



Service Catalogue

Your secure data centric guardians

Units 1-3 Trinity Court, Brunel Rd, Totton, Hampshire SO40 3WX

www.amicusits.co.uk

+44 2380 429429

Virtualisation Administration

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

Server virtualisation has proven itself to be a revolutionary technology solution for IT management, presenting capabilities that would never be possible within a physical infrastructure. From an economic stance, the benefits of server virtualisation are focused on cost savings because it allows multiple applications to be installed on a single physical server with business benefits including reduced hardware costs, faster provisioning and deployment, improved Disaster Recovery, significant energy cost savings and increased productivity.

Amicus ITS administers all major virtualisation solutions and have partnerships with VMware, Microsoft, Citrix and Nutanix and deep expertise around vSphere, Hyper-V, XenServer and Acropolis Hyper-Visor (KVM).

- As an Enterprise Solution Provider for VMware, Amicus ITS is able to design, plan and deploy and support sophisticated virtualisation solutions to meet the technical and business needs of its customers.
- As a Citrix Silver Solutions Provider we work closely with them in order to deliver technical expertise to our customers.
- Our Microsoft Triple Gold Certified Partnership status represents a very high level of competence, experience and expertise. This endorses Amicus ITS as a true expert within the industry and assures our customers that we have the competencies in order to deliver the benefits to our customers.

3 Service

Amicus ITS will be responsible for the day-to-day operations and management of your virtualised server estate whether this be on premise or hosted.

The service includes:

- Hardware maintenance
- System upgrades
- Infrastructure design and layout
- Disaster Recovery design
- Implementation
- Installation and maintenance
- Migrations
- Monitoring
- Capacity planning

Virtualisation Administration / Contd....

4 Service Scope

VIRTUALISATION ADMINISTRATION	Basic	Enhanced	Advanced
Real-time 24x365 agentless monitoring through software / hardware probes for availability, health and performance	✓	✓	✓
Up to 4 hr tailored SLAs	✓	✓	✓
Remediation of alarms based on an agreed-upon set of tasks and run lists	✓	✓	✓
Remote assistance to on-site engineers and end users/customers	✓	✓	✓
Troubleshooting incidents, problems and outages - Undertaking fault investigations using information from multiple sources - remote troubleshooting and fault finding if issues occurs	Optional	✓	✓
Hardware monitoring and maintenance	Optional	✓	✓
Security patching on Hypervisor existing version	Optional	✓	✓
Design, deploy and maintain optimal backups	Optional	✓	✓
Hypervisor tool upgrades (includes VM Tools)	Optional	Optional	✓
Automating tasks - automate all repetitive, time-consuming management tasks	Optional	Optional	✓
Capacity planning	Optional	Optional	✓
System upgrades and major version patching	Optional	Optional	Optional
Design and implementation of new solutions and improving resilience of the current environment	Optional	Optional	Optional
Migration and consolidation of systems	Optional	Optional	Optional
Disaster Recovery devices	Optional	Optional	Optional

5 How We Provide This Service

- We have a team of trained and certified engineers, with a great depth of experience, exposure and skillset.
- This service is primarily provided by the Systems Admin Team and the NOC Team with support services from the Service Desk and Change and Configuration Management teams.
- The Service Desk maintains the interaction with the customer throughout the service lifecycle unless the customer has selected the option of a Service Delivery Manager.

Virtualisation Administration / Contd....

6 Service Reporting

Standard virtualisation reports include:

- Virtualisation Platform Availability Report
- Virtualisation Platform Health Report
- Virtualisation Platform Capacity Report

Other reports can be included subject to the subscribed optional services.

7 Service Pricing

The service pricing is based Per Managed Host Server with additional incremental services application for managing running “guests” virtual machines and/or services operating on the platform.