

Complex Systems Operations Services

Enhance your business by reducing IT downtime, risk and costs

Description of the solution

Unix and Linux systems represent the most powerful, safest and reliable operating environment for business-critical applications from the world's leading software producers. The management and maintenance of such complex systems requires highly trained personnel with extensive experience in diverse environments combined with a program of continuous education. S&T has knowledge and experience that is recognized by vendors, as well as its clients.

Challenges

- Companies lose money if core computer systems are not working.
- Companies are often faced with skilled personnel retention problems.
- The costs for maintaining appropriate levels of knowledge are high.
- IT departments often lack the experience acquired while solving problems in different situations and environments.
- Over-utilized or underutilized system administration personnel.
- Companies lose time and energy when coordinating and harmonizing relationships between IT principals and subcontractors.
- Replacements and upgrades of systems require long-term planning and represent a high cost.
- Companies are dealing with IT instead of focusing on their core business.



S&T has the solution!

With its long tradition, extensive experience and team of highly qualified and certified professionals, S&T provides comprehensive assistance in designing, establishing and maintaining Unix and Linux systems - HP-UX, Oracle / SUN Solaris, IBM AIX, RedHat, Novell Suse and Oracle Linux with associated software.

Services can be delivered on-site or remotely via network connections.

The S&T solution in detail

In general, S&T operations services in the field of complex systems are divided into two main categories:

1. Implementation and Transition

- The assessment and design of the environment
- Integration and configuration of the environment
- OS network and security configuration
- The optional virtualization of the operating system and applications
- The optional implementation of a highly available system
- The optional configuration of a disaster recovery (DR) location
- Connection to disk storage systems and data migration
- The creation of “online” and “offline” data backup
- The preparation of documentation (settings, instructions, procedures ...)

2. Maintenance and Management

- Regular system and user administration
- Urgent remedial work
- 24 x 7 availability services
- The preparation and carrying out of DR tests
- Performance analysis and tuning
- Analysis of installed and missing SW patches
- The creation of programs or scripts to automate processes
- The creation of a bare metal backup and appropriate restore process
- Regular monitoring and reporting
- Capacity planning

Business benefits

- Experienced and certified S&T personnel
- Single point of contact
- Focus on core business and not on IT
- Transfer of risk and responsibility to S&T
- 24x7 availability
- No need to be concerned about future IT upgrades and strategy
- Constant access to IT expertise
- Cost reduction
- Transparent costs for adding or removing systems

SUCCESS STORY

S&T maintains Austrian IT infrastructure of one of the world's leading paper and packaging producing companies.

The company employs 31,000 people across 31 countries worldwide. The most important European branch is in Austria, as this branch provides centralized IT support for all other companies in Europe.

Because of its complex IT infrastructure, the company had difficulties in managing the required service levels in all areas. As complex software tools were used (including Tru64 UNIX with TruCluster and RedHat LINUX with HP MC/Service-Guard Cluster), they decided to search for an external contractor. They wanted a single company to take care of all IT infrastructure services and to provide complete support, which is why they chose S&T.

Experience – a crucial factor in operations services

As a leading company in the region, S&T has a long tradition, extensive experience, and has obtained the highest available partner status from all leading manufacturers of Unix and Linux software. Its highly experienced and certified professionals operate and maintain numerous Unix and Linux enterprise operating system environments. S&T also covers all other areas that interact with the operating systems on a daily basis: databases, backup solutions, data storage systems, network, security, monitoring solutions, applications, etc.

S&T additionally has extensive experience in designing, developing and maintaining Unix and Linux highly available operating environments, extremely important in today's 24x7 business environment.



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