

VXRAIL AND VMWARE MANAGED SERVICES

SUCCESS STORY

Real estate sector

OVERVIEW

Our client was looking to join forces with a partner experienced in the management and operation of large enterprise IT environments. They were looking to acquire the transfer the day-to-day operational load of its VxBlock converged systems and VMware virtualization environments.

OUR APPROACH

An alternative to in-house expertise is to use managed services to provide IT with the flexibility to deliver the best results efficiently. Our team actioned the following to meet our client's requests and needs to successfully manage their VXRail and VMware services:

Platform Administration

Monitoring the physical and logical environment

Platform maintenance and incident resolution

Daily operation of environment components

Technological monitoring of platforms

Upgrading Solutions

Preferential access to ESI services and professional services.

Platform evolution recommendations.

Upgrade to RCM standard for VxBlock converged systems

Service and Support

Accompanying the manufacturer on site during service calls

Application of security patches recommended by manufacturers

Handling daily requests

Participation in weekly team meetings

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TECHNOLOGY ENVIRONMENT

- Dell
- VNX
- Unity
- Recovery Point
- Networker
- Cisco UCS
- Nexus, MDS
- VMware vSphere
- NSX
- vRealize.

DELIVERABLES

Responsibilities

Monitor, administer, and maintain the company's storage, server and virtualization environments on a daily basis

Delivered activities

Daily monitoring, detailed administration and efficient updating of the company's storage, server and virtualization environments.

RESULTS

Our client's partnership with ESI leveraged their IT management with the ability to bring a trusted partner on board. This enabled proficient handling of their VxBlock converged systems and VMware virtualization environments while they focused on core operations. Resulting in efficient daily operations, timely security updates, and proactive technological advancements, this strategic alliance demonstrates the impact of effective IT management partnerships.