

SPECTRUM

DC Care & Pro-Active Monitoring

Solution Description

THE NEED

FACTS

Keeping the Data Center (DC) up to date, following best practices and industry standards is a never-ending struggle for any organisation. The fast pace changing business portfolio and the need for fast delivery of IT solutions is adding excessive burden on IT.

IT teams are trapped in a never-ending cycle of routine tasks and fire fighting instead of providing an agile IT environment that meets business demand.

Spectrum offers the DC Care and Pro-active Monitoring service an enabler for your IT by undertaking tasks, monitors your infrastructure and helps you modernize and evolve your IT. The service is geared towards aiding IT departments with DC tasks and providing the necessary support, management and pro-active monitoring to ensure the DC infrastructure performs at an optimum level.

PROBLEM

- Fast delivery of IT solutions
- Time spent on maintenance and not innovating
- Complex technologies
- Disconnected and outdated solutions

THE TECHNOLOGY

DESCRIPTION

DC Care and Pro-Active monitoring can free your IT resources, not only by out-tasking, but can further enhance your IT by offering an optional Resident Engineer. The purpose of the Resident Engineer is to offload IT resources from handling the IT Systems as well as take care of management and maintenance actions.

The solution allows organisation to gain the most from internal IT team by simplifying Data Center complexity. Daily routine tasks and maintenance are outsourced allowing your IT team to converge from firefighting to business support.

Pro-active monitoring maximises the value of your IT by minimising unplanned outages and optimising IT operations. Through the service you will receive all the needed analysis and upgrades ensuring the stability of your environment. The proactive services aid your organisation address existing issues helping implementing new technologies, automate processes and optimizing the infrastructure.

SOLUTION

- Planning and Review
- Reactive Support
- Change Management
- Issue Resolution
- Firmware analysis and Management
- Health Check
- Capacity Trending Service
- Performance Analysis
- Inventory management
- Pro-active issue identification
- Monitoring tools
- Resident Engineer Option

BUSINESS VALUES

