

Service Catalogue

Your secure data centric guardians

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Hyper Converged Infrastructure (HCI)

1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

2 Objectives and Benefits

2.1 Explaining HCI

Hyper-convergence grew out of the concept of converged infrastructure. Under the converged infrastructure approach, a vendor provides a pre-configured bundle of hardware and software in a single chassis with the goal of minimising compatibility issues and simplifying management. If required, however, the technologies in a converged infrastructure can be separated and used independently. The technologies in a hyper-converged infrastructure, however, are so integrated that they cannot be broken down into separate components.



A hyper-converged infrastructure system allows integrated technologies to be managed as a single system through a common toolset.

Hyper-converged systems can be expanded through the addition of nodes to the base unit. Hyper-converged infrastructure streamlines the deployment, management and scaling of datacentre resources by combining x86-based server and storage resources with intelligent software in a turnkey software-defined solution. Separate servers, storage networks and storage arrays can be replaced with a single hyper-converged solution to create an agile datacentre that easily scales with our customers' business.



Hyper Converged Infrastructure (HCI) / Contd.

2.2 Objectives

We are offering solutions for our customers to add real value to their business which takes away cost and complexity. We are able to combine the right technology, with our skilled technical teams and compliant processes to build a comprehensive and compelling solution.

2.3 Benefits

Traditional three-tier architectures require greater day-to-day management, as you need people with the skills to support and maintain a wide variety of servers, storage, networking and software management technologies. The many potential numerations make it a challenge at scale, as each numeration introduces opportunity for incompatibilities and administration overhead. HCI radically simplifies datacentre infrastructure for the customer.

3 Service

3.1 Example of transformative adoption

Example of the transformative benefits of using HCI as a transformative technology:

Customer A has a legacy datacentre infrastructure comprising of servers, storage area network, and they are operating both ethernet and fibre-channel switching environments:

- One option as a MS provider would be to refresh their existing HW estate with a like-for-like architecture.
- Alternatively, a different approach might be to consider a migration to a public cloud environment, like Amazon Web Services or Microsoft Azure. However Customer A does not feel this is the right approach for their business critical workloads and they are concerned about the total cost of ownership.

The solution that HCl creates is the opportunity for Customer A to:

- Radically simplifies their IT infrastructure to create a dramatically lighter infrastructure
- Creates multiple cost savings, efficiencies and flexibility.
- Reduces datacentre rack space, power and cooling requirements.
- Eliminates SAN and fibre-channel infrastructure tiers simplifying management and reducing maintenance costs.
- Combines the simplicity and scale that the public cloud offers
- Enables IT leaders to achieve a hybrid cloud solution beneficial to all sectors to leverage on-premise infrastructure for predictable, mission-critical applications *and use public clouds for more elastic and unpredictable workloads.*



Hyper Converged Infrastructure (HCI) / Contd.

4 Service Scope

HYPER CONVERGED INFRASTRUCTURE (HCI)	Basic	Enhanced	Advanced
On-Premise Private Cloud – Customer Managed	✓	N/A	N/A
Provision of HCI platform on premise with flexible options to meet customer's platform requirements (HW only)			
On-Premise Private Cloud – Managed	N/A	\checkmark	N/A
Provision of HCI platform on premise with flexible options to meet customers' platform requirements and a bundled 24x365 Managed Service			
Fully Hosted Private Cloud	N/A	N/A	✓
Enterprise grade traditional hosting providing flexible options to meet customer's platform requirements, and bundled 24x365 Managed Service			
Service Delivery Management	N/A	~	~
Installation and Start-Up services	Optional	Optional	Optional
Migration services	Optional	Optional	Optional

5 Service Reporting

The standard monthly reports include:

- Telephony statistics
 - o Call Volumes
 - o Call Wait Times
 - o Abandoned and Missed Calls
- Incident Analysis
 - o Incident Volumes
 - o Incident Categorisation
- Service Level Reporting
 - o Incidents
 - o Calls



Hyper Converged Infrastructure (HCI) / Contd.

5 Service Reporting / Contd.

- In Enhanced and Advanced
 - o Availability Reporting
 - o Capacity Reporting
 - o HCI roadmap information

6 Service Pricing

The service cost and pricing is based on the HCl configuration with any installation and start-up and migration services. The Managed Service pricing is based on "per node".