

# IT Operations as a Service for Compute



Pivot IT Operations as a Service (ITaaS) for the Compute tower provides monitoring and management of key hardware, applications, business services and infrastructures across dynamic, heterogeneous physical and virtual data centers. Our monitoring and management solution integrates with enterprise compute platforms to manage the physical and logical infrastructure for all unified computing hardware and software elements, including operating systems and virtual environments.

## Key Monitoring Parameters

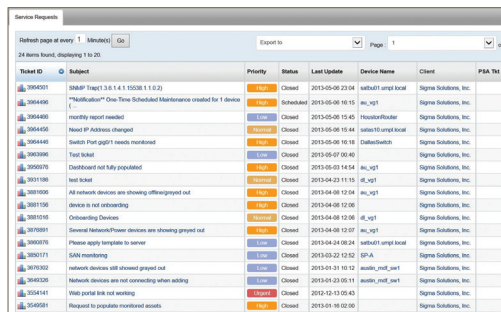
Pivot monitors Cisco-based data center environments using SNMP and Syslog. Comprehensive monitoring templates ensure that all spheres of the environment are monitored with continuous checks on performance. Metrics monitored include components, UCS hardware inventory and status, virtual environment, hardware status, UCS environmental status and hosted applications.

## Supported Compute Technologies

- Cisco - UCS family
- HP - Proliant and Integrity family
- Dell - PowerEdge family
- IBM Power Systems - AIX, IBM I, and Linux

## Seamlessly Scale to Meet Changing Demand

Our managed services team removes the burden of running your environment, allowing your inhouse IT teams to focus on more strategic initiatives.



Ticket ID	Subject	Priority	Status	Last Update	Device Name	Client	PIA Tier
3054001	Snap! Traps 1.0.1.0 & 1.0.200.1.1.0.2.0	High	Closed	2015-05-06 23:04	satell11.amp.local	Sigma Solutions, Inc	
3054495	"PaaS/Stack" One-Time Scheduled Maintenance created for 1 device	Low	Scheduled	2015-05-06 10:15	hp_xg1	Sigma Solutions, Inc	
3054490	Monthly report needed	Low	Closed	2015-05-06 10:45	HzasdelRack04	Sigma Solutions, Inc	
3054456	Need IP Address changed	Low	Closed	2015-05-06 10:44	satell10.amp.local	Sigma Solutions, Inc	
3054440	Switch Port group1 needs monitoring	Low	Closed	2015-05-06 10:18	DallasSwitch	Sigma Solutions, Inc	
3053990	Test ticket	Low	Closed	2015-05-07 00:40		Sigma Solutions, Inc	
3053978	Dashboard not fully populated	Low	Closed	2015-05-05 14:44	hp_xg1	Sigma Solutions, Inc	
3031150	test ticket	Low	Closed	2015-04-22 11:10	hp_xg1	Sigma Solutions, Inc	
3031005	All network devices are showing offline/grayed out	Low	Closed	2015-04-08 12:04	hp_xg1	Sigma Solutions, Inc	
3031150	device is not unboarding	Low	Closed	2015-04-08 12:06		Sigma Solutions, Inc	
3031010	Outstanding Devices	Low	Closed	2015-04-08 12:08	hp_xg1	Sigma Solutions, Inc	
3030991	Several network devices are showing grayed out	Low	Closed	2015-04-08 12:07	hp_xg1	Sigma Solutions, Inc	
3030970	Please apply templates to server	Low	Closed	2015-04-24 08:24	satell11.amp.local	Sigma Solutions, Inc	
3030171	SAN monitoring	Low	Closed	2015-03-22 12:52	SP-A	Sigma Solutions, Inc	
3070302	network devices still showed grayed out	Low	Closed	2015-01-31 10:12	satell10.amp.local	Sigma Solutions, Inc	
3042250	Network devices are not connecting when adding	Low	Closed	2015-01-23 09:11	satell10.amp.local	Sigma Solutions, Inc	
3041411	Web portal link not working	Low	Closed	2015-01-12 09:43		Sigma Solutions, Inc	
3040081	Request to provide mountpoint assets	Low	Closed	2015-01-16 00:00		Sigma Solutions, Inc	

The Service Desk view provides visibility to all infrastructure-related service tickets.

## 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:

- Perform changes and system configurations as part of your ops team
- Deliver Root Cause Analysis after failures
- 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 of Data Center Environments Consisting of UCS Components	✓	✓
Alert Validation and Escalation	✓	✓
Standard Operating Procedures (SOPs) Based Initial Remediation	✓	✓
Customer Customized Standard Operating Procedures (SOPs) Based Initial Remediation	✓	✓
Troubleshooting & Full Remediation	—	✓
Root Cause Analysis of Critical Issues	—	✓
Vendor Tech Support* for Further Troubleshooting and Full Resolution	—	✓
Hardware Vendor* Coordination for Hardware Failures	—	✓
UCS Health Checks & Preventive Maintenance	—	✓
Security Patches Per Customer Approval	✓	✓
Configuration Backup	✓	✓
Move, Add and Changes (MACs) and Service Requests (SRs)	—	✓
Executive Dashboard (web portal), On-Demand, Weekly and Monthly Reports	✓	✓

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

## Service Elements

ITOaaS for Compute proactively monitors the health of your compute infrastructure. There are two levels of enterprise services for computing environments.

- AID delivers monitoring, escalation and standard operating procedure (SOP)-based remediation
- MANAGE adds another layer of services focused on full remediation and complete management of your environment

## SOPs associated with our services include:

- Hardware Failure
- Server Booting
- Server Availability
- Inventory of a Blade from CLI
- vSAN
- Authentication

## 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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