REMOTE INFRASTRUCTURE MANAGEMENT
Concept Paper

Submitted By
Samjad A Mooppan
samjad@Maltlabs.com
Maalem Al ThayibTrading
ph-0096896241612

Executive Summary

As the IT setup becomes more complex in companies, traditional methods of managing proves to be insufficient. It becomes hard for the businesses to manage the IT Infrastructure and related operations to meet the expectations of the end users without compromising on quality and security.

When companies scale their growth on IT infrastructure, managing global networks, databases and security, it becomes an extraordinary task and it causes unexpected expenses and overwhelming pressure on internal resources.

Here we take you through the latest ways of handling IT Infrastructure remotely.
Remote Infrastructure Management (RIM) is an alternative for the traditional methods of **Infrastructure Management Services**. Its adoption in recent years has increased rapidly, mainly to reduce cost of IT maintenance as well as the downtime. RIM consists of **remote monitoring and managing** components for taking proactive and corrective steps across IT platform (systems, network, and storage).

Introduction

Remote Infrastructure Management (RIM) is defined as the remote support and management of various IT services that are related to infrastructure support from global delivery sites.

These services include the remote **monitoring of data center, networks (WAN and/or LAN including switches, routers, and hubs), e-mail systems, database administration, desktops/laptops, servers and related peripherals**.

RIM maintains virtually continuous business operation, and high levels of security. It also reduces operating costs and complexities while increasing IT staff productivity. It uses customer-specific, web-based management portal tools to provide a transparent and clear view of the availability, utilization and performance of every IT component of the Infrastructure.

Why RIM?

RIM provides the following key benefits for the businesses:

- Improves reliability of infrastructure and increases flexibility in operations
- Improves asset utilization
- 24/7 availability of skilled resources
- SLA based service management
- Improves IT infrastructure uptime and productivity
- Better Return On IT Investment (RIO)
- Proactive problem identification and Preemptive problem resolution
- Transparency and control
- Industry's best practices & quality
- Cost Efficiency: Drives down the IT infrastructure cost by as much as 40%
- Simplified operations management & Focus on core competencies
- Enhances ability to adopt new technology
- Scalability: upgrades or downgrades according to the requirements and avoid
- Fixed overhead costs

Maltlabs RIM Service offerings:

We offer remote infrastructure management services which include SLA based 24 x 7 monitoring services of customer environment to ensure high availability. These services are based on L1, L2 and L3 support levels to our clients.

Our services include:

Database Management:

Proactive remote database monitoring and management
Database migration and upgradation
Backup and recovery
Database health management
Supported Databases types are MySQL,MSSQL and Oracle

Desktop Services:

Configuration standardization
Software deployments
Antivirus management
Desktop OS upgradation
Asset management
User account management.

Network Management:

Proactive network monitoring, management, and support
Internet and portal optimization
LAN, WAN, extranet management
Network availability and performance management and optimization
Network design, architecture, and migration assistance

Server Management:

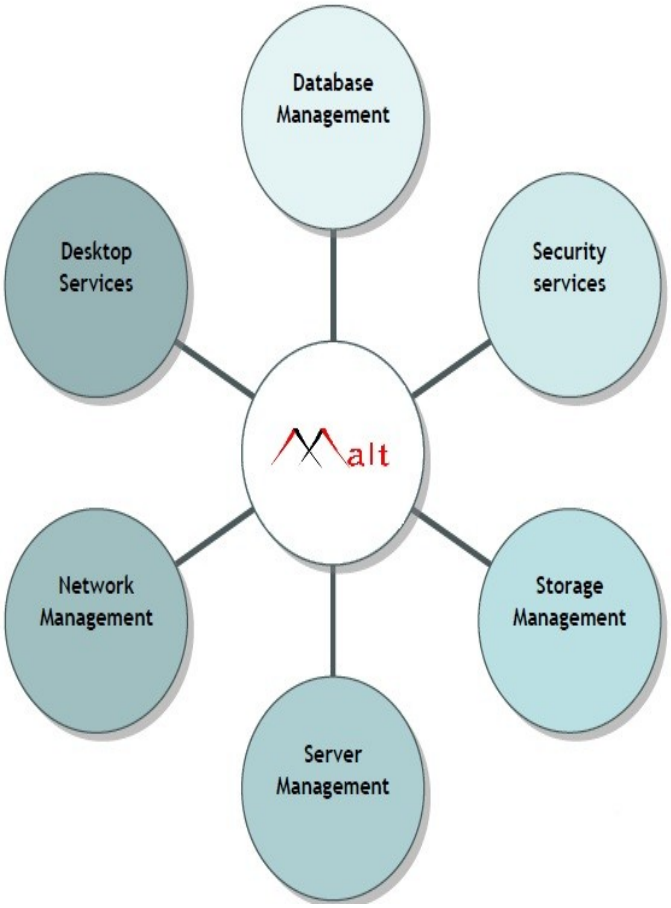
Administration, performance monitoring, capacity planning, and tuning
OS and user management
Software and hardware troubleshooting
Server security, consolidation, and backup

