

CLOUD MANAGED SERVICES

CLIENT'S OVERVIEW

The Group of Companies was founded in 1857 and is a 60 Billion Dollar (USD) company. The company has more than 1,50,000 employees and has a very huge impact on the Indian Market. The company operates in more than 36 companies and is a large conglomerate.

They chose Kryptos to be their MSP

BUSINESS CHALLENGE

The Customer had difficulties with managing their existing infrastructure on Azure, which has multiple components like VMs, Storage, DB, Security components, etc., where it was difficult for them to keep track of storage, CPU usage, Memory usage, and general security management.

KRYPTOS SOLUTION

Kryptos being a Microsoft-certified Gold Affiliate, came along with proven expertise in comprehensive remote infrastructure management enabling the customer to not only cut costs but also perk up service levels and expand their reach. Kryptos now provides proactive monitoring and maintenance of the client's systems. With more than 60+ engineers working 24*7 to support the customer the coverage offered by Kryptos' team is unparallel.

KRYPTOS DELIVERABLE

- Round-the-Clock services included with pre-defined SLA.
- Managed Services to be provided for the existing Azure Infrastructure.
- Support is available via email, phone, and portal tickets through the web console.
- Resource monitoring and Infrastructure availability monitoring.
- Performance monitoring and Threshold deviations (CPU, Disk, Memory, etc.).
- Real-time metrics for infrastructure using dashboards.
- **Monthly/Weekly reports on incidents, tickets, valid/invalid alerts, and SLA performance.**
- **Adherence to ITSM / ITIL / ISO Standards best practices and guidelines.**
- **Proactive and Reactive support to ensure maximum service availability.**
- **Capacity Analysis & Forecasting.**
- **Cloud IAAS Tenant Side Operations and Management.**

BENEFITS

- Uninterrupted services
- Easy management of mission-critical applications with 24*7 infra monitoring
- Cost optimization due to Kryptos' proactive measures & recommendations
- Disaster Recovery
- Flexibility
- Availability and Capacity Monitoring
- Backup and restore services
- Performance Management
- Patch Management

Kryptos offered both Proactive and Reactive support where we manage and monitor the customer's environment 24x7. This management will include almost all the services that Azure/Microsoft can offer.