

Managed Systems

24x7

24 hours a day, seven days a week.

Datacentrix' Managed Systems team never stops. When something in your environment needs to be managed, it just gets done.

Hardware & OS

Hardware and operating systems

from the world's leading vendors are supported.

License

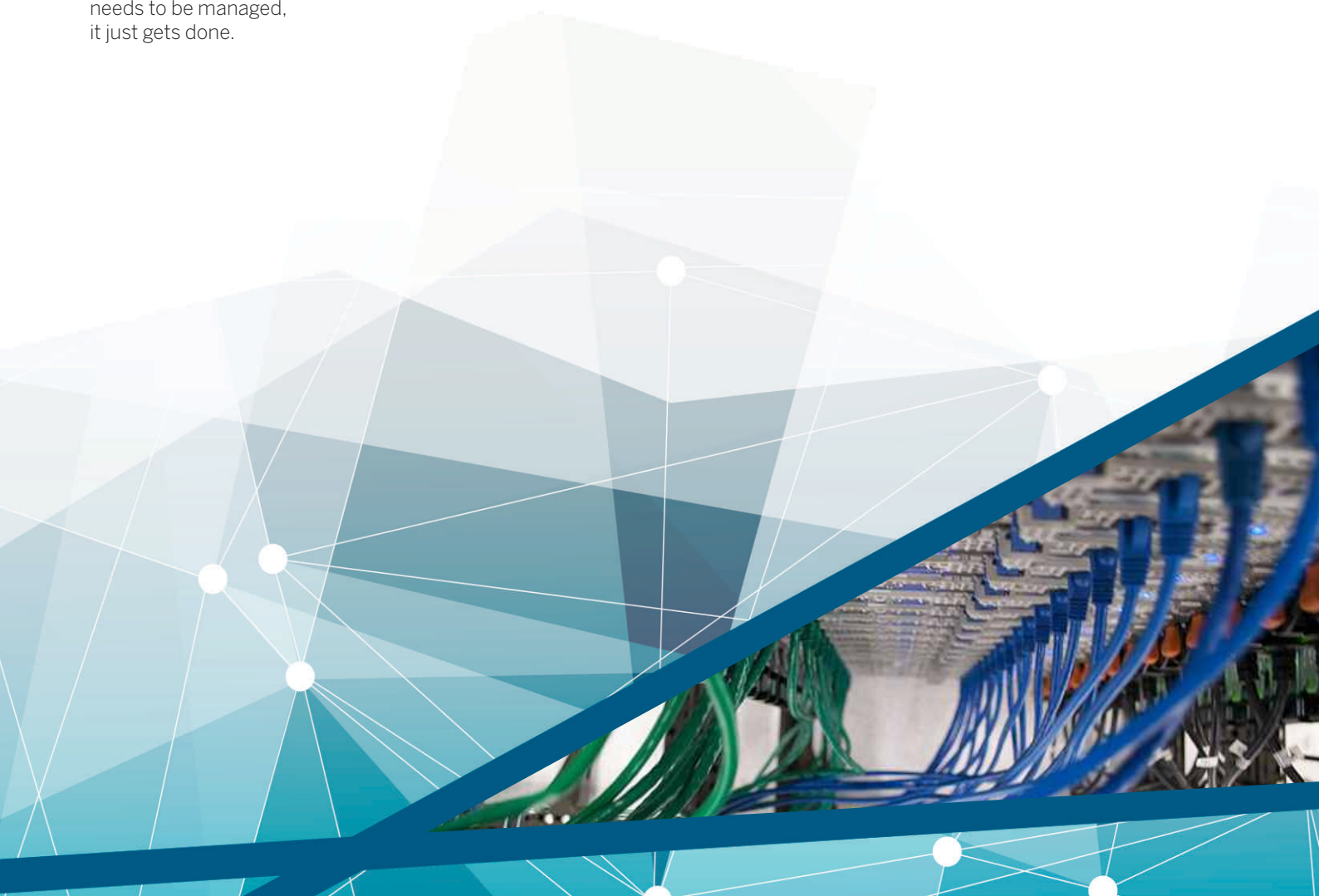
License management

forms part of configuration management, a key operational component of the Managed Systems' management discipline.

DR & HA

Disaster recovery and high availability

are the foundation of the broader business continuity agenda and a critical part of any design criteria.





