

CASE STUDY – Managed Services

Client

- C The Client is one of the world's leading providers of advanced semiconductor solutions. It's DRAM and Flash components are used in today's most advanced computing, networking, and communications products, including computers, workstations, servers, cell phones, wireless devices, digital cameras, and gaming systems.

Scope of Work

- C 24x7 Monitoring and Management of applications
- M Proactive Monitoring of server resources like CPU, Memory, Disk space & top processes.
- M Scheduling and execution of operational activities like.
 - o Backup / Restoration, Patch Deployment, Verification of Audit Logs.
 - o Install, Move, Add & Change.
 - o Database administration.
- M Technology Consulting.
- M Implementing a complete Business Service Management framework.

Technology Environment

- C 700+ servers running applications on Linux.
- M Netapp appliance with 800 TB of storage.
- M 20+ Online applications
- M 10 Database servers

Value Addition

- C Implementation of tool for monitoring the critical applications.
- M Implementing a service desk for capturing all issues / incidents centrally.
- M Tool to capture the application related load profile data in addition to infrastructure related data.