

# Data Center Solutions



## Managing and Supporting Complex Multivendor Data Centers

In today's business environment, the need for a highly reliable and available IT infrastructure is vital. Companies must protect themselves against the prohibitive cost of downtime and ensure 24x7 access to their critical systems. As clients evolve, their IT infrastructure, and their support requirements, become more complex. They are challenged with supporting increasingly heterogeneous environments, while reducing costs.

### Single Point of Contact for All Your Data Center Needs

With over 23 years of experience supporting, managing, optimizing and securing mission-critical data centers, Akibia enables customers to reduce costs, increase efficiencies and manage risk.

Since 1988, we have been supporting some of the most demanding, mission-critical global data centers with expert Support Services including Multivendor Systems Maintenance, Remote Monitoring, Data Center Relocations and Education. Akibia also provides Data Center Consulting Services including Infrastructure Assessments, Cloud Consulting, Virtualization and Microsoft Infrastructure Consulting as well as Managed Data Center Services.

### Minimize Downtime with Cost-Effective Data Center Support

Akibia's Data Center Support Services are designed to maximize the availability, reliability and performance of our customers' complex, multivendor server, storage and network infrastructure, while reducing their support costs, and providing the highest standard of service.



#### MULTIVENDOR SYSTEMS MAINTENANCE

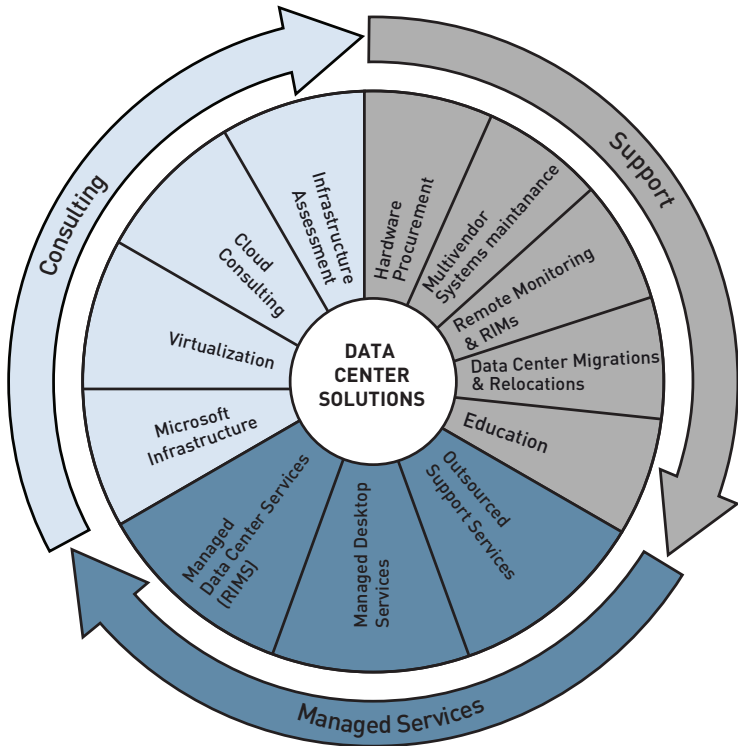
Akibia offers a **cost-effective alternative** in data center support and provides a single point of contact for our clients' infrastructure support needs. We provide comprehensive support for the hardware and software that make up mission-critical data centers - including **Oracle/Sun Microsystems, Hewlett-Packard, IBM, Dell, EMC, NetApp** and **Cisco** server, storage and network systems.

Akibia's approach is to partner with clients to develop a cost-effective support solution based on a thorough understanding of their needs, and tailored to meet their unique requirements. Our consultative and customized approach to delivering service ensures our clients are not over or under supported. Akibia is renowned for delivering exceptional service and support and for creating highly flexible solutions to enable clients to minimize downtime, maximize the value of their current infrastructure investments and significantly reduce their support costs by 25- 40%.

As part of Akibia's Multivendor Systems Maintenance Services, Akibia provides hardware and software support and offers a family of on-site and self-maintenance support services with customized response times, call flows and coverage options:

#### Hardware Support

- **On-site Support** - Akibia's On-site Service provides 24x7 technical support, the delivery of replacement parts and on-site engineering support, ensuring an experienced engineer arrives at the client site with the right parts to efficiently repair the system and bring it back online as quickly as possible, and within the terms of the client's Service Level Agreement (SLA).



