

IT Operations as a Service for Converged Infrastructure



Converged infrastructure environments need to adapt to rapidly expanding volumes of data, a growing number of mission-critical applications, increasing service levels and fast-changing business requirements. Pivot IT Operations as a Service (ITaaS) for Converged Infrastructure is designed to provide your converged infrastructure environments with a comprehensive suite of services for 24x7 monitoring, maintenance and administration.

Single Source

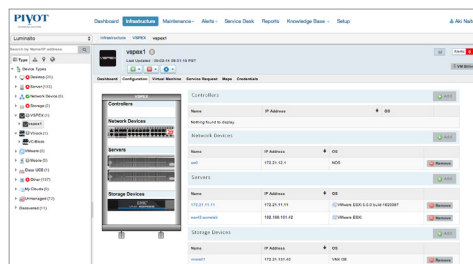
While converged infrastructure is an enabling platform, its multiple technology interdependencies make it difficult to manage and maintain. Pivot's IT Operations team serves as the single source to not only deliver support for the architecture as a whole, but provide an understanding of how the individual components operate.

Supported Converged Infrastructure

- VCE vBlock
- NetApp FlexPod
- EMC VSPEX

Key Management Parameters

Pivot ITOaaS monitors the hypervisor, unified computing system (UCS) hardware and network attached storage (NAS) using standard Windows WMI or SNMP data collection methods to determine availability, performance, operational and administrative status, throughput and error rates. The Pivot ITOaaS platform enables us to securely and remotely access the monitored devices and perform standard operating procedures (SOPs) or advanced troubleshooting services.



The infrastructure view provides Pivot engineers and your employees access to detailed information about all devices under management.

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

We will:

- Perform changes and system configurations as part of your ops team
- Deliver Root Cause Analysis after failures
- 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 Data Center Environments Consisting of UCS Components	✓	✓
Alert Validation and Escalation	✓	✓
Standard Operating Procedures (SOPs) Based Initial Remediation	✓	✓
Customer Customized Standard Operating Procedures (SOPs) Based Initial Remediation	✓	✓
Troubleshooting & Full Remediation	—	✓
Root Cause Analysis of Critical Issues	—	✓
Vendor Tech Support* for Further Troubleshooting and Full Resolution	—	✓
Hardware Vendor* Coordination for Hardware Failures	—	✓
UCS Health Checks & Preventive Maintenance	—	✓
Security Patches Per Customer Approval	✓	✓
Configuration Backup	✓	✓
Move, Add and Changes (MACs) and Service Requests (SRs)	—	✓
Executive Dashboard (web portal), On-Demand, Weekly and Monthly Reports	✓	✓

* Vendor tech support and hardware support included. Customer must have valid vendors' maintenance/technical agreement for storage devices. Expiration of maintenance/technical support agreement places limits on MANAGE services. Software and hardware put into 'End of Life' by vendor will be to AID service only.

Service Elements

ITOaaS for Converged Infrastructure proactively monitors the health of your dynamic 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

SOPs associated with our services include:

- Server Availability
- Inventory of a Blade from CLI
- VSAN SOPs
- Authentication SOPs
- Storage Status (Up/Down)
- Shutdown (Unexpected)
- Server in Hung State
- Memory Utilization Alert
- Processor Utilization Alert
- Disk Space Alert
- VMware Hypervisor Services not Running
- VMware Hypervisor Exiting Host

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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