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.

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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.

Integrated technology partners
Governance and coordination of partners integrated into the technical structure, providing highly verticalized services on technology outside their field of expertise.

Top class tools
Use of market-leading products to provide infrastructure, compliance and security management services.

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Managed Services: catalogue of services

Incident response
The customer's point of contact is the Service Desk, which guarantees a responsive support service that handles all reported incidents or malfunctions directly.

Monitoring and Event Management
Service includes both monitoring of equipment and system resources and management of events, evaluating their severity and urgency and triggering resolution mechanisims.

Compliance check
Service includes infrastructure assessment to determine its suitability in terms of reliability, performance, capability and security.

Log Analysis
Extensive log management service with data verified by qualified specialists, with additional filtering and data correlation tools.

Security Services
Availability of a security structure that provides vulnerabilty assessments/penetration tests, with prompt analysis of security bulletins on technology being used.

Log management
Collection of logs from System Administrators and technical logs: the former are sent to compliant digital storage, while the latter are stored for an agreed time.

Health check
Verification of the state of the infrastructure, including periodical checks on configuration and performance, with reports detailing actions and checks performed.

Capacity Plan
Analysis of strengths/weaknesses of the infrsastructure and definition of acurate thresholds to establish satisfactory required levels of capability and performance.

Firmware and patch management
Maintenance of hardware devices and software solutions with up-to-date security and firmware. Regular scheduled patching.

Professional services
Professional services can be activated on demand by the customer in a number of areas of expertise, from Business Analysis and Development, to Project and Service Management.

Managed Services: operational environments

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 market leaders (Dell EMC2, NetApp).

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).

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

Kubernetes
Platform as a service based on state-of-the-art technology, fully managed for providing cloud native applications.

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.

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Managed Services: matrix of services

	Incident response	Log Management	Monitoring ed Event Management	Health Check	Compliance Check	Capacity Plan	Log Analysis	Firmware and patch management	Security Services	Professional services
Server Windows/Linux	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Middleware	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Storage	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Hypervisors	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Data Backup	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Network	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Database Server	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Disaster Recovery	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔

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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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