- **Service Partner** - Service Partner is Akibia’s innovative self-maintenance service offering and a cost-effective alternative to on-site service where we provide 24x7 technical support, the delivery of replacement parts and training to empower our clients to leverage their own technical resources to support their systems.

### Software Support

Akibia’s Software Support Service, *Akibia Software Knowledge (ASK)*, provides our clients with technical assistance to help them efficiently diagnose, troubleshoot and resolve their operating system (OS) as well as systems management software issues.

### REMOTE MONITORING

Akibia's Remote Monitoring Service (ARMS) helps clients maximize systems uptime by proactively monitoring their infrastructure and application environment 24x7. Downtime is minimized through the advanced notification of potential issues and faster problem resolution when failures occur. ARMS provides:

- **Performance Monitoring - Averting Potential Issues:** By setting capacity parameters and performance thresholds, Akibia identifies potential signs of weakness such as bottlenecks, overburdened services or hardware anomalies, and immediately alerts the client, allowing potential problems to be averted before they become critical or impact the user.
- **Real-Time Hardware Fault Monitoring - Expediting the Problem Resolution Process:** In the event of a system failure, Akibia identifies the failure in real-time, notifies the client and expedites the remediation process, leveraging Akibia's Systems Maintenance Services or the client's internal staff to resolve the issue.
- **Reporting & Trend Analysis - Optimizing Utilization & Performance:** Through enhanced reporting and analysis, periodic reviews and access to Akibia’s senior engineers, Akibia’s monitoring service enables clients to better manage their infrastructure and optimize systems utilization and performance.

### DATA CENTER RELOCATIONS AND MIGRATIONS

Whether consolidating data centers, moving to a new location to reduce power and facility costs or as part of a disaster recovery plan, or expanding data center operations, successfully relocating all the systems in a data center is a significant undertaking. By leveraging Akibia’s infrastructure of warehouses and testing and repair facilities, as well as our extensive logistics and project management capabilities, Akibia can help manage any relocation need our clients may have.

With our experience supporting multivendor data centers and in IT planning and operations, we assume responsibility for managing the entire project and moving all data center systems – ensuring the availability of secured space and the right technical resources to bring all systems back online as fast as possible. In addition, Akibia’s application migration, re-engineering and modernization services help clients to migrate away from older platforms with minimum risk by defining and implementing a robust transition management process.



## EDUCATION SERVICES

Many organizations rely on Akibia for their hardware maintenance and systems administration training as well as storage, virtualization and security related training - including companies looking to maximize the availability, performance and security of their critical systems, or realize cost savings with Akibia's self-maintenance support solution.

## HARDWARE PROCUREMENT

Founded as an independent services company, Akibia offers an unbiased consultative approach to assist clients in evaluating their hardware options. We help them assess whether they need to purchase new hardware or if they can maximize the performance of their existing systems by reconfiguring the hardware. We will also procure component parts to enable clients to optimize their current system configuration, and help them source new or refurbished hardware systems.

## Optimize IT Infrastructure with Akibia's Consulting Services

### ASSESS OPPORTUNITIES TO OPTIMIZE AND REDUCE COSTS IN THE DATA CENTER

Akibia's **Infrastructure Assessment Service** enables organizations to analyze their infrastructure - identifying gaps, risks and opportunities for improvement in performance, utilization, capacity planning, consolidation, security, compliance, and overall efficiencies. These recommendations help clients prioritize key projects and initiatives. Akibia also evaluates current IT processes and identifies efficiency improvements to reduce costs and manage risk.

Akibia's **Process Consulting Services** team uses ITIL-compliant service management tools to design and deploy processes to help clients streamline their IT operations. After assessing the client's current framework we design and implement the necessary processes per ITIL standards.

### LEVERAGE CLOUD SERVICES TO INCREASE DATA CENTER EFFICIENCIES AND LOWER COSTS

Akibia's **Cloud Consulting Services** help clients reduce costs, increase efficiencies, and mitigate risk by identifying cloud opportunities within their existing infrastructure. The Consulting Team will perform an infrastructure assessment and suggest ongoing monitoring strategies, assess bandwidth needs and address security and compliance issues. The team will also identify the required process MAP for cloud applications and identify and remediate gaps.

### CONSOLIDATE SYSTEMS AND MAXIMIZE UTILIZATION WITH VIRTUALIZATION

Akibia's **Virtualization Services** team helps clients dramatically increase data center efficiencies by consolidating systems, leveraging the latest virtualization technology. Many of our clients have realized considerable cost savings as well as other benefits as a result of virtualization including:

- Increased utilization of existing servers
- Reduced hardware, software, support, maintenance and facilities costs
- Enhanced flexibility and speed in deploying new systems
- Disaster recovery and business continuity

As a **Microsoft** and **Citrix** partner Akibia helps clients realize the full benefits of server, desktop and application virtualization. Akibia supports the entire technology lifecycle from planning and assessments to design and implementation, and training and support.



