



Sorint Red Hat OpenShift Container Platform Managed Service



IT | ES | UK | DE | US | FR



11 BUSINESS UNITS

USA
Boston, San Diego

EUROPE
Milan, Rome, Bergamo,
Turin, Padova, London,
Madrid, Frankfurt,
Paris

800+
SKILLED PEOPLE
SRE
DevOps
Full Stack Dev

30+
Years of
experience
with a Startup
mindset

MARKET

Finance & Insurance,
Utility & Telco,
Industry & Services,
Transport,
Public Administration

200+
Top
Customers

METHODOLOGY
ISO 27001
ISO 20000
ISO 9001

PM
METHODOLOGY
Prince2
PMI
Agile SCRUM/X

50+
Technical
Sircles

10000
ITEMS
remotely
managed
as a service

20000
Training
hours
per year

WELCOME TO THE NEW ERA OF IT SERVICES



| London
| Frankfurt
| Bergamo
| Milan
| Padova
| Turin
| Rome
| Madrid
| Paris
| San Diego
| Boston

WELCOME TO THE NEW ERA OF IT SERVICES

NEXT GENERATION MANAGED SERVICES

24X7 Multilingual

Our Competence Centre is an **essential part of IT operations, to monitor and manage the entire infrastructure either on premise or Cloud 24x7.**

With our collaboration, we guarantee the highest services quality and the reliability of your IT infrastructure:

- ✓ 24/7 support coverage
- ✓ Increase IT operations agility
- ✓ Cost saving/efficiency
- ✓ Maintenance and pro-active support
- ✓ Opensource products up to 3rd level

Over 150 people commit themselves to ensure uninterrupted and qualified support at various levels and in every technological areas.

NEXT GENERATION MANAGED SERVICES

Key numbers:



ISO 27001:2013

ISO 20000-1: 2011

ISO 9001:2015

ITIL



100+ customers

300+ active services

300.000+ tickets per
year

99% SLA achieved

+ 20 years experience in managed services

NEXT GENERATION MANAGED SERVICES

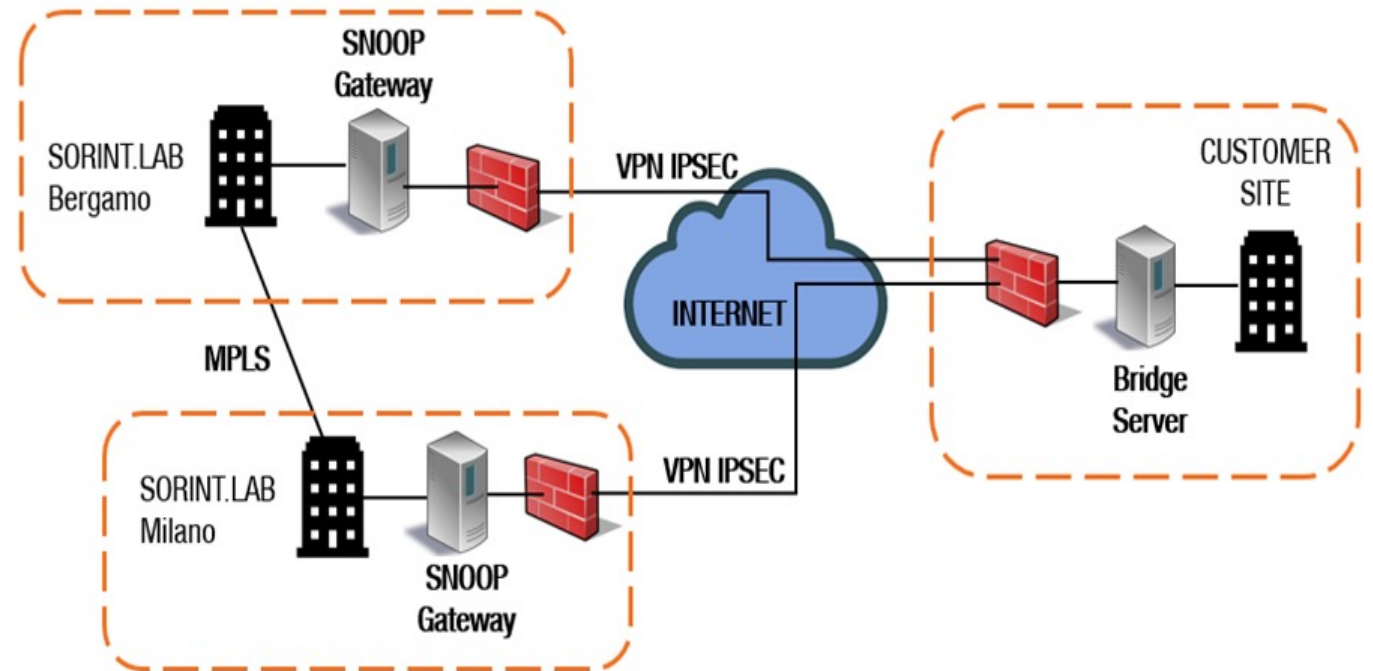
High availability:



