



IT INFRASTRUCTURE MANAGEMENT

SERVER MANAGEMENT

WINDOWS AND LINUX

Company size: 900+ employees

Industry: Telecom Industry

CUSTOMER PROFILE

The Customer is a leading UK Based Telecom industry was looking for solutions to manage their ever-increasing fleet of servers. The servers supported were mainly Windows and LINUX based of physical platform.

CUSTOMER CONTEXT

The client was looking for a partner to leverage offshore delivery of server management services for the client's own end customers. The challenge was the breadth of the engagement – the client required resources to handle a multi-skilled, multi-customer environment spanning Windows, Linux and other platforms. The Other challenge was that the customer wanted a partner who would manage the offshore elements while the client retained control of the onsite activities.

KEY DELIVERABLES

- ✓ Availability and Capacity Monitoring
- ✓ Backup and restore services
- ✓ Performance Management
- ✓ Patch Management
- ✓ 3rd party / Supplier Management

CUSTOMER TESTIMONIAL

"A sincere and dedicated team provide the best support suited to our needs. Their expertise in server management has been remarkable and worked efficiently for us."

KRYPTOS APPROACH

Started by defining a roles and responsibilities chart which detailed the responsibilities of both the client and the vendor. Other than the onsite activities, Kryptos was responsible for managing the rest of the operation end-to-end including detailed processes for third party vendor management and exception reporting for third party vendors.

The scope of the engagement has increased rapidly since the engagement began and currently includes a diverse environment of Windows 2019 servers and Linux servers. Kryptos also utilized its operational and automation expertise to deliver several projects for the client that have improved SLA performance over the life of the engagement.

ABOUT KRYPTOS

With more than fifteen years of experience under its belt, Kryptos is now a pioneer in managed IT & Business services across the continents. Adding to its crown, Kryptos is an established Microsoft Gold Partner, AWS Advanced Partner, ISO 20000 & 27001 certified organization.

With over 150+ certified employees in various technology solutions and services, we aim to provide exceptional services and with our team of vibrant industry experts who work round the clock to make this possible.