



IT Operations as a Service for Backup Applications

Pivot IT Operations as a Service (ITaaS) for Backup Applications provides a comprehensive suite of 24x7 backup job monitoring, maintenance and administration services. It maintains performance and reliability and delivers periodic reporting with a goal of zero server outages thus increasing business continuity.

Certified NOC

Pivot's ITaaS delivers operational excellence in co-managing and maintaining your technology infrastructure. We leverage next generation monitoring tools, certified NOC staff, standard operating procedures customized for your environment, and dedicated service level managers to ensure operational efficiency of your technology tower(s).

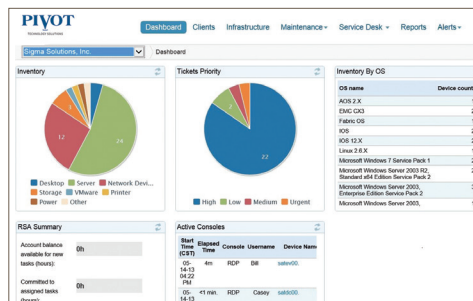
Supported Backup Applications

- Symantec Backup
- Products
- Windows NT Backup
- Veeam Backup
- CA ARCserve
- Storage Craft
- Asigra
- Intronis

Service Elements

Pivot ITaaS proactively monitors your backup infrastructure. We offer two levels of service.

- AID delivers monitoring, escalation and standard operating procedure (SOP)-based remediation
- MANAGE adds another layer of services focused on full remediation and complete management of your converged infrastructure



The Infrastructure view provides access to detailed information of all devices under management.

Pivot ITaaS

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

We will:

- Own root cause analysis
- Complete service requests (including configuration changes)
- Follow ITIL-based change control
- Actively monitor and manage system resources
- Quickly determine the source of any problems
- Resolve the issue via remote management



Reporting and Visibility

Pivot engineers and customers are provided infrastructure visibility via the Pivot ITOaaS portal.

- Access to the current status of devices across locations
- Useful trending reports for advanced analysis
- Archived records of all remote activities performed by Pivot Solutions engineers
- 360 Degree Reporting – a comprehensive view of your infrastructure performance and availability via on-demand or scheduled reports and executive dashboards

	Aid	Manage
24 x 7 Monitoring of Backup Applications and Jobs	✓	✓
Alert Validation and Escalation	✓	✓
Standard Operating Procedures (SOPs) Based Initial Remediation	✓	✓
Windows Patch Management Per Customer Approval	✓	✓
Verifying Completion of Backup Jobs	✓	✓
Executive Dashboard (Web portal), On-Demand, Weekly and Monthly Reports	✓	✓
Troubleshooting and Full Remediation	✓	✓
Root Cause Analysis of Critical Issues	—	✓
Vendor Tech Support* for Further Troubleshooting and Full Resolution	—	✓
Move, Add and Change Requests (MACs)	—	✓

* Microsoft vendor tech support included. Customer must have valid maintenance or technical contract from vendor for network devices, non-Microsoft or third-party applications, and anti-virus products. Expiration of maintenance or technical support agreements places limits on MANAGE services. Software and hardware placed into 'End of Life' by vendor will be restricted to AID service only.

Backup Types Supported

- Acronis
- Datto
- Vaultlogix
- Tape-level backups
- Disk-level backups
- Image backups
- Virtualized backups (snapshots, VMware vDR, VCB, vRanger)

SOPs associated with our services include:

- Backup Application Server Shutdown (Unexpected) Alerts
- Backup Application Server in Hung State
- Disk Space Management
- Backup Job Monitoring
- Off-Site Data Transfer Failures
- Waiting for Media
- Hardware Error
- Windows Event log (critical)
- VMware-based Backups/Using vDR, 3rd party Backups

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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