99,9% availability

2 Operational site Disaster
Recovery
Business Continuity plan

2 Network carrier



PLATFORM

Sun Solaris
Oracle Linux / Oracle VM
Linux RedHat
Linux Ubuntu, Fedora, CentOS
IBM Aix
MS Windows Server
Veritas Cluster
Symantec StRG Foundation
VmWare, Citrix
Ansible
Docker
Kubernetes
Openshift
Openstack

CLOUD

AWS
Azure
Oracle cloud
Google cloud

NETWORK & SECURITY

Cisco
Juniper
Checkpoint
F5
CITRIX Netscaler
WebSense
FortiNet
TrendMicro
Sentinel one
Brocade
Stonegate
Blue Coat

STORAGE

Dell-EMC²
NetApp
HDS - Hitachi Data system
Huawei
IBM
Hp
Software Defined Storage

MIDDLEWARE

Oracle Bea Weblogic
Oracle IAS/OAS
Oracle Enterprise Mngr
IBM Websphere
Sun Java Enterprise Suite
RedHat JBOSS
Apache Tomcat
ZIMBRA

BACKUP

CommVault
Symantec NetBackup
EMC2 Legato Networker
HP Data Protector
IBM TSM
Veeam Backup

DATABASE

Oracle, RAC, Data Guard
MS SQL Server
MySQL
IBM DB2
SYBASE
PostgreSQL
MongoDB
Couchbase

DEVOPS

Entando
Kibi / Kibana
Elks
Search guard

**Tech
Support
...not only
for
RHOCP**

NEXT GENERATION MANAGED SERVICES

Priority and SLAs (standard)

The level of incident's **Priority** is defined by the combination of:

Urgency (users involved in the disservice) and **Impact** (areas of the service perimeter involved in the disservice).

The time required to take charge of the ticket (SLA) and the KPI for the calculation and verification of performance are agreed with the customer.

PRIORITY		IMPACT			
		Extensive	Large	Limited	Local
U R G E N C Y	Critical	Critical	Critical	High	High
	High	Critical	High	High	Medium
	Medium	High	Medium	Medium	Medium
	Low	Low	Low	Low	Low

PRIORITY	TAKING CHARGE
Critical	15 min
High	30 min
Medium	45 min
Low	60 min

SORINT RH OpenShift CP Managed Service

Why Sorint MS?

You need to adopt new technologies quickly but your organization lack the proper IT skills

We have the skills to manage and administrate your OCP instances while you focus on the innovation required to move the business forward

Budget is under pressure

Our experience and organizations allow us to be cost efficient and tailor the offer to your needs

Time is playing against your business requirements

We can start the service in two weeks

Too many supplier to manage

Sorint.lab extensive managed service portfolio can cover a wide range of IT technologies

SORINT RH OpenShift CP Managed Service

WHY Sorint MS?

- ✓ **Integrate your operations team** competencies quickly
- ✓ **24/7** monitoring, events visibility, awareness and action
- ✓ **Fast triage** (both reactive and proactive) of Incidents and Service Requests.
- ✓ Regular **health status** reporting on the health of the environment
- ✓ **Maximize** uptime, **Mitigate risk with no need for additional staff**, improve response time and maintain or improve service levels

Why Sorint MS?

