



## IT INFRASTRUCTURE MANAGEMENT

# MANAGED SERVICES

### DOPET MANAGED SERVICES

Company size: 2000+ employees

Industry: Oil and Gas, Petrochemical and others

## CUSTOMER PROFILE

The customer was originally established in 1981 to cater to the oilfield services and maintenance activities in the Gulf region. Today, the company has grown into one of the largest engineering and construction service companies in the Middle East, Catering to the fields like Oil, Gas, Chemical, Petrochemical and Utilities Industries, both onshore and offshore.

## CUSTOMER CONTEXT

Kryptos had strategically planned and executed migration services systematically without any hassles and this earned the managed services engagement aligned with the industry's best practices, our managed services platform supports the customers' infrastructure by maintaining stability and therefore enabling the customer to build scalable solutions and to move products to market faster to meet the ever-growing demands.

## KRYPTOS SOLUTION 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

## KRYPTOS APPROACH

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 un-parallel.

## KEY DELIVERABLES

- ✓ Round the Clock services included with pre-defined SLA's
- ✓ Managed services for deployed Azure infrastructure
- ✓ Critical workload management for ERP, Plant maintenance, Sales and Distribution, Finance
- ✓ Metrics for Azure infrastructure using dashboards
- ✓ Monthly reports on incidents, tickets, valid/invalid alerts, SLA performance.
- ✓ Adherence to ITSM best practices and guidelines
- ✓ Capacity Analysis & Forecasting
- ✓ Cloud IAAS Tenant Side Operations and Management

## 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.