Remote Infrastructure Management
Customers across the board are demanding increased agility and flexibility in managing their IT infrastructure assets.

Locuz offers a broad portfolio of services required to manage complex & critical IT infrastructure environments efficiently, ensuring that they fit the current requirements of the business and have the flexibility to evolve as your business needs change.

Our Remote Infrastructure Management services combine robust processes and 24x7 attention to ensure consistent application and infrastructure performance.
In the application economy, organizations’ fortunes will increasingly rest on the innovation and availability of applications. This means the infrastructure that supports critical business services has to be highly available and optimized. To meet these objectives, administrators need to have a 360-degree visibility of their infrastructure.

Through Remote Infrastructure Management services, IT departments are better prepared to tackle bottlenecks at any level in the infrastructure and assess the system performance before introducing new solutions or migrating to new platforms. Enterprises gain complete visibility to track, manage and optimize the infrastructure, so it consistently delivers the highest levels of business service quality. The dashboards and reports can be offered via a secure, multi-tenant Web portal, enabling both enterprises and service providers to efficiently deliver this information to internal or external audiences.
Infrastructure management demands robust processes and 24x7 attentions to ensure consistent application and infrastructure performance. Our objective is to Monitor and Manage – Security, Availability & Performance of the Critical IT Infrastructure. Our business-centric approach and services enable our customers to harness the power of Technology, Manpower, Policy, and Process creating an IT Infrastructure that aligns with the Business Objectives. With our end to end approach, we offer a comprehensive set of infrastructure management services to help assess, plan, design and manage the IT infrastructure.

Assessment & Design
- Data gathering & Existing Environment assessment
- Target Systems Readiness
- Risk Analysis
- Deployment Architecture for NOC/SOC
- Operation Scope & Deployment Methodology
- Build Specification for Integration

Transition & Implementation
- KT - Shadowing & Over-Shadowing
- Reviewing the Requirements Study Documents
- Reviewing the Design
- Preparation of the all the installation & Configuration documents specific to CLIENT
- Integration & Customization

Operate & Optimize (Continuous Improvement)
- SLA Delivery & Management
- SLA Improvement
- Build Operational Documents

IMS Delivery Methodology

India’s No1 Overseas Career & Immigration Consultant, trusts us for complete IT outsourcing. Entire infrastructure ranging from DC to Desktop and Network to Ncomputing, everything is monitored and managed from the Network Operation Centre (NOC) there by significantly reducing the operational cost and improving business service delivery to their internal & external stakeholders.
Our field tested methodologies based on standards and proven frameworks (Transform, Integrate, Comply & Operate) along with domain knowledge and expertise, provides us the edge. The infrastructure readiness assessment evaluates an infrastructure's current health and identifies opportunities and gaps for improvements. In accordance with the assessment and the business needs, we deliver SLA based remote managed services on the ITIL framework.

Locuz RIM – Delivery Model (powered by CA UIM)
# RIM Services – Portfolio & framework

## Core Services

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<th>End-User Experience</th>
<th>Application &amp; DB Management</th>
<th>Security Management</th>
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<tr>
<td>Infra Availability &amp; Performance Mgmt</td>
<td>Cloud Infrastructure Mgmt</td>
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## Standards & Tool Based

ITIL V3 Based Service Processes

Tools: CA UIM, Sapphire IMS

## IT Infrastructure Monitoring Scope

### Application Monitoring
- SAP
- Microsoft Exchange
- IBM DB2
- Agilisian
- Microsoft IIS
- JBoss
- SharePoint
- Sybase IAServer
- Lotus Notes
- IBM DB2
- MS Active Directory
- Oracle Net8

### Server Monitoring
- Microsoft Windows Server
- Linux
- Solaris, AIX, HP-UX
- Unix, Solaris, UNX, Red Hat
- Cisco Unified Computing System (UCS)
- IBM Power Systems
- Novell Open Enterprise Server

### Cloud Monitoring
- Private
  - Hosted, Virtual
- Public
  - Amazon, Rackspace, MS Azure, Google App Engine, Google Apps, HPC-CHainer
- Cisco CloudPlatform
- Skype
- Cloud Monitor (Webcasts)

### Virtualization Monitoring
- VMware
- Citrix XenServer
- Microsoft Hyper-V
- Oracle Solaris Zones
- IBM PowerVM
- Red Hat Enterprise Virtualization

### Network Monitoring
- Router and Switch
- Network Response Time
- Cisco QoS
- Cisco IP SLA
- Flow Analysis

### Database Monitoring
- Oracle
- Microsoft SQL Server
- IBM DB2
- MySQL
- Sybase

### Storage Monitoring
- EMC
- IBM System Storage
- Cisco UCS
- Citrix XenDesktop / XenApp

### Datacenter Monitoring
- DataCenter Power, Cooling & Energy

### Big Data Monitoring
- Hadoop
- Cassandra

## Processes

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<th>Incident Management</th>
<th>Problem Management</th>
<th>Change Management</th>
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<td>Configuration Management</td>
<td>Service Level Management</td>
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## ITIL V3 Based Service Processes

Tools: CA UIM, Sapphire IMS
What we Offer?

**Availability & Performance Management**
Network & Security infra, Compute/Storage/DR & HPC infra

**Security Management**
Security incident Monitoring & Event Management, Remediation Management

**Offshore Support**
Infrastructure Support, Application and DB Support

**ITIL V3 Service Desk**
Incident, Change and Problem Management, Unified Collaborative Self-service

**Configuration & Capacity Management**
Proactive Capacity Planning with CMDB, Configuration Management

**End-User Experience**
End Users Apps & SOA Web Services, Transaction Monitoring

**Service Level Management**
Define Critical & Key SLA’s. Monthly Review, intelligent alarms and SLA reporting

**Asset Management**
Reduced IT Asset Delivery Time. Improved IT Asset Productivity
How we help?

- Fastest way to get started on your operational activities – 24/7
- Least expensive environment to operate, ‘Pay-Per-Use’
- Domain knowledge collated in form of use case & scenarios
- Access to rich assets – domain, process and technology combination
- Gain visibility, Accelerate cloud adoption
- Focus on Core Business, Reduce Cost
- Flexible engagement models focused on business requirements
- Focus internal talent on strategic projects, Cross-trained Lz consultants to deliver resource optimization
- Improved response time to outages, SLA based
About Locuz

Locuz is an IT Infrastructure Solutions and Services company focused on helping enterprises transform their businesses thru innovative and optimal use of technology. Our strong team of specialists, help address the challenge of deploying & managing complex IT Infrastructure in the face of rapid technological change.

Apart from providing a wide range of advisory, implementation & managed IT services, Locuz has built innovative platforms in the area of Hybrid Cloud Orchestration, High Performance Computing & Software Asset Analytics. These products have been successfully deployed in leading enterprises and we are helping customers extract greater RoI from their IT Infrastructure assets & investments.