>10

Years Premier
Business
Partner

>100

Experts engineers in
RH-technology
portfolio

130

Tech RH
certifications

72

RHCSA/RHCE

10

Red Hat Certified
Specialist in
OpenShift
Administration
Engineers

16

Red Hat Ansible
Automation
Platform certified

4

RHCA

4

RHCT

SORINT RH OpenShift CP Managed Service

Managed Services description

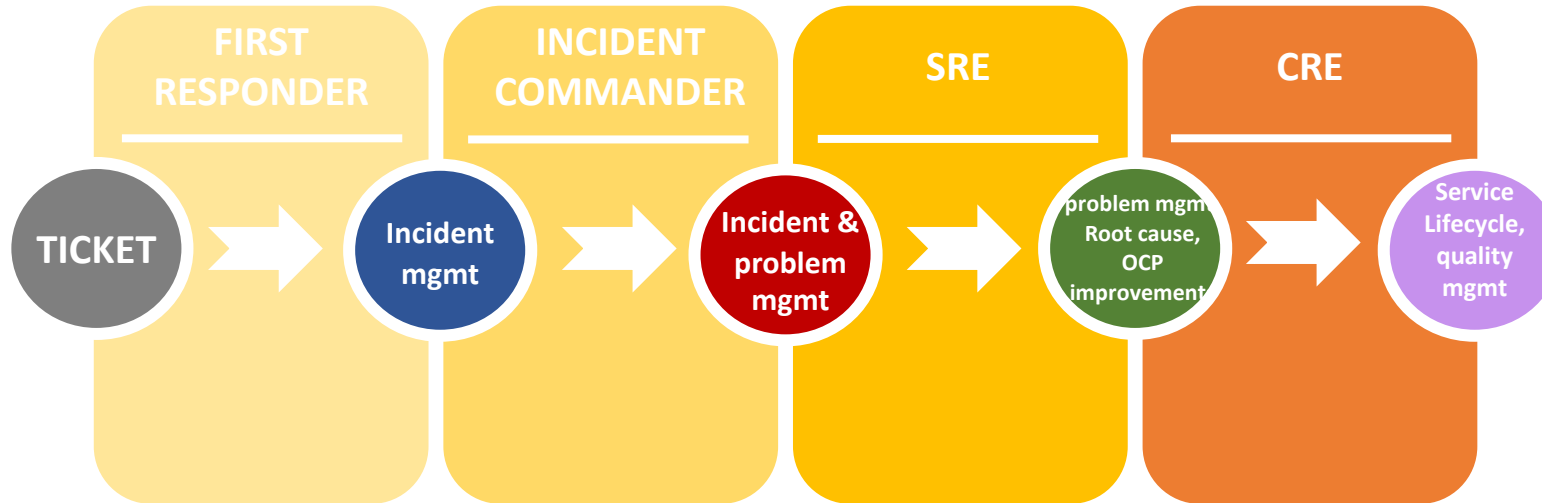


- **SPOC:** customers can contact our Remote Managed Services Center by ticket, email, telephone.
- **24x7 OCP Monitoring:** NGMS operators control continually, with coverage time 24x7, events&alarms through specific monitoring tools and activate ticket management process.
- **24x7 Applications Monitoring:** NGMS operators control continually, with coverage time 24x7, events generated by specific Application monitoring tools or Application Performance Monitoring and activate ticket management process.

NGMS for Red Hat OpenShift Container Platform is available for OCP installations on-premise and on public/private/hybrid cloud.

SORINT RH OpenShift CP Managed Service

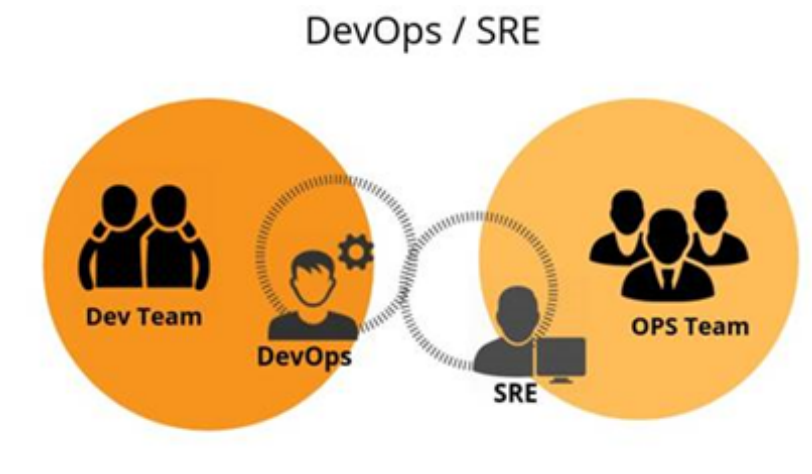
Managed Services description



- **Reactive ticket management:** First Responder and Incident Commander manage all the incident tickets and solve them quickly following procedures or applying workaround in accordance with customer policies. If necessary Red Hat Technical Support Center will be contacted (OCP 3rd level support).
- **Response Time:** the ticket is taken charge by the First Responder in 15-30-45-60 minutes depending on priority.

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Managed Services description



- **SRE/Devops** will be involved to solve complex incident. SRE will analyze the problem, identify Root cause (OCP configuration/bug/functionality or incorrect application deploy or configuration), define possible solutions (i.e. OCP re-configuration, OCP scale-up).

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Managed Services description



- **Periodic Health check:** through customized scripts we check OpenShift components and resources status. Every data will be analysed by SRE that will prepare an action plan to tune OCP configuration and resources availability.
- **Configuration support** (i.e.: master configuration, node configuration, custom certificates, persistent storage, Edge Load Balancer configuration, build configuration, deployment configuration): customer can contact our NGMS Center in case of problems during change in configuration activities.
- **Service Request:** customer can request to NGMS Center to change configuration on OpenShift.

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Managed Services description



- **Service Management included:** Customer Relationship Engineer (CRE) will be the customer's reference to manage service-lifecycle, monitoring quality of Managed Services, escalation contact.
- **Monthly Service Reports:** CRE will produce reports and share them to the customer during periodical meetings. CRE's main objectives are:
 - services quality improvement (Continual Service Improvement approach)
 - proactive identification of strengths and weaknesses of the environment and proposal for actions regarding technological, operational and organizational improvements

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Professional Services and service option available:



- OCP patching & upgrades
- OCP Cluster scale up
- OCP Monitoring Platform installation and configuration (i.e.: Prometheus)
- APM installation and configuration
- Ansible integration

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Service Requirements



- OCP version 3.9 or higher
- Red Hat OpenShift Platform «Premium» Subscription active
- Remote connection available (VPN)

Onboarding Process



THANKS!



www.sorintlab.it