

IT Operations as a Service for Network

Customer Success Story



Pivot IT Operations as a Service (ITaaS) for Network delivers server, application and desktop virtualization services using a comprehensive methodology designed to predict and prevent problems and ensure performance, availability and security.

The Operations

Customer Network Director was looking for a mature way to manage firewall changes, network outages, and configuration backups. By leveraging Pivot's ITOaaS these firewalls now monitored and managed via 24x7x365 NOC and the company's corporate IT team can now generate executive-level reports, down to the device, on demand.

The Value

- 40 hours of break/fix labor avoided by the customer IT team
- With the global deployment across multiple time zones the customer is able to deliver consistent firewall management without burning out the team with around the clock work

The Benefits

- Fully staffed 24x7x365 NOC that responds to alerts and outages
- Customer IT can now focus on business-related projects, instead of operational break/fix
- Shared services cost model
- Monthly and quarterly operational review meetings providing insight and recommendations on supported technology stacks
- Dedicated technology lead (support engineer) assigned to the customer "per tower" allows for intimate knowledge of the customer environment and technical oversight of NOC operations
- Dedicated Service Delivery Manager that ensures SLA compliance, operational efficiency and ITIL standards are followed

Pivot ITOaaS

Managed services solution designed for complex IT environments and fast-changing business requirements. IT Operations as a Service is an extension of your team that immediately matures your operational capabilities so IT can focus on business priorities.

- 24x7 monitoring and alert aggregation
- Remote engineering and support
- Proactive maintenance
- Vendor management
- Predictable, monthly flat-rate cost structure
- Single dashboard view of all devices (and their status)
- Service requests (IMACs) at no extra charge
- Session recording (DVR) of every change made

The Environment

Inventory	12	12 devices in total of which 0 are Workstation(s) and 1 are Server(s), 9 are Network device(s) and 2 Other(s)
New Devices	0	0 new and un-managed device(s) discovered by the inventory scans in the network
Availability	96.72%	Infrastructure availability at 96.72% during the reporting period (includes only Server(s) and Network(s))
Alert Management	154	154 alert(s) were processed during the reporting period
Monitoring Tickets	29	After triaging efforts allow us to consolidate multiple alerts on related issues into fewer tickets – this cuts down the noise and retains the focus on only the most critical or urgent needs. Therefore, 41 (of the 154 alerts received) were aggregated into 29 tickets during this reporting period. Remaining alerts were closed as non-critical issues.
Non-Monitoring Tickets	4	Additionally, 4 non-monitoring issues were ticketed and addressed during this reporting period
Patch Management	0%	0 patch(es) installed on managed servers and workstations. 9 security and critical patch(es) are awaiting approval
Network Configuration Backup	15	Configuration backup has been scheduled for 9 managed network devices. A total of 15 configuration change(s) detected on 4 device(s) (during the scheduled backup run(s)) in this reporting period. NOC can help restore any of these backups on the device.

The Story

The Business

A global medical device company, focused on innovating solutions, needed someone to manage the firewalls in their global offices.

The Challenge

The company's existing IT staff could not keep up with the operational requirements and firewall changes.

The Environment

Approximately 10 Cisco ASA firewalls located in global offices throughout the U.S., Italy, Germany and Brazil.

Why PTS?

Pivot, through its portfolio companies, designs, sells, integrates and supports IT solutions—including hardware, maintenance and support—engaging clients in all aspects of their IT Lifecycle Management.



Data Center



Collaboration



Managed Services & IT Operations



Cloud



Application Infrastructure Solutions



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