infinity systems software

Managed Services

Entrusting IT performance monitoring, maintenance, and management to Infinity specialists ensures optimization, saves money and frees up valuable resources.

IT / CIO's are increasingly challenged to provide higher quality services while reducing costs. As demands on IT continue to grow, the availability and affordability of skilled resources do not. And, as businesses and organizations increasingly rely on resilient infrastructures to adapt to evolving needs, IT teams must focus their resources on high value activities.

As companies are continually asked to do more with less in companies without a robust IT department, their environments are growing increasingly complex, making it difficult to manage operations and detracts from the core business mission.

Infinity's customized Manages Services solutions are an effective way to fill skill gaps and supplement current staff shortages, allowing organizations to increase skill levels while reducing cost structures. This simplifies infrastructure management and optimizes IT assets and resources.

Infinity Systems Software's Managed Services Solutions

Infinity will work with you to tailor a support structure that will cost effectively meet your organization's needs. Whether remotely monitoring your infrastructure, actively supporting the resolution of issues, or fully managing your systems, network devices or databases, Infinity has the depth of skills and experience to ensure your mission critical infrastructure is running at peak performance.

Choose from three customizable service levels that allow you to pay for only the services you need.

TIER 1: REMOTE MONITORING
The first step to effective data center management is the continuous

INFINITY'S MANAGED SERVICES SOLUTIONS DELIVER VALUE:

- Simplify management, enabling executive focus on delivering business value

- Free up IT staff to focus on higher value projects

- Benefit from highly skilled and experienced Infinity IT professionals

- Retain full visibility into systems management and processing

- Increase infrastructure stability, availability and operational efficiency

- Improve service levels

- Save money and improve expense predictability

- Improve the effectiveness of internal chargeback mechanisms

monitoring of all events across your devices. Alerts allow you to immediately handle issues that could impact your service delivery. The data collected and reported can be an invaluable tool for your IT organization in optimizing your infrastructure. Pinpointing deviations can alert you to potential issues before they become problems.

Understanding trends allows you to proactively manage your environment and your investments.

Infinity Systems Software's Remote Monitoring provides real-time, 24x7x365 infrastructure monitoring and reporting and the data you need to ensure optimal performance and service delivery.

Our Network Operations Center (NOC) has extensive experience overseeing complex infrastructures that can afford little or no downtime. A direct connection is established between your devices and the NOC's custom monitoring tool. Redundant NOCs across multiple geographic locations ensure uninterrupted 24x7x365 monitoring.

Remote Monitoring detects infrastructure, service and security events in your environment. Alerts or incidents are immediately reported to the client along with a recommendation for resolution. Daily peaks are analyzed and deviations from normal operations reported.

Daily status reports are provided, as are monthly management reports, including trend analysis, charting, and a systems performance assessment.

TIER 2: ACTIVE SUPPORT

Infinity's Active Support takes Remote Monitoring to the next level. Our technicians will act as an extension of your IT staff, freeing up your employees to focus on higher value projects. Infinity will take care of routine infrastructure monitoring and management around the clock.

Infinity's specialists will respond quickly to alert notifications that warrant attention, working with your team to remediate the issue. We'll take a proactive approach to identifying conditions that may require special attention to avoid service degradation. Infinity's daily status check will include a review of log files for any issues that may impact operations or system integrity. We will provide regular

Infinity offers a full range of Managed Services capabilities. We work with each client to understand their unique needs and tailor a solution that's right for them.

capacity and operational management reviews of your IT environment, with recommendations for further optimization.

TIER 3: FULL MANAGEMENT

Infinity Systems Software has the depth of skill and experience to provide full Managed Services to our clients. Based on your requirements, we can take responsibility for managing business critical infrastructure that needs to run at peak performance around the clock. Our customized service can be provided for any system or network device, or at an enterprise level for management of your database software.

