Kryptos

REMOTE INFRASTRUCTURE MANAGEMENT SERVICES

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Overview

Every business depends on an efficient IT infrastructure to maximize productivity, be competitive and minimize costs. With enterprises seeking optimum value-benefits, remote infrastructure management services (RIMS) have gained huge popularity.

Kryptos adept **Remote Infrastructure Management Services (RIMS)** delivers business value that reduces both capital and operational expenditure, improving productivity and end user satisfaction.

Kryptos Consulting is an ISO 27001 standardized organization, providing ITIL-based service delivery on 24/7 basis. The proactive monitoring and management of IT infrastructure is built on

Value-benefits from Kryptos:

- Flexible IT consumption model to scale up / down services to suit business dynamics
- Service level or SLA-based service delivery
- Real-time management dashboards
- Creation and governance of IT policies and regulations
- IT compliance and management
- Capacity-analysis and planning documentation
- IT asset-performance trends
- IT audit and assets management

Our Offerings
Infrastructure Monitoring

The key to effective management of information technology begins with proactiveinfrastructure monitoring which helps in measuring and assessing the performance of your IT systems.With our customized alerting and reporting solutions, we ensure that you are able to keep on top of every IT-related situation.

Kryptos Infrastructure Monitoring encompasses Server & VM, Web, URL, DB, Network, Firewall,

Our monitoring services are conducted at two levels:

	Level 1 Monitoring	Advanced Monitoring
24/7 monitoring of IT devices	✓	✓
Service desk platform	✓	✓
Automatic alert generation / forwarding	✓	✓
Alert management and analysis	✓	✓
Improvised thresholds based on analysis	-	✓
Reduced tickets / issues	-	✓
Ticket status	-	✓

Value-benefits from Kryptos:

We employ our industry expertise and experience to provide 24/7 proactive infrastructure services to monitor and manage your entire IT lifecycle. We undertake client-specific management of change, problems, incidents, vendors, SLA, and service uptime. Our services also include ticketing process and documentation, listing, tagging and tracking of assets,

