNow™



AllOut Security

AllOut Security provides the most powerful set of risk, security, audit, compliance and segregation of duties tools available for JD Edwards EnterpriseOne and JD Edwards World. Intuitive interfaces, simple pricing, and a powerful feature set helps you to achieve best practice in audit processes, security tracking, change control management, and accuracy. AllOut Security reduces the upgrade costs associated with redesigning your JD Edwards security.

ARCTOOLS

ARCTOOLS is the leading data purging and archiving tool for Oracle JD Edwards. ARCTOOLS has helped over 600 Oracle customers on six continents to quickly and efficiently purge and archive their data.

By optimizing ERP data, ARCTOOLS enables you to reduce storage costs and increase productivity. With less data to manage, your IT team will spend less time on database administration and backups. Improved system performance will benefit end users. With reduced data conversion time, upgrades become quicker and easier.



Everest Software International

Everest has been shaping the field of JD Edwards Solutions since 2003 with their leading designs and innovations. Turn to Everest to streamline oversight of accounting, inventory, marketing, sales, ecommerce, point of sale, merchandise returns, shipping, receiving, customer relationship management, and more.

Everest have developed 20+ powerful and groundbreaking JDE tools, that are used by thousands of JDE customers in over 60 countries. Everest Tools are non-intrusive with practically no configuration needs, have intuitive and easy to use interfaces, and require no training or consulting.





Infrastructure

Mid-Range adds value to the cutting-edge products we provide, through our award-winning service which helps to conquer your individual business challenges.



IBM Power

A well-designed server solution has a direct effect on your bottom line. The right infrastructure solution that is cost-effective and offers performance, availability and reliability, is the backbone of your IT strategy.



IBM Storage

The right data solutions are instrumental to the success of your business. Having experts provide you with the right storage solutions means you can turn data into insights and insights into action.

Explore our full suite of compute and storage capabilities.

Infrastructure Services



IBM Power

We offer IBM Power System Servers for IBM i, IBM AIX & Linux, coupled with the best of IBM Storage & IBM Spectrum Suite. These are all offered for consumption on-premise, hybrid or cloud either as a capital or operating expense.



IBM Storage

Mid-Range Storage infrastructure solutions provide the speed and performance of ready data access with the agility and efficiency of hybrid cloud and software-defined storage. By connecting data across any architecture, storage from Mid-Range delivers deeper insights faster — giving you the edge to out-think and outperform your competition.

IBM Power



Mid-Range has architected, installed and operated IBM Power, Storage & Software systems for over 30 years.

- **Compliance** – We will help you address compliance for PIPEDA, HIPAA, PCI and more
- **24/7/365 Server Access** – You will have the ability to have physical access to your servers at any time with no hassle OR remote access with a secure and simple login
- **Security** – Full 24/7/365 monitoring, ticketing, alerting and remediation by Mid-Range technical personnel
- **Experience in IBM Managed Services** – As an IBM Platinum Business Partner, we are one of IBM Canada’s largest business partners for IBM Power Systems infrastructure, storage infrastructure, and software

✓ **IBM i & iSeries Servers**

IBM Power Systems offer servers built with open technologies and designed for mission-critical applications. They are designed for big data that is secure and optimized. If your business’s workload and storage requirements are ever-changing, take note that IBM Power Systems servers will adapt to your needs.

✓ **IBM Power AIX Servers**

Our reliability and technical expertise combined with the agility of AIX, will result in greater efficiencies and cost savings in your company.



✓ **Linux Servers**

We offer a range of Linux servers that can help any company simplify and streamline their IT environments. Our technical expertise, 24/7/365 support, and affordable solutions will help you achieve your goals easily. Linux servers are popular server operating systems for their stability, security and flexibility. Leading Linux server operating systems include: Gentoo, Ubuntu Server, CentOS, Debian, and Slackware.

✓ **x86 Intel Based Servers**

Our Intel based x86 servers from Lenovo and HPE are built to address important challenges such as power inefficiencies, infrastructure security, and network latency, allowing your business to maximize your server solution in a cost-effective manner.

IBM Storage



IBM storage provides simple solutions that address your modern data needs, from creation and storage management to archive.

