



## **Service Catalogue**

Your secure data centric guardians

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## **Windows File and Storage Services – Administration & Management**

### **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**

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.

In the business world, it can be a balancing act when it comes to keeping costs down and investing in equipment to keep your company growing. The best option for keeping costs down while allowing for the expansion of the company, is a centralised file sharing system.

Windows File and Storage Service includes technologies that help us set up and manage one or more file servers, which are servers that provide central locations on the customer's network where they can store files and share them with users. For our customers, multiple users need access to the same files and applications, with centralised backup and file management.

We are engaged in maintaining and controlling the Windows File and Storage Service for our customers and are responsible for administering the overall availability and health of the file server infrastructure allowing reliable and secured access to data.

Amicus ITS, considers, Windows File and Storage Service Management as an area of expertise, with our technical teams having the opportunity to work on all versions of Windows Server OS up to version 2016 currently. Whether it is around deploying a new environment, or upgrading your current environment or migrating from a competing technology, Amicus ITS is considered as a highly trusted technology solution provider.

### **3 Service**

Our System Administrators proactively monitor and manage the following:

- File servers
- File server replication
- User access
- Storage spaces
- Folder re-direction
- Offline files
- Roaming user profiles
- Work folders
- Data de-duplication

## Windows File and Storage Services – Administration & Management / Contd...

### 3 Service / Contd.

Our proactive 24x365 monitoring service runs on a single integrated platform for the entire application ecosystem. Activities in this service includes:

- Reviewing alarms
- Filtering for false alarms
- Escalating issues
- Customising monitoring thresholds
- Configuring notification and escalation policies to ensure all Windows File Server systems are available, healthy and performing

The Service Desk Team manages end users, clients' systems and all communication supported by the NOC Team which controls the server infrastructure.

### 4 Service Scope

WINDOWS FILE AND STORAGE SERVICES ADMINISTRATION AND MANAGEMENT	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	✓	✓	✓
User access administration	Optional	✓	✓
Resolve all end user issues and cater to end user requests for services	Optional	✓	✓
Remote assistance to onsite engineers and end users / customers	Optional	✓	✓
File access logging and auditing	Optional	✓	✓
Design, deploy and maintain optimal backups for file servers	Optional	Optional	✓
Automating deployment tasks - automate all repetitive, time-consuming management / deployment tasks	Optional	Optional	✓
Create documents and scripts to address arising challenges and implement troubleshooting	Optional	Optional	✓
Design and implementation of new solutions and improving resilience of the current environment	Optional	Optional	Optional

## Windows File and Storage Services – Administration & Management / Contd...

### 4 Service Scope / Contd.

Migration and consolidation	Optional	Optional	Optional
File archiving solutions	Optional	Optional	Optional
Disaster Recovery services	Optional	Optional	Optional
Security compliance auditing	Optional	Optional	Optional

### 5 How We Provide This Service

- We have a team of trained and Microsoft-certified Windows Administrators, with required experience, exposure and skillset. This service is primarily provided by the NOC Team and the Service Desk (for end user / client liaison) with supported services from the Change and Configuration Management team.
- 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.

### 6 Service Reporting

The standard reports include:

- File Server Availability Report
- File Server Health Report
- File Server Capacity Planning Report
- File Server Replication Report

Other reports can be included within the pack based on the subscribed optional services.

### 7 Service Pricing

The Service pricing is based on a per user basis. Where optional services are projects, these will be priced separately.