

TECH BRIEF



# Managed Services

Professional management that adds value to  
your IT infrastructure

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# Managed Services: What is it?

**Managed Services** are **customized technological infrastructure** management services provided by Aruba Enterprise.

Delegating the management of a platform to a **partner you can trust** reduces the **costs of expertise** and lets you **focus on your own business model**.

All activities are traced via a specific procedure and tools, as well as being moderated and subject to **contractual SLAs**; **The service is provided 24/7**, in Italian and English.

## Delegation and control

Managed Services are designed to delegate a large number of management activities to the service provider, while the customer maintains control of the service at all times.

## Reports

An extensive set of documentary deliverables are created and maintained (asset inventories, monitoring matrices, backup plans, patch plans, etc.), as well as periodic reports on infrastructure capacity, service health and contractual SLAs.

# Managed Services: the features



## Multi-platform

A wide range of managed technology platforms, including market-leading architectures or architectures based on Aruba Enterprise products.



## A team of experts

High-quality technical expertise based on the most demanding best practices when it comes to security, regulatory compliance and a developmental approach to consultancy.



## Flexibility and granularity

The scope of the service adapts to the needs of the individual company and can cover a range of different environments, in data centers, on premises, or run by third parties.



## Innovation and evolution

Management of the entire life cycle of the service on innovative platforms, such as containers and microservices.

# Managed Services: solutions available

## Windows/Linux Servers

Management of servers in environments with Microsoft Windows Server licenses, or based on open source Linux solutions (Red Hat Enterprise Linux, CentOS).

## Middleware

Management of file servers (FTP/SFTP, NFS, CIFS), web servers (Microsoft IIS, Linux Apache/ NGINX), or application servers (Red Hat Jboss, Apache Tomcat).

## Storage

Management of storage infrastructures based on solutions from vendors recognized as being market leaders (Dell EMC2, NetApp).

## Hypervisors

Management and optimization of virtual infrastructures based on VMware virtualization software.

## Data Backup

Solution that complements other Managed Services when it comes to data availability in both physical and virtual infrastructures.

## Network

Management of network infrastructures such as firewalls (pfSense, Fortigate), NLB (HAProxy, KEMP), or switches (Dell EMC2, Huawei).

## Professional services

A range of professional services in an array of different areas of expertise, from Business Analysis and Development to Project and Service Management.

## MDR

Managed Detection and Response, a comprehensive anti-malware solution for monitoring, analysis and reporting.

## Database Server

Solution designed to fully delegate the management of different kinds of database server: MySQL, Microsoft SQL Server, or Oracle DB.

## Disaster Recovery

Managed Recovery Target Site lets you implement and maintain a secondary replication subsite (target) for virtual infrastructures and optimize it over time.

# Managed Services: compliance and security



## Security by design

Adoption of enterprise-level tools, cutting-edge operating processes and best practices for implementation.



## Internal SOC 24/7

Second-and third-level specialist departments that are always ready to manage IT security activities.



## ITIL model

Delivery of activities provided within the scope of the service according to the ITIL international framework.



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