Mid-Range Storage infrastructure solutions provide the speed and performance of ready data access with the agility and efficiency of hybrid cloud and software-defined storage. By connecting data across any architecture, storage from Mid-Range delivers deeper insights faster — giving you the edge to out-think and outperform your competition.

✓ Flash Storage

Engineered to meet modern high-performance storage requirements, with ultra-low latency, cost-effectiveness, operational efficiency, and mission-critical reliability.

✓ Software-Defined Storage

Increase capacity and reduce storage costs with scalable Mid-Range storage solutions that provide more value from your data.

✓ Hybrid Storage Solutions

Use an optimized mix of media to provide high performance at an affordable price.

✓ Tape Storage

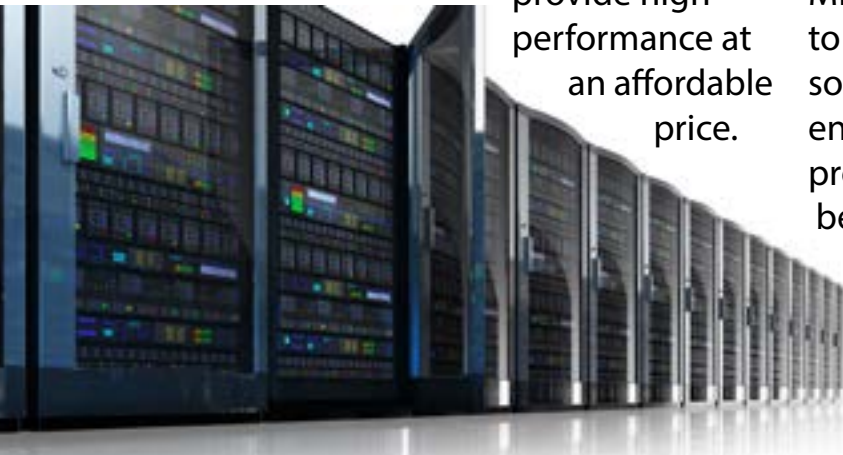
Discover better data economics with IBM tape storage: gain scalability, durability, security, and energy efficiency at a lower cost than other media.

✓ Storage Area Network

Capitalize on enterprise-wide data sharing and collaboration with a comprehensive range of intelligent SAN switches, directors and routers to connect servers and storage systems.

✓ Converged Infrastructure

Mid-Range and Lenovo have partnered to provide a converged infrastructure solution built for your hybrid cloud environment. Our combined solution provides the flexibility to choose the best deployment option for a wide variety of enterprise IT workloads, while freeing up resources in the datacenter for new-generation applications.



About Mid-Range

We are a strategic services provider, for all things IT



Partners



Data Centers

We have a solid track record

Founded in 1988 and profitable throughout all of those 30 years, we have a solid track record of success. At Mid-Range, we use our expertise to assess your unique needs, in order to proactively develop the most effective IT solution for your requirements. Our full-service approach to technology and our diverse and in-depth industry expertise keep our clients coming back year after year.

Serving clients across North America in a variety of industries, from small and emerging organizations to large, established enterprises – **we've seen it all**. Whether you need hardware or software solutions, disaster recovery and high availability, managed services or hosting or full ERP services with our JD Edwards offerings – **we have the methods and expertise to help**.

Our Story

- We are one of IBM Canada's largest business partners for IBM Power Systems, storage, and software, and have achieved the most prestigious IBM Partner Certification, at Platinum level.
- We are an Oracle Certified Gold Partner, Veeam Gold Cloud & Service Provider, HPE Partner and Lenovo Data Center Group Partner.
- We have won multiple Industry Awards, including Profit Magazine's Fastest Growing Companies in Canada designation.



Our Partners

Our partner certifications give us the expertise to create solutions using hardware and software from the leaders in the industry.

Data Centers

Your data center is the heart of your business because it stores the critical information needed to operate and grow your business. With this in mind, Mid-Range provides data center solutions designed to ensure maximum reliability, security, and availability of your mission-critical data and applications.



Our Partners

When you partner with Mid-Range, you partner with the top companies in the IT business.



The staff at Mid-Range hold over 100 IBM Technical and Sales Certifications as well as certifications from VMware, Veeam, HPE, Lenovo, and other prominent vendors.