IT environments we manage
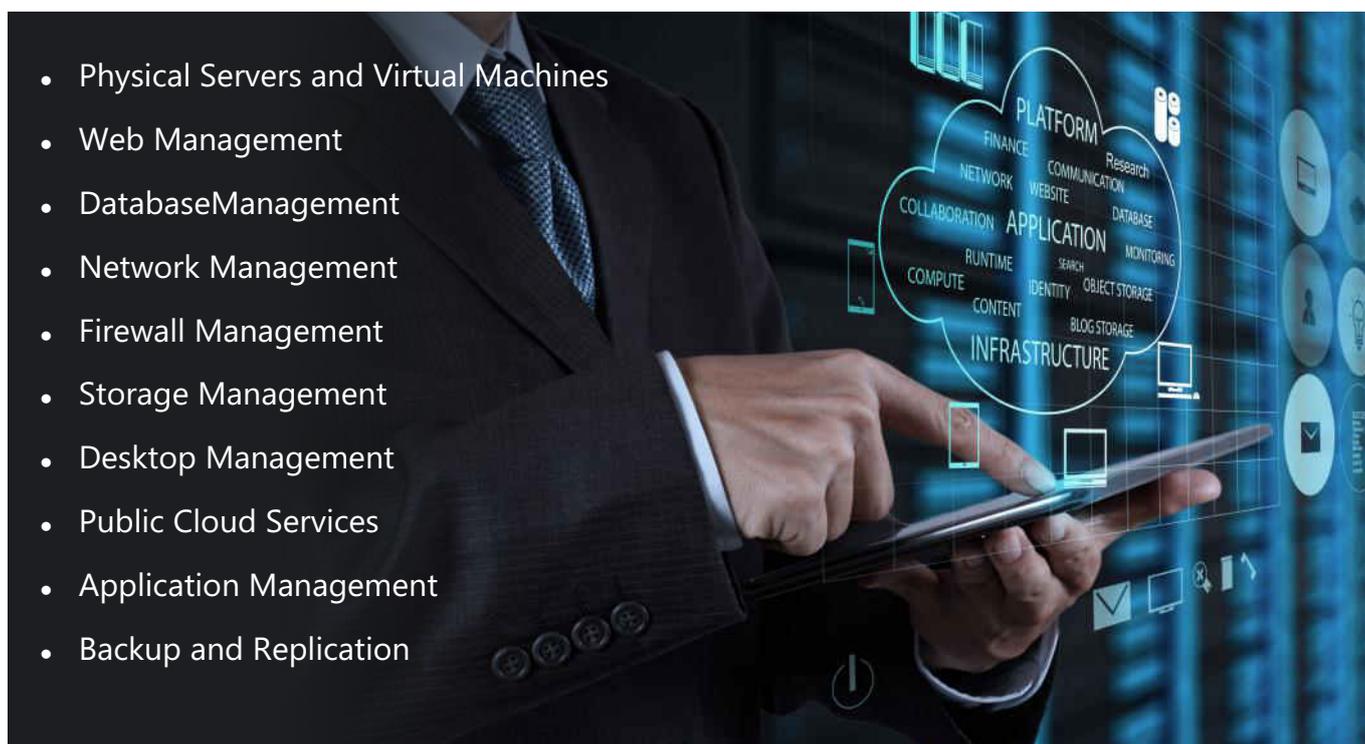
- Physical Servers and Virtual Machines
- Web Management
- DatabaseManagement
- Network Management
- Firewall Management
- Storage Management
- Desktop Management
- Public Cloud Services
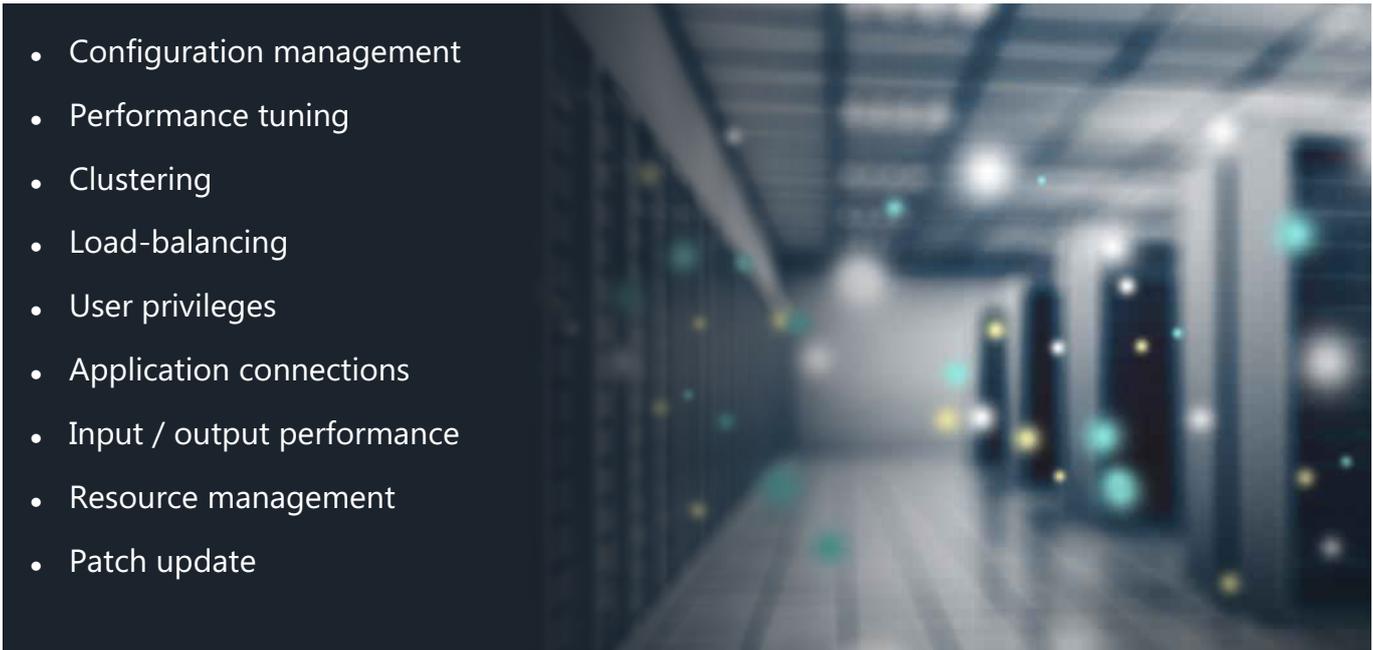- Application Management
- Backup and Replication

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Server / VM & Web Server Management

Enterprises need to function economically and securely to gain optimal use of their system resources. Kryptos server/system and web management services ensure that different

