



PANOPTICS

Call: 0203 137 6351

Email: [hello@panoptics.com](mailto:hello@panoptics.com)

# Systems Management

Panoptics Support Model incorporates deep technical skills with each Support POD enabling rapid response to Incidents, clear and accurate understanding of the existing infrastructure and most importantly the context of the infrastructure and the businesses reliance on it. Systems will be proactively managed keeping them up to date and the entire IT estate stable through a structured patching cycle.

## Features

Feature	Details	Vendors/Details
Network Technologies	WAN, LAN, WLAN, VPN and Firewalls	Cisco and HP
Storage Technologies	Virtual Storage Appliances, Network Attached Storage, Direct Attached Storage	HP 3Par, LeftHand, EVA, VSA, Dell Equallogic and NetApp FAS
Server Technologies	Wintel and AMD server technologies	All Tier 1 Vendors
Hypervisor Technologies	The Virtualisation layer	VMware VSphere, ESXi, & Hyper -V
Core Systems & Services	Microsoft Core Stack	OS, Active Directory, Exchange, SQL, Remote Desktop Server, SCCM, EXCP
Filtering Services	Web based Filtering services for Mail and Web content	Mimecast and WebSense
Backup and DR technologies	On premise and cloud based backup	Backup Exec , Netbackup, Veeam, Storage snapshots
Patching	Quarterly patching cycle with an agreed test and release process suitable for each service and customer	All
Availability Management	The adherence to any Availability SLA's agreed with the client	Up to 99.99%

Feature	Details	Vendors/Details
Change Management	The ownership of the entire process or participation in a client's process to enable structured predictable changes to the environment	Process will be defined by consulting with you.

# Service Description

The Infrastructure Support (3<sup>rd</sup> Line) team will be allocated tickets by Panoptics Service Desk to perform both proactive and reactive tasks, ensuring your IT environment is constantly managed and optimised for consistent, reliable performance.

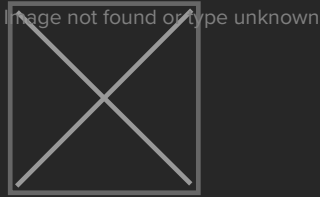
Our responsibility covers the entire spectrum of requirements, extending to the management and housekeeping of the core infrastructure hardware, operating systems as well as core services including the installation of updates, patches and fixes to maintain a continually optimised IT environment. As such the monitoring of your infrastructure is a pre-requisite for this service.

Our 3rd line support team will be responsible for the management of all hardware and operating systems of the devices within scope, which include:

- Minor patches and security updates (during the quarterly patch window)
- Maintaining reboot schedules
- Ensuring all backup processes are running
- Resolving systems issues or failed operations
- Fulfilling housekeeping duties to ensure the most efficient and effective operation is available
- Resolving incidents relating to systems

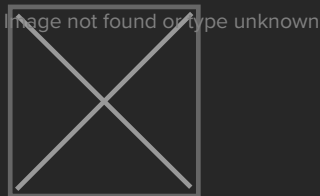
# Other Services To Consider

Discover how all of our services work together to deliver additional end user benefits and greater value...[click here](#)



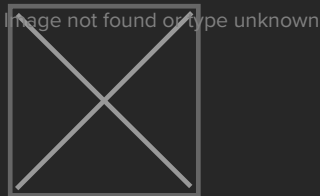
## ITIL Functions

ITIL best practices combined with real world experience which facilitates an optimised service delivery.



## Service Desk

Friendly, knowledgeable support from experts who resolve incidents in the shortest timeframe achievable.



## Backup

Industry leading technology with short-term recovery, long-term retention and Disaster Recovery (DR) as standard.

We're always available to discuss any IT Project and would welcome the opportunity to talk it through. Get in touch now and we're confident we will find the perfect solution for your business.

[Get in touch today.](#)