Unlike completely outsourced management solutions, you retain full control of the environment and visibility into the process and management of your systems. Infinity's technology professionals will work with you to fully understand your business needs and will work proactively to ensure that your infrastructure is fully optimized to meet those needs.

Infinity's Service Level Agreements are customized to your unique needs, but may include:

Server Management
- Configuration changes for operating systems and web servers
- Basic Active Directory administration
- Anti-virus and Anti-malware management and remediation
- Monthly system patch review and application
- Customizable patch approval and implementation process
- Log analysis
- Enhanced lock down and daily audit
- Host vulnerability scan
- Fully compliant patch management process, including patch review and custom application patching processes
- Backup capacity management
- Reattempt failed backup jobs
- Backup reporting in the client portal

System Configuration
- Operating Systems
- Windows, Linux, zVM, zOS, zVSE
- Web Server software
- Systems built using Infinity experienced configurations and system images
- Support for advanced system configurations:
- SAN storage connectivity
- High-availability database hosting
- Clustering and high-availability configurations
- Replication
- Managed code rolls

Reporting
- Online client portal provides ability to submit support tickets and access statistics on basic capacity, utilization and bandwidth
- Real-time system configuration information, managed DNS, user account configuration options, invoice history, and more
- Ability to export real-time reports via online client portal

**Managed Database Administration
(Add-on to System Administration)**
- Data backup job monitoring with remediation
- Transaction log backup monitoring with remediation
- Database maintenance plan management and monitoring
- Monitoring and notification of failed custom jobs
- Replication monitoring and notification
- Log shipping configuration and monitoring
- Audits of user accounts, databases and tables
- Database capacity planning
- SQL log audits; SQL cluster management
- Failed login audits
- User rights review
- Database change analysis, scripting and review
- Database change management documentation
- Managed code roles

**Managed Network Administration (For network
device Managed Services agreements)**
- Change Management
- Configuration backups
- New port audit and QA
- VLAN/IP audit
- Performance monitoring and trending
- Review software and firmware revisions
- Documentation of network equipment
- Log file review for errors
- Network capacity planning
- Network failover testing for high-availability environments
- Security scanning of network device
- Audit support
- Network IDS support
- Support for two-factor authentication
- Support for Web Application Firewall (WAF) services
- Documentation of firewall rule sets

Demonstrated Success

When the law enforcement agency of a major U.S. city imple-
mented a new Property and Evidence Tracking System (PETS),
the organization estimated that they would need to double the size
of their staff to manage the new mainframe, databases and
application. Without a budgeted hiring plan in place or identified
skilled resources to fill the positions, they needed a solution.

Impressed with the infrastructure design and implementation
services they were provided by Infinity Systems Software, as well as
the company's commitment to their success, the agency inquired
about a Managed Services solution. With Infinity's deep bench of
highly skilled specialists, we were able to customize a solution that
would serve the agency's needs for less money that the agency
would have spent on hiring. Infinity's specialists began immediate
support and management of the PETS system, ensuring it's optimal
performance and service delivery to the agency.

Infinity's Managed Services take the complexity out of infrastructure management and lets the client focus where they should – on their core business.

Why Infinity Systems Software for Managed Services?

- Fully redundant Network Operations Centers to ensure
  uninterrupted 24x7 monitoring of your infrastructure
  and applications
- In-house team of certified technical specialists, ready to
  assist your team or to deploy when needed to remediate
  an issue
- Expertise in architecting, implementing, and managing a
  broad range of technology environments
- Deep technical skills in hardware, software, networking,
  and services
- Ability to leverage partnerships with leading technology
  companies, such as IBM, Vicom Infinity, Cisco, Red Hat
  and Suse
- Flexible contract terms tailored to your specific needs
- An absolute commitment to the client relationship and
  your organization's success

CONTACT US

We'd welcome the opportunity to discuss how
our team of highly skilled technical resources
can complement your staff and deliver value
to your organization. Please contact
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To learn more about Infinity Systems
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