

IT Operations as a Service for Virtualization



Pivot IT Operations as a Service (ITaaS) for Virtualization delivers server, application and desktop virtualization services using a comprehensive methodology designed to predict and prevent problems and ensure performance, availability and security.

ITaaS

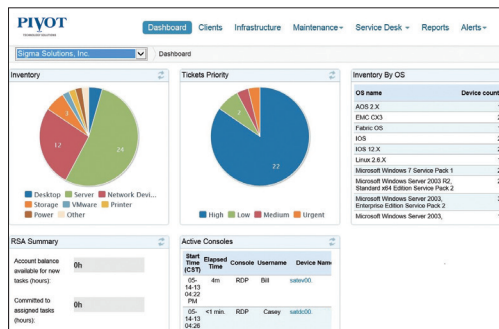
Pivot ITaaS monitors your virtualized infrastructure using standard data collection to determine virtualization platform and service availability as well as hardware status. The ITaaS platform enables us to secure remote access to the monitored devices, applications and desktops to perform standard operating procedures (SOPs) or advanced troubleshooting services.

Supported Virtualization Technologies

- VMware: Foundation – Enterprise
- Citrix: XenDesktop, XenServer
- Microsoft: HyperV

Service Elements

- Pivot ITaaS for Virtualization proactively monitors your backup infrastructure. We offer two levels of service:
- AID delivers monitoring, escalation and standard operating procedure (SOP)-based remediation.
- MANAGE adds Vendor Escalation/Management, plus another layer of services focused on full remediation and complete management of the infrastructure.



Pivot's ITaaS Portal offers a "single pane of glass" platform for data collection and reporting purposes.

Pivot ITaaS

Managed services solution designed for complex IT environments and fast-changing business requirements. IT Operations as a Service is an extension of your team that immediately matures your operational capabilities so IT can focus on business priorities.

- 24x7 monitoring and alert aggregation
- Remote engineering and support
- Proactive maintenance
- Vendor management
- Predictable, monthly flat-rate cost structure
- Single dashboard view of all devices (and their status)
- Service requests (IMACs) at no extra charge
- Session recording (DVR) of every change made

We will:

- Own root cause analysis
- Complete service requests (including configuration changes)
- Follow ITIL-based change control
- Actively monitor and manage system resources
- Quickly determine the source of any problems
- Resolve the issue via remote management

Reporting and Visibility

Pivot engineers and customers are provided infrastructure visibility via the Pivot ITOaaS portal.

- Access to the current status of devices across locations
- Useful trending reports for advanced analysis
- Archived records of all remote activities performed by Pivot Solutions engineers
- 360 Degree Reporting – a comprehensive view of your infrastructure performance and availability via on-demand or scheduled reports and executive dashboards

	Aid	Manage
24 x 7 Monitoring, Alert Validation and Escalation – Managed Services	✓	✓
Detailed Asset Inventory With Multilevel Hierarchy Depicting Virtualized Environments	✓	✓
Executive Dashboard (Web Portal), On-Demand and Pre-Generated Monthly Reports	✓	✓
Integration With Other Monitoring and Systems	✓	✓
Standard and Customized Operating Procedures (SOPs) Based Initial Remediation – All Critical Events Will be Associated With a Corresponding SOP Which Will be Followed for Initial Diagnosis	✓	✓
Troubleshooting With Full Remediation and Root Cause Analysis of all Critical Issues	–	✓
Preventive Health Checks	–	✓
Preventive Maintenance	–	✓
Full Hardware Vendor Management* Including RMA Coordination and Management, Installation, and Configurations	–	✓
Administrative activities – Move, Add and Changes	–	✓
Service Requests	–	✓

* Vendor tech support and hardware support included. Customer must have valid vendors' maintenance/technical agreement for server and/or desktop devices. Expiration of maintenance/technical support agreement places limits on MANAGE services. Software and hardware put into 'End of Life' by vendor will be limited to AID service only.

Why Pivot Technology Solutions?

Vision

Our experience designing and integrating enterprise data center solutions gives our clients access to skills and expertise beyond their in-house IT teams and traditional resellers.

Execution

Our highly-trained professional services team configures and implements complex projects with hardware and software from multiple vendors and suppliers.

Operations

Our managed services team removes the burden of managing specific IT resources,

allowing in-house IT teams to focus on more strategic initiatives.

Expertise

Our unmatched technical expertise has been developed via investments in training, certification and technologies.

Proof

Our extensive lab and equipment pool is available for proof-of-concept development and “try before you buy” demonstrations.

Why PTS?

Pivot, through its portfolio companies, designs, sells, integrates and supports IT solutions—including hardware, maintenance and support—engaging clients in all aspects of their IT Lifecycle Management.



Data Center



Collaboration



Managed Services & IT Operations



Cloud



Application Infrastructure Solutions



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