Security Services:

Infrastructure security assessment
Plan and policy development
Virus and spam control
Disaster recovery plan and processes
Implementation and maintenance of intrusion detection systems
Penetration testing

Storage Management:

Storage strategy assessment
DAS, SAN, NAS solution design and implementation
Storage monitoring and management including restores and backups
Storage planning, deployment, and support



Our Support

- 24x7x365 Remote Helpdesk Support
- Remote Monitoring
- Database Administration
- Performance Optimization
- Remote Diagnostics and Troubleshooting
- Knowledge Repository Creation and Management

Identifying & Meeting Challenges:

Remote Infrastructure Management provides transparent and clear view of the availability, utilization and performance of every IT component of the infrastructure. It reduces hardware, software and maintenance costs by 45%, provides powerful network access controls, increases device flexibility, and ensures excellent secure remote access solution without the need for highly sophisticated policy deployment.

It delivers the best features for end-users and administrators:

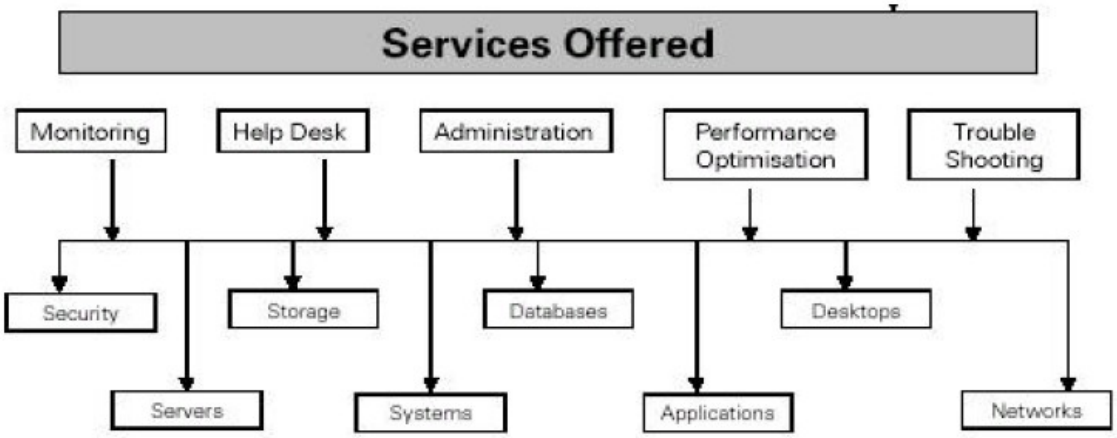
For end-users, it provides the flexibility to securely access network from either at corporate office or while at home or traveling. For administrators, it provides a single point of control to manage access and take actions based on both the user and the endpoint device, providing better risk management, security and compliance to the IT administrators.

24x7 Support:

The Remote Monitoring and Management are done 24 hours a day and 7 days a week, where skilled staff monitor and manage the infrastructure, ensuring uptimes, security and availability.

Industry standard security:

The remote access points must be clearly stated and secured. The remote access methods are a VPN or a gateway server, which are secured internally in the LANand externally on the public network.


Services Offered
Monitoring
Help Desk
Administration
Performance Optimisation
Trouble Shooting
Security
Storage
Databases
Desktops
Servers
Systems
Applications
Networks

Conclusion

Outsourcing Remote Infrastructure Management services to a capable service provider is a low-risk and highly effective solution. This approach drives out costs while providing high end-user security, satisfaction and quality.

At Maltlabs , we deliver IT infrastructure management and related solutions for enterprises worldwide, helping clients to reduce costs and simplify complex IT environments to secure, integrated, and centralized environment.