## GET THE MOST OUT OF YOUR MICROSOFT INFRASTRUCTURE INVESTMENTS

Akibia's **Microsoft Infrastructure Consulting Services** helps clients get the most value out of their business-critical Microsoft environment – ensuring it is optimized for performance, reliability, security and scalability. Whether upgrading to the latest version of Exchange or Active Directory, Akibia's Consulting Services helps clients realize their goals efficiently and effectively.

## Increase Efficiencies with Managed Data Center Services

Effective IT management in a heterogeneous environment is vital to controlling costs and the need to streamline processes and deliver business value has become a growing IT requirement. With the growing trend towards consolidation, virtualization, cloud computing and more complex multi-platform environments having a strategic focus on data center management is critical.

Akibia offers several different options for managing our clients' data center environments, leveraging our multi-shore delivery capabilities, which includes on-shore, off-shore and near-shore models. Akibia partners with our clients to understand their unique requirements and to custom-design the right data center management solution that meets their unique goals and needs, which is often a combination of on-shore and off-shore services.

### REMOTE INFRASTRUCTURE MANAGEMENT

Akibia offers a Remote Infrastructure Management Service (RIMS) which provides 24x7 remote monitoring and management of business-critical IT systems including server, storage, database, network and security infrastructure as well as email. Our Remote Infrastructure Management Service helps clients reduce their infrastructure costs by up to 40% while improving uptime and productivity. It simplifies and streamlines operations management, allowing clients to scale on demand, and to focus on their core competencies.

### DATA CENTER MANAGEMENT

Akibia's Data Center Management clients rely on Akibia to manage their data center, through a combined on-shore and off-shore delivery model. The process of designing the right data center management solution for our clients is based on a comprehensive assessment of their requirements and goals. Akibia's Data Center Management Service include server, storage, database, network and security management, as well as systems, network and database administration, backup and recovery and web infrastructure services. Akibia offers:

- End-to-end 24x7 IT infrastructure monitoring & management, service availability, performance and capacity monitoring & management
- World-class ITIL-compliant service management tools and processes as well as access to world-class domain expertise 24x7x365
- Proactive problem identification and preemptive problem resolution
- Vendor and third-party supplier management

By leveraging Akibia to manage their data center clients benefit from enhanced cost of ownership, improved service availability, a single point of contact, and a flexible delivery model.



## MANAGED DESKTOP SERVICES

Our **Managed Desktop Services (MDS)** provide infrastructure consolidation, standardization and virtualization that leverages both new and existing technologies. MDS allows seamless platforms and application migration, reusability of business applications, controlled software deployment, service desk operation and stringent desktop threat management. Our comprehensive solutions utilize best-of-breed tools and the latest technologies thereby lowering client's Total Cost of Operations (TCO) and reducing desktop management complexity.

## The Akibia Difference

- **Single Point of Contact** – With deep technical knowledge across a wide range of server, storage, network and security platforms as well as operating systems and software, we provide best-in-class support for our clients' multivendor data center environments. Consolidating support providers into a single point of contact provides considerable cost savings for our clients and eliminates challenges related to managing multiple vendors.
- **Focus on Service** – Founded as an independent services provider in 1988, Akibia's cumulative knowledge, expertise, experience and best practices supporting, managing and optimizing mission-critical data centers enables us to deliver the highest quality of service.
- **Customer-Centric Services Philosophy** – Akibia's service philosophy is premised on enabling and empowering our clients and delivering a solution that meets their needs. Everything we do at Akibia emphasizes providing exceptional service and an excellent customer experience. Our TLC<sup>2</sup> philosophy motivates every employee to always 'Think Like a Customer,' promoting Trust, Loyalty and Commitment.
- **Cost-Effective Data Center Solutions** – In addition to focusing on providing excellent service, Akibia's hallmark flexibility and customized approach enables us to deliver cost-effective data center solutions that are tailored to the unique requirements of each client.

## About Akibia

Akibia, a Zensar company, provides innovative Infrastructure Management solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help IT organizations reduce costs, increase efficiencies and manage risk in the data center. For more information visit [www.akibia.com](http://www.akibia.com).