

## HELP DESK

**CLIENT OVERVIEW:** Tatweer, the subsidiary of Al Bawardi Enterprises assists businesses in achieving international certifications such as ISO, API, BS, etc. It is the leading management system consultancy and training solution provider in the UAE. The company partners with market leaders to deliver customized business solutions to global clients.

**BUSINESS NEEDS:** Tatweer wants to partner with a cloud-managed services provider for 24X7 support and monitoring solutions with predefined SLAs based on ITSM best practices. Extensive support and monitoring services are required for:

- Virtual Machines
- Disaster Recovery
- Backup Management
- Replication from primary to DR
- Operating System Management
- Managing and monitoring Azure environment

### KRYPTOS APPROACH

Kryptos team followed a planned approach that aims at process excellence, automation, and quality initiatives. The support services knowledge base maintained by Kryptos helped to initiate support and monitoring solutions resourcefully right from the initiation phase. The environment has around 16 Backup components and 16 Virtual machines.

### SOLUTION PROVIDED

#### ➤ Virtual Machine Monitoring & Support

A comprehensive cloud-managed services to monitor the performance of virtual machines was delivered. The support services include monitoring current availability, checking health status, analyzing the performance of host servers and their corresponding VMs. It includes troubleshooting any existing issues or technical glitches through RCA (Root Cause Analysis) window.

#### ➤ Disaster Recovery Monitoring & Support

The entire infrastructure including critical applications, systems, and data to the cloud was replicated. A disaster recovery plan was created to improve the client's ability to respond and recover from the disruptive event, detecting cyber-attacks, creating a business continuity plan, etc.

#### ➤ Backup Management, Monitoring & Support

The IT ecosystem was monitored continuously to prevent data loss in uncertain events. Regular checks were performed to identify if the backup system according to industry standards. On-demand backup helped the client to focus more on core business areas.

#### ➤ Replication from primary to DR

A thorough classification of client applications for a better understanding of the existing infrastructure was performed. It allowed the team to get to the right form of replication for various apps and programs. Several factors such as Recovery Time Objective (RTO), Work Recovery Time (WRT), Recovery Point Objective (RPO), Maximum Tolerable Downtime (MTD), etc. were considered during this event

#### ➤ Operating System Management

A comprehensive operating system management and support services were provided to the client, including organizing file system interactions, implementing and managing single sign-on, performing system restore and rollback, managing devices, and user profiles, analyzing suspicious behavior at different events of the time, etc.

Kryptos' Operating System management services allowed the client to stay current on upgrades, patches, and other similar elements. The services offered to the client include:

- application updates
- application installation
- deployment of patches
- setting up user accounts/permissions

#### Managing and Monitoring Azure Environment

Modern applications are evolving rapidly from on-premises infrastructure to a hybrid cloud ecosystem. With this, the need for consistent monitoring has also evolved drastically. Through continuous monitoring services, Kryptos helped Tatweer in ensuring the health, reliability, and performance of the apps as well as infrastructure for a smooth flow through the developer and customers.

Monitoring the Azure environment is a daunting challenge; however, Kryptos experts, with their knowledge and right skillset managed to deliver the services as desired.