



- ✓ **Storage Architecture Planning** – Develop an effective storage infrastructure design based on user and application storage needs
- ✓ **Storage Systems Deployment** – To meet the need of end user and business application, install and configure storage devices
- ✓ **Storage Optimization** – Develop and implement effective optimization techniques for the existing storage implementation
- ✓ **Storage Backup and Recovery** – Develop backup and recovery solutions for enterprise data for compliance

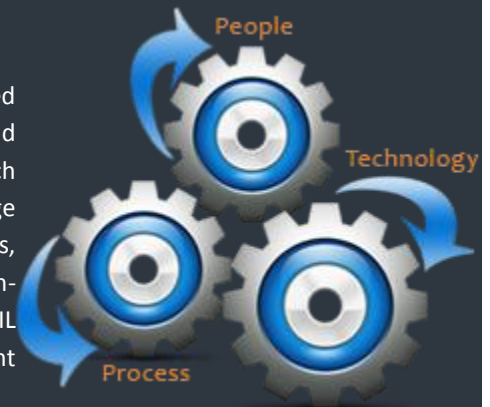
STORAGE MANAGEMENT IS OF UTMOST IMPORTANCE BUT COMPANIES SELDOM KNOW HOW TO BUILD A FIT FOR STORAGE ENVIRONMENT THAT IS BOTH RELIABLE AND COST

The challenge is not only which storage technology to deploy from a bewildering number of products, but also what to deploy that will integrate well in the existing infrastructure and maximize asset utilization, getting the best return from both new and existing investments.

By examining business requirements, analyzing existing infrastructure and considering the needs of all stakeholders, including end users, it impels the necessity for cost-effective storage expertise that provides alertness, compliance, and risk mitigation. vServe24/7 Storage Management services present an inventive, enterprise extensive loom to administer, shield store, and recover your data base on its changing business value.

vServe24/7 Service Approach:

vServe24/7 delivers the most sophisticated storage services through its profound experience in storage technologies, which enfold the complete lifecycle of the storage services. The services include processes, technologies and people to provide high-value business impact. vServe24/7 follow ITIL principles, best practices and proficient engineers to build storage services a reality.





Key highlights on storage management:

- ✓ Storage platform – AIX, Cisco, Sun Solaris, HP Unix, SCO Unix, Linux & Windows)
- ✓ Design, deployment plus integration, administration and value added services
- ✓ Storage administration
- ✓ Capacity planning
- ✓ Remote monitoring
- ✓ Storage optimization
- ✓ Configuration management
- ✓ Storage consolidation
- ✓ Backup & recovery
- ✓ Real time event and alert monitoring (node down & performance alerts)
- ✓ Centralized remote IT helpdesk services
- ✓ Adherence to service levels
- ✓ ITIL principles and best practices to manage your infrastructure management from storage allocations to 24/7 monitoring and managing

Monitoring and Managing Storage Services:

vServe24/7 aids your storage systems in eradicating bottlenecks and significantly progress service levels, for your storage environment by optimal utilization of our performance monitoring tools.



As part of the System Monitoring Service, vServe24/7 will:

❖ Support

- OS – AIX, Sun Solaris, HP UNIX, SCO Unix, Linux and Windows
- Provide monitoring of the clients systems from vServe24/7 Monitoring Labs ,Bangalore
- Monitoring of all the accessible servers using IT monitoring tool and suitable protocols for accessing server status / data
- Parameters monitored on the above servers
 - 24 x 7 monitor of all server platforms and operating systems for availability, critical performance counters and event errors and warnings
 - Critical performance counters include
 - CPU utilization
 - Memory utilization
 - Disk utilization
 - Free disk space

vServe24/7 Storage Service

Benefits:

- ✓ *Storage platform – AIX, Cisco, Sun Solaris, HP Unix, SCO Unix, Linux & Windows)*
- ✓ *Fast ramp up*
- ✓ *Cross Skilled resource*
- ✓ *Improved efficiency, consistency and reliability*
- ✓ *Enhanced storage security*
- ✓ *ITIL based processes*
- ✓ *ISO certified expertise*

- Bytes received / send
- Available MBs
- Paging file usage

- ❖ Provide threshold alerting
 - Automated alerts & alarms via email notifications to pre determined escalation contacts
- ❖ Monitoring the mail traffic queue and disk space usage
- ❖ Provide availability monitoring
 - Provide standard email notifications
- ❖ Notify client's personnel for all severity 1 calls as agreed with the client
- ❖ Provide mail alerts on device / link threshold breaches
 - Frequency of polling – 15 minutes
 - Reporting data (retention on server) – 3 month

As a part of Server and Storage Management, vServe24/7 will:

- ❖ Support exaggerate
 - OS –AIX, Sun Solaris, HP UNIX, Linux and Windows
- ❖ OS patch management
 - Download and update security patches, OS related patches tested and approved for release by client's IT department
 - Install software patches, updates and service packs
- ❖ Anti-virus management
 - Check and update latest virus definition files on all servers
 - Scan the servers on weekly intervals
- ❖ Backup management
 - Fire the backup as per client's backup policy and also perform restore check monthly
- ❖ User and active directory management
 - Create / Modify / Delete user accounts in client's environment. Enable network shares, provide permissions for the same



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- ❖ Incident, change and configuration management
 - Restore failed service as soon as possible to minimize impact to the business
 - All changes in the client's server & storage environment done in coordination with the client's IT department with proper approvals
- ❖ Capacity management
 - Provide recommendations to customer on the servers & storage which are over utilized,
- ❖ Server & storage administration

Helpdesk / Technical Support Services:

vServe24/7 infrastructure management services provide effective end-to-end management and support of IT assets regardless of their location by predictive and pro-active monitoring. Our monitoring and management services ensure improved service levels, better response-times, proactive support and minimized downtime.

- ❖ *Monitor and manage a diverse IT environment with a single solution*
- ❖ *9x5 or 24x7 coverage window*
- ❖ *Escalation management with three levels of engineering support*
- ❖ *Swift access to technical resources*
- ❖ *Incident & problem management*
- ❖ *Optimize data load balancing*
- ❖ *Eradication of replication delays*
- ❖ *Backup/restore solutions*
- ❖ *Enhanced data striping, local mirroring, remote data copy and Backup/restore services, vaulting and archiving services*