- Server monitoring and management

- Configuration management

- OS hardening

- VM creation and management

- Patch update

- RCA

- Security management

- Performance management

- Load-balancing

Database Management

The database is core to all businesses, ensuring information availability to all applications and users. Our servicesenable database uptime and performance. Kryptos proactive approach helps in improving services levels and user satisfaction, and reducing support costs by 30 percent or

- Configuration management

- Performance tuning

- Clustering

- Load-balancing

- User privileges

- Application connections

- Input / output performance

- Resource management

- Patch update

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Network Management

Networks are the backbone of all IT. The easy and uninterrupted availability of networks is crucial for different devices, platforms and services to stay connected. Kryptos' Network Management services focus on making networks secure and available, and ensure that all

- Setting network
- Port configuration
- Routing protocol
- Creating and accessing user profiles
- Performance management
- Bandwidth utilisation and performance
- QoS
- Security configuration

Firewall Management

Firewalls are a first layer of defence and allow you to block threats before they can enter and affect your network. By monitoring and configuring your firewalls, Kryptos Firewall Management experts can eliminate most threats very quickly and improve the performance of your security

- Firewall configuration
- Device performance
- Security configurations
- Patch updates

Firewall Management

Enterprise data stores will grow by an average of 60 percent annually. While storing your ever-increasing data is a huge task, retrieving it is an even bigger challenge. Kryptos Storage Management services help clients manage storage platforms on a daily basis, andensure that

- Setting up of storage devices
- Partitioning and configuration
- Establishing QoS

- RAID creation and management
- Performance and availability
- Capacity planning

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Desktop Management

With distributed computing environments so prevalent today, IT risks increase with the rise in popularity of mobility and bring-your-own-device trends. Kryptos Desktop Management services provide end-to-end management solutions, greater access controls, standardized processes and compliance.

We employ these desktop technologies to provide workstations/server-based computing as well

For Workstations | Server-based computing

- Desktop performance
- Resource management
- Application performance

Our Hosted Desktop Services include:

- VDI management
- User profiling and access

Public Cloud Services

Public Cloud services are a key element in IT strategy today and enterprises are keen to adopt a cloud-inclusive plan. Kryptos' 360o degree services for Public Cloud are high-value support and

Our technology skills: Azure, AWS, O365

- Creating VM on cloud
- Cloud resource management
- Configuration and re-configuration of VM environments
- Optimizing uptime of cloud
- Consumption monitoring
- Scaling up / down
- Application performance monitoring and management

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Application Management

Application management is the process of managing the operation, maintenance, versioning and upgrading of an application throughout its lifecycle. Managing applications can be challenging in complex and dynamic environments. Kryptos collaborative approach helps to access the client's application portfolio, and define and implement customized solutions. We

- Installation and configuration
- Managing user-accounts and groups
- Log management
- Backup

Unified Messaging Management

Effective communications management implies continuous connectivity within the enterprise as well as with customers, partners and suppliers. Our Unified Managed Communication Services are designed to improve end-user productivity and better utilize voice-based resources. We employ best practices and methodologies to design and manage each organizations multi-vendor, multi-technology voice networks. Our services help standardize processes while our 24/7 management of communication services help ensure maximum uptime for critical voice

- User authentication and access list
- Setting up exchange mail boxes / Lync accounts
- Space allocation
- Backup
- Collaboration with Lync and SharePoint
- Active directory services and management
- Integration of Lync with telephony
- Feature enablement
- Spam management

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Back up / Replication and DR Site Management

Businesses are seeing a tremendous growth in data which is the lifeline of any enterprise.This makes secure and reliable solutionsfor data protection highly critical. With data-retention being mandatory for compliance purposes, more and more organizations are adopting IaaS, which creates and stores data in virtual environments.

Kryptos Back-up and DR Management services enable backup and recovery within a virtual environment as well as replicate it for business continuity and disaster recovery. Our Network Operations Center (NOC) monitors and verifies backups, troubleshoots and ensures

- Configuring backup tools
- Defining policies and timelines
- Governance of backup policies
- Storage of data
- Patch management for tools

Vendor and Third-party Supplier Management

IT infrastructure operation depends on multiple external vendors. The complexity involved in running it and achieving the best results is daunting. Engaging multiple vendors also introduces unnecessary risks unless a comprehensive vendor-management process is engaged.

At Kryptos, we engage a team of experienced professionals to manage vendor relationships.We also assist our clients in hiring appropriate vendors for their specific needs, and manage these

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For more information about Kryptos visit: www.kryptostech.com