Our team boasts multiple Power Systems and Storage Technical Specialists, as well as over 30 Senior Oracle JDE Consultants. Our in-house project managers are also certified with the PMP designation.

Our Partner certifications give us the expertise to create solutions using

hardware and software from the leaders in the industry.

We are a certified IBM Platinum Business Partner, Oracle Gold Partner, and HPE Partner. As such, our employees undergo rigorous and ongoing training to ensure that **our clients benefit from the most up-to-date advancements in IT.**



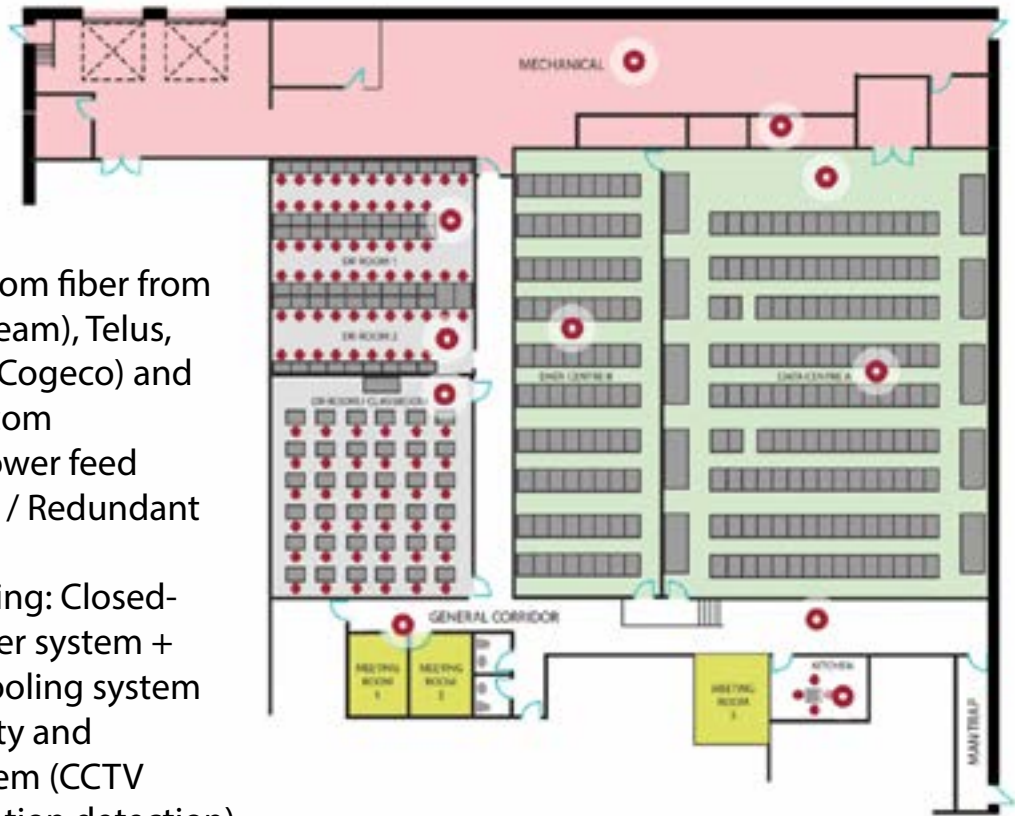
Reliable Data Centers

Our data center has been designed based on Uptime Institute Tier 2 standards using N+1 redundancy for active equipment.



Our Data Center Features:

- Co-location, hosting and outsourcing
- 120 seats for disaster recovery
- Redundant telecom fiber from Bell, Zayo (Allstream), Telus, Rogers, Aptum (Cogeco) and Hydro One Telecom
- 1.5 Megawatt power feed
- Diesel generator / Redundant UPS units
- Redundant Cooling: Closed-loop chilled water system + secondary DS cooling system
- Complete security and monitoring system (CCTV cameras and motion detection)
- Raised floor and caged environment available
- Convenient access from Toronto and the Greater Toronto Area, via highways 401, 404, and 407
- Customizable space
- Customizable caged space is available for clients with strict security requirements
- Dual electrical power feeds to all racks





MID-RANGE

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MID-RANGE

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