



## Managed Services

# InfraOps™ - Remote IT Management Services

### Description

InfraOps is a remote IT management service that allows our clients the peace of mind that comes with knowing their mission critical application infrastructure is in the hands of team of skilled IT professionals 24x7. From its global Visibility Centers, InteQ constantly monitors and manages the selected IT components you elect to out task. InfraOps is best suited for organizations with the following characteristics:

- IT Support Staff stretched too thin
- Finding that business critical projects are lagging due to constant “firefighting”
- Have unpredictable IT Operational costs
- Experience dynamic changes in the demands on the IT Operations staff
- Require 7x24 coverage, but do not want to staff 7x24
- Find it challenging to recruit and retain the required skills to specific technologies

By leveraging InfraOps, you can selectively out-task the management of the IT infrastructure or individual IT components to InteQ based upon clear and measurable service levels. InteQ’s adherence to ITIL based service delivery processes ensures a high level of consistency in the quality of services delivered while ensuring the proper controls are in place to support compliance and audit requirements.

### How We Do It

InteQ leverages its enterprise-class shared delivery architecture MSPnet™ to securely deliver InfraOps services and Fusion Layer™ automation technology to quickly improve and maintain the performance and availability of mission critical application infrastructures. Day to day operations activities are executed by InteQ’s seasoned Technology Teams, which are teams of IT experts versed in supporting application infrastructures on a 7/24 basis, Technology Teams work from inside InteQ’s Global Visibility Centers™ and exclusively focus on the proactive management and operations based upon clear deliverables and service levels. Within each Technology Team, a senior technology manager coordinates, troubleshoots and manages all activities to ensure the service level objectives are met based upon InteQ’s ITIL based delivery model.

### ITSM Best Practices

The underlying processes that comprise the InfraOps service are founded on IT Service Management Best Practices (ITSM) workflow principles. IT Service Management is a universally recognized framework that delivers a customer-focused, cost-optimized, process-oriented approach to IT service management. Based on the IT Infrastructure Library (ITIL), the non-proprietary service management process standard, InteQ developed ITSM Best Practices that identify and integrate key service and delivery processes, including change, configuration, problem, and service-level management. By using ITIL, InfraOps consistently delivers the most efficient and cost effective approach to IT Management without sacrificing service levels.



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### **Benefits**

InfraOps offers customers with an outsourced solution for finding and fixing critical application and infrastructure management problems before they cause downtime. InfraOps' value empowers customers to focus on their business objectives, and not on the day-to-day tasks of managing an application and IT infrastructure.

### **Key Deliverables**

#### **In-depth Monitoring and Tracking**

InteQ's service delivery platform, InteQ proactively monitors and tracks the critical IT infrastructure components and services to ensure potential issues are identified before they cause and outage or service degradation.

#### **Incident & Problem Management**

A key feature of InfraOps is the ownership InteQ accepts for managing the ITIL based Incident and Problem Management processes to ensure the timely incident restoration (Incident Management) and the permanent removal of the root cause (Problem Management)

#### **Change & Configuration Management**

All configuration changes made to the infrastructure are managed and controlled through the ITIL based Change and Configuration Management processes to make certain all appropriate approvals are received and testing is completed before implementing the change in production.

#### **Daily Administrative Support**

InfraOps service engineers are responsible for the daily execution of administrative and operational activities required to keep the infrastructure available and performing to service levels, including moves, adds and changes (MACs), backups and restores, patch installation , system and network administrative tasks, etc.

#### **Reporting**

InfraPortal, InteQ's web based reporting portal, provides immediate access to the status of the managed environment as well as historical performance reports, inventory and exception bases reports for trend analysis and capacity planning activities.