Managed Platform

Protect youself with the Best Practice Linux Managed Platform offering and reduce costs and stress

To get the most from your mission critical apps, the underlying platform must be optimised, secure and resilient. Where that platform is Linux, you will need a specialist set of skills and best practice processes. Bringing those skills in-house can be expensive and risky. Our Managed Platform Service allows you to reduce the costs and time drain associated with maintaining your Linux environment, by handing over its supervision to our team of expert engineers.

We examine your systems and applications and inform you of what you need and when you need it to ensure business continuity is safeguarded, through the remote and secure administration of your Linux platform, its components and application landscape.

Choose the Managed Platform service when you need to:

- Eliminate downtime
- Streamline processes
- Maintain continual access to business critical data and systems
- Improve the productivity of system managers and operators
- Enhance system performance
- Expedite problem resolution through expert-level technical resources available whenever you need them

As any IT Manager knows, downtime is both a disruptive and costly headache. What might only seem minor faults, if neglected, can soon build up, bringing your IT infrastructure to a grinding halt. The cost to remedy such problems is not only measured in finding and implementing a workable fix, but also in the interruption it causes to the running of your business.

Adopting a proactive approach our Managed Platform Service will optimise your IT environment and keep you alerted to issues that may arise. Our experience and unmatched expertise within the Open Source Software field ensure problems are quickly and effectively resolved before they can affect your day to day operations.

In addition, Managed Platform Service brings you software updates. This includes new versions of Linux and selected third-party software products, patches, and documentation.

Our Managed Platform service offers premium level proactive and reactive support services:

- Acceptance into Service Process
- Service desk
- Incident management
- Request fulfilment
- Audit and document
- Capacity reporting
- Event monitoring and reporting
- Availability reporting
- Reactive problem management
- Change management
- Release management
- Licence and subscription management
- Passage to systems design and evolution
- Pathway to business continuity and disaster recovery management

Managed Platform Service scope – installation, usage, configuration, remote diagnostics and bug fixes, modified RPM's, custom kernels and hardware faults and dependencies.

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Managed Platform service highlights:

Term	Definition
Service Desk	The single point of contact between the service provider and the users. A typical service desk manages incidents and service requests and also handles communication with the users.
Incident Management	The process responsible for managing the lifecycle of all incidents. The primary objective of incident management is to return the IT Service to users as quickly as possible.
Request Fulfilment	The Process responsible for managing the Lifecycle of all Service Requests.
Acceptance into Service Process	This documents the customer's supported environment(s) and aims to highlight software configuration issues which may compromise the confidentiality, integrity or availability of information held on that IT system.
Events Management	The process responsible for managing events throughout their lifecycle. Event Management is one of the main activities of IT operations.
Capacity Reporting	The process responsible for ensuring that the capacity of IT services and the IT Infrastructure is able to deliver agreed service level targets in a cost effective and timely manner. Capacity management considers all resources required to deliver the IT service and plans for short, medium and long term business requirements.
Availability Reporting	The process responsible for defining, analysing, planning, measuring and improving all aspects of the availability of IT services. Availability management is responsible for ensuring that all IT infrastructure, processes, tools, roles etc. are appropriate for the agreed service level targets for availability.
Problem Management	Part of the problem management process. The objective of proactive problem management is to identify problems that might otherwise be missed. Proactive problem management analyses incident records, and uses data collected by other IT service management processes to identify trends or significant problems.
Change Management	The process responsible for controlling the lifecycle of all changes. The primary objective of change management is to enable beneficial changes to be made, with minimum disruption to IT services.
Release Management	The process responsible for planning, scheduling and controlling the movement of releases to test and live environments. The primary objective of release management is to ensure that the integrity of the live environment is protected and that the correct components are released.
Licence Management	The management of Linux software licence compliance through efficient software licence management.
Systems Security Management	All work is performed by employees with specific security credentials.
Business Continuity and Disaster Recovery Management	Advice provided on system specification and configuration.
System Design and Evolution	This service provides proactive reporting in order to inform the customer of beneficial enhancements.

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