Datacentrix provides Managed Systems and administration services, specialising in Windows, various flavours of UNIX, and Z/OS. Our experience in the management of complex server and network configurations makes us the ideal partner to locally or remotely manage your servers and applications. Our highly skilled resource pool is available 24x7 ensuring that your ICT infrastructure operates perfectly.

Our technical specialists will help you define your exact requirements and the type of service package that best aligns with your company's needs.

Whether you need to provision for specific workloads or setup servers, storage or network environments, or execute on tuning and optimisation initiatives, Datacentrix' Managed Systems team is ready to execute on all your needs.

Focused on server management and optimisation, backup and data recovery, security, database management and application lifecycle management – our support teams are available 24x7x365 to ensure that you get answers to any questions, irrespective of the time of day.

The service provided by Datacentrix' Managed Systems team is a result of a unique skills pool, many years of experience, and a management platform that allows us to manage most IT server infrastructures, databases and applications on behalf of our customers – efficiently and cost effectively.

The Managed Systems team uses automated workflows, intelligent alerting engines, configurable discovery rules, and extendable templates to deploy our 24x7 monitoring and management solution within a few days.

Priority 1 incidents are managed via the most rigorous processes within the Managed Systems' area of responsibility:

- Server performance across most operating systems
- Server virtualisation, supporting VMware and Hyper-V: More than 100 deep performance metrics are tracked and analysed
- Essential Microsoft services or applications including Exchange, Active Directory and MS SQL
- Server hardware for CPU, memory and disk utilisation, services, o/s services, processes, scripts, URLs, files and folders
- Other devices including load balancers, temperature sensors, IP cameras, printers and more
- Routine IT management tasks and first level fault troubleshooting with IT workflow automation
- Fault remediation (automated); triggering self-healing scripts or patches
- An end-to-end security service, from firewall management through to anti-virus and Patch management.

The Managed Systems service integrates with the Service Desk and Monitoring service for automatic trouble ticketing. Our team manages all the disciplines associated with systems management:

- Change management: Formal management of changes being made to the IT infrastructure
- Release management: Planning, scheduling and controlling the movement of releases to test and live environments
- Configuration and software license management
- Priority management

Poor server performance and outages can cripple a business. In partnering with our Managed Systems team, high availability is a given. Datacentrix experts handle the operation of your ICT environment, allowing you to rather focus your energy on essential business operations.



On premise or colocation



Server management



Backup and data recovery



Database management



Server optimisation



Security



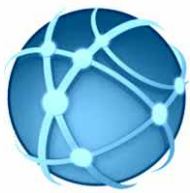
Application license and patch management

Key management areas:

Operating system and architecture	Processes	Recent events	Managed applications	Graphic information
Information about the operating system and architecture includes the number of CPUs and the amount of RAM installed on this host. Original server name plus current server name.	The detail includes the process name, user, count, and CPU and memory usage.	The 'recent-events' list for each server allows for the viewing, or concealing of details pertinent to each machine.	The list of 'applications-monitored' by the server includes: response time; throughput; and errors. Software licenses can also be managed.	Charts provide a graphic view of CPU usage information, load averages, physical memory, disk utilisation, and network I/O.

Technical data: Managed Systems

Specification	Datacentrix
Servers	IBM, HP, Dell, and most Wintel systems
Operating systems	Windows, UNIX, HP-UX, IBM AIX
Management tools	Microsoft SCOM, Microsoft Service Manager, Microsoft SCCM, AIX Tools for Linux, Tivoli, HP SIM



← 24x7



About Datacentrix

Datacentrix is a complete ICT systems integrator, providing solutions and services across the full information value chain to its customers. The company uses leading technologies to drive customer business strategies, unlocking efficiencies and empowering meaningful business insight.

Our most valuable assets are captured in the minds and spirit of our people. Every person at Datacentrix is a critical part of our service delivery model and our strategy for generating sustainable value for our customers and stakeholders.

We value partnerships and go the distance to establish trusting, lasting customer and stakeholder relations. Our longstanding affiliations and accreditations with our technology partners enable direct access to technology using the shortest channels.

It's our passion for excellence that drives our innovative and flexible solution design. Datacentrix' value-driven strategy and proven execution capability reinforce its position as one of the top ICT players in the local market.

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