

# INFRASTRUCTURE AND OPERATION MANAGEMENT SERVICES

The strong competition within the IT industry spurs businesses to enhance and develop new skills and expertise. Especially, IT organizations are asked to align their service delivery to business requirements, increasing delivery effectiveness. At the same time, businesses focus on cost cutting. The collaboration with partners boasting adequate competence and skills can therefore be a key factor for the operation management.

That is one of the reasons why a major company operating in the Media Market Company has entrusted Reply, which over the years has gained a in-depth experience in the delivery of Infrastructure and Operation Management services, with the management of its infrastructure services. Reply's expertise both on Technology and Service Management as well as the deployment of Reply's proven methodology have enabled to effectively carry out all the activities and tasks related to the assignment and management of the Customer's services.

### SCENARIO

To support the IT department in the management of the operation framework, a major company of the Media Market Industry has chosen Atlas Reply as Partner for its Infrastructure and Operation Management Services.

Reply's engagement followed the Customer's requirement to quickly respond to the continuous and unforeseen changes occurring within the business.

As a matter of fact, the IT Operation division of the Customer was asked to follow the actual business growth trends ensuring the full compliance with best-in-class quality standards.

### SOLUTION

The solution envisaged by Atlas Reply is designed basing on three different competence domains:

- **SYSTEM MANAGEMENT** of the servers at the Customer's premises, with the aim of maintaining all HW, SW and Database components fully efficient, ensuring adequate performance and supporting upgrades and enhancements; in the event of incidents/malfunctions, perform the actions targeted to operation recovery (directly or through escalation to specifically appointed suppliers). Different service levels are envisaged according to the relevant server types (production/test/training);
- **IMPLEMENTATION** of **INFRASTRUCTURE PROJECTS** with the aim of delivering the support required for carrying out new Infrastructure Projects and ensuring the adequate go-live of new infrastructures and applications;
- **System Support** targeted to **DISASTER RECOVERY** with the aim of delivering the support required for managing the Disaster Recovery infrastructure; moreover, technical support to upgrade and migration projects.

#### **Service Activities**

- 1<sup>st</sup> Service Level (24x24x365)
  - Server Availability Monitoring
  - Anomaly Management
  - Management of Planned Activities

- 2<sup>nd</sup> Service Level for System Support
  - Incident/Problem Management
  - Change Request Management
  - Operation Management of the HW and SW Platforms
  - System Management
  - Backup and Storage Management
  - Reports and Controls targeted to Sox
  - Document Management
  - Inventory Management
  - On Call Support and Service
  - Tool Management for supporting services and processes
  
- System support for Projects implementation
  - Project Management
  - Project Activity
  
- System Support for Disaster Recovery

## THE REPLY VALUE

Atlas Reply proposal has allowed to address both technology and organizational issues, by deploying a composite, flexible and highly specialized team.

The IT infrastructure management activities managed by Atlas Reply have been kept within the Customer facilities, thus integrating in the IT process of the Customer.

The assignment of the service delivery to Reply points out its distinguishing quality and expertise; the multiple activities have been designed by Atlas Reply on the bases of its best-of-breed methodology; after an adequate transition and support phase, the workgroup has been enabled to gain all the skills and competence required to govern and manage the infrastructure.

Over the years (service assignment dates back to 2006), Atlas Reply has proven its expertise supporting the Customer not in terms of standard activities, but also and especially in the management of recurring peak periods related to the Customer-specific business.

Atlas Reply ensures continuity and customer satisfaction keeping on delivering the service.



Atlas Reply, a Reply Group company, focuses on the delivery of models, solutions and services in the field of IT Governance and IT Operation Management. Atlas Reply mission envisages the alignment of IT to business requirements, leveraging IT governance models, process automation and delivery efficiency.

Atlas Reply operates in the following areas: consultancy on methods and processes of IT Governance and IT Operation, Application & System Management services, System Integration projects for the design and development of IT Operation and IT Governance support tools. Atlas Reply also provides consultancy services for the implementation of ITIL Best Practices and ISO20000 standards in Customer processes.

Atlas Reply is Accredited Training Provider and Accredited Examination Center of EXIN, Examination Institute for Information Science, as well as Platinum sponsor of ItSMF Italia, the association for the diffusion of ITIL Best Practices in Italy.