

MISSION-CRITICAL LEGACY IT INFRASTRUCTURE

# We keep the systems the world still runs on running.

Salem Automation is a member company of the IT Service Alliance — an employee-owned platform built around the high-barrier, mission-critical legacy systems that larger vendors overlook. From the plant floor to the data center, we stabilize, secure, and modernize the infrastructure your operation depends on.

**400+**

**Enterprise Customers**

Mission-critical systems supported across Healthcare, Government, Defense, Industrial & Education

**20+**

**Fortune 500 Companies**

Among the enterprises that rely on us for extended legacy support

**24/7/365**

**US-Based Support**

Tiered SLAs with direct access to Tier 3 engineers

**100%**

**Employee-Owned**

Every employee is a co-owner through our formal ownership plan

INDUSTRIES SERVED

- Healthcare
- Government
- Education
- Defense & Military
- Industrial & Manufacturing
- Fortune 500

CAPABILITIES AT A GLANCE

- Operating System Support
- OS Patching & Security
- Infrastructure Monitoring & Admin
- Cloud, Hosting & Disaster Recovery
- Legacy Modernization & Migration
- Industrial & Database Solutions
- IBM Mainframe Services
- Training & Education
- Legacy Application Support

SUPPORTED TECHNOLOGIES & PLATFORMS



Backed by the IT Service Alliance. a specialized platform for the mission-critical legacy systems larger competitors overlook. [www.itservicealliance.com](http://www.itservicealliance.com)

## Operating System Support

- Customized phone support for every system
- Flexible SLAs: 9x5 / 4-hr to 24x7 / 1-hr response
- OpenVMS, AIX, Tru64, HP-UX, Solaris
- Multi-vendor fault isolation & routing
- Problem tracking, escalation & reporting

## OS Patching & Security

- CVE prioritization & custom patch builds
- Kernel, Apache, OpenSSL security updates
- Regression testing & rollback-ready packages
- HIPAA, PCI-DSS compliance documentation
- Tier 3 Linux & UNIX engineers (US-based)

## Infrastructure Monitoring & Admin

- Remote system monitoring (VPN / secure access)
- End-to-end system administration
- Performance tuning & storage management
- Backup / restore & batch job management
- System audit, assessment & log analysis

## Cloud, Hosting & Disaster Recovery

- Co-location & managed hosting
- Hybrid Cloud with AWS & multi-cloud MSP
- Managed storage-as-a-service
- Semi-annual offsite DR tests & hot-site collaboration
- IBM i (iSeries, AS/400, Power) managed services

## Legacy Modernization & Migration

- vtVax & vtAlpha hardware emulation (DEC VAX / Alpha)
- 4-phase path: Stabilize › Bridge › Transfer › Future
- COBOL, Fortran, DEC C, VB6 → Python, C#, Java
- Code migration with zero logic loss
- Knowledge transfer & team up-skilling

## Industrial & Database Solutions

- SCADA & HMI replacement (Ignition 8.x)
- PLC communication (Allen Bradley, ControlLogix)
- OT / IT convergence for enterprise reporting
- SQL DBA, Azure Cloud DBA, Oracle DB management
- Legacy DB migration (Oracle 10g, IBM DB2 → Azure)

## IBM Mainframe Services

- Q&A support for IBM & OEM software
- Facilities management & remote monitoring
- Software upgrades & performance tuning
- Mainframe modernization & re-hosting

## Training & Education

- Structured training tracks & Masters Education Program
- Monthly 2-hr online seminars (free for support customers)
- E-Learning, on-site & custom course delivery
- Veteran instructors with decades of experience

## Legacy Application Support

- 24/7 mission-critical tiered response SLAs
- OpenVMS system admin (SYSGEN, DCL scripting)
- AMHS, SCADA & process control support
- Multi-site global support (US, EU, Latin America)
- Structured knowledge transition & shadowing

## WHY SALEM AUTOMATION

### Employee-Owned

Every employee is a co-owner through our formal Employee Ownership Plan.

### Alliance Platform

Backed by the IT Service Alliance — shared resources and depth, delivered with Salem's autonomy.

### 400+ Enterprise Clients

Fortune 500 organizations across Healthcare, Defense, Government, Industrial & Education.

### 24/7/365 US-Based Support

Tiered SLAs with direct access to Tier 3 engineers — not a scripted helpdesk.

### Specialized Legacy Focus

A high-barrier niche in mission-critical systems that larger competitors overlook.

### Cost-Effective

Extended support and modernization that costs far less than vendor add-on licenses or a full rip-and-replace.

## CERTIFICATIONS & PARTNERSHIPS



Ready to extend the life of your mission-critical systems? **Let's talk.**

Custom solutions for industrial automation · Systems integration specialists

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