NGMS – Next Generation Managed Services

Core IT Service
Agenda

- Who are we
- NGMS – Next Generation Managed Service
  - Pillars
- Sorint’s Tailored Journey
  - The Make it Model
  - Experts Involved
  - Some Prestigious Certificates
  - Closer Look – Service Model
- Success Stories
- Bonus slide - Related by Sorintains
- Going Forward
17 Offices
3 Continents

EUROPE

USA
San Diego

AFRICA
Douala

Other Business Units
### Overview Facts

<table>
<thead>
<tr>
<th><strong>900+</strong> Tech-Savvy</th>
<th><strong>+40000</strong></th>
<th><strong>50+</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloud Engineers</td>
<td>Training</td>
<td>Technical</td>
</tr>
<tr>
<td>SREs</td>
<td>hours</td>
<td>Sircles</td>
</tr>
<tr>
<td>DevOps Engineers</td>
<td>per year</td>
<td></td>
</tr>
<tr>
<td>Full Stack Developers</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Methodology</strong></th>
<th><strong>PM Methodology</strong></th>
<th><strong>Market</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO 27001</td>
<td>Prince2</td>
<td>Finance &amp; Insurance,</td>
</tr>
<tr>
<td>ISO 20000</td>
<td>PMI</td>
<td>Utility &amp; Telco,</td>
</tr>
<tr>
<td>ISO 9001</td>
<td>Agile</td>
<td>Industry &amp; Services,</td>
</tr>
<tr>
<td>ISO 14001</td>
<td>SCRUM/UX</td>
<td>Transport,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Public Administration</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>250+</strong> Large Enterprise Customers</th>
<th><strong>98%</strong></th>
<th><strong>35+</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Customer Retention Rate</td>
<td>Years of experience with a Startup mindset</td>
</tr>
</tbody>
</table>

**98%** Customer Retention Rate
Clients
NGMS – Next Generation Managed Services

Core IT Service

- Outsourcing IT service that offers consulting, management (or co-management), and/or full/partial support.

Areas and day-to-day might include

- Managing and monitoring infrastructure (Cloud and on-premise)
- Deployments and installation
- Data centre operations
- Consulting
- Security
- Application maintenance
- Help desk and technical support

99%

Maintaining a 99% SLA. Sorint offers this service to +100 prominent entities in Europe, US, and Africa.
NGMS
99% SLA

OPEN TICKET

NGMS

TICKET ID
TICKET STATUS
PRIORITY
TIMING
PROGRESS
HANDLER

TICKET CLOSED & REPORTED
Pillars of NGMS

Delegation

Relieves
In terms of managing and operating. Facilitates a focus on core business.

Cost and time
In areas like hiring, training, SW, HW, researching/analysing, operational-related matters, and much more.

Pool of specialized experts
Ease access to knowledgeable experts of specific technology or/and domain.

Cutting edge
Stay on top of the most advanced technologies. Ensuring high-quality deliverables in all IT fields and a guaranteed SLA.

Risk and support
Around-the-clock support in all areas. Including IT security experts.

Scalability and flexibility
Quick adaptation to business needs. Scaling up or down. All sort of resources.
Sorint’s Tailored Journey
The make it model

Every journey is a unique challenge

1. Tailor made service
   - Compose service design based on requirements
   - Set technological stack
   - Time frame and coverage
   - SLA/KPI

2. Operations analytic
   - Detailed service and KPI Description (Service design package)
   - Periodic reports
   - Real-time dedicated portal

3. Management / team
   - 24x7x365 - Multilingual
   - Pool of specialization (experts)
   - Focused / shared

4. Monitoring
   - All aspects
   - Monitoring services and timely operational recovery

5. Incident management
   - Monitoring services and timely operational recovery

6. Handling vendors
   - 1st and 2nd level of support of vendors
   - SPOC

7. Proactive improvement
   - Gradually anticipating, and steadily amend infrastructures, services and processes
   - Aiming efficiency, reliability and cost reduction

8. Health check
   - Assessment / evaluation / improvements
   - Health, performance, security, and other aspects
Sorint’s Tailored Journey
The make it model

NGMS Services
- SPOC
- Monitoring
- Incident and Request
- Release Management
- Problem Management
- 3rd Party Supplier Management
- HW
- Provisioning & Configuration
- Performance Health Check
- Capacity Management
- SecDevOps Support
- Cost Optimization

NGMS Support Domains
- Service Desk
- Infrastructure Support
- Application Support
- NOC
- SOC
- Vendor Support
Sorint’s Tailored Journey
The make it model

For a wide range of areas and IT fields

- Network Administration
- System Administration
- Database Management
- Cloud Computing
- IT Support
- IT Consulting
- Big Data
- Software Development
Sorint’s Tailored Journey
The make it model

Diverse array of domains and disciplines

- Cybersecurity
- Data Analytics & Business Intelligence
- IT Project Management
- Enterprise Resource Planning
- Virtualization and Cloud Infrastructure
- Data Science
- Governance & Compliance
- Artificial Intelligence & Machine Learning

Day x — Continues support — Continues support — Continues support — Day y
Some Prestigious Certificates

From technology/vendor, skill levels, IT domains/specialization, to vendor-neutral certifications

3CX
6sigma
Aerohive
Aerohive Networks
Alison
ALTERO
Amazon
AMPG International
Apple
Apple
Aruba
AXELOS
Barracuda
BIT
Blue Team
BMC
Brocade
Business Objects
CEPIS
CertProf
Check Point
Cisco
Citrix
Cloud Champion
Cloudera
Cobit
COMMVAULT
Company Tutor
Compaq
CompTIA
CROSSNOVA
CSSC
Cyberark
D-LINK
Databricks Academy
DataCore
DELL EMC
Devops Institute
Dynatrace
Ec-Council
ECDL
Edx
eipass
Elastic
eLearnSecurity
EMC
EnterpriseDB
enVision
EUCIP
EXIN
Extreme Networks
F5
FacilityLive
FinOps Foundation
FireEye
ForeScout
FORTINET
GIAC
GitLAB
Google
Google Cloud
Google Play Academy
HashiCorp
Hazelcast
Hitachi
HP
Huawei
IBM
Infoblox
INIM Eletronics
INSTITUTO ITALIANO DI PROJECT
Management
ISTQB
Juniper
Konnex
Lacework
LibraEsva
Linux Foundation
Linux Professional Institute
MariaDB
Meru
MIA-PLATFORM
Microsoft
MikroTik
MongoDB
Neo4j
NetApp
Netscreen
Netskope
Netwitness
NETWRIX
Novell
NUTANIX
ObserveIT
Offensive Security
OpenSecurityTraining2
ORACLE
Palo Alto
People Cert
PMI
Qualys
Rancher Academy
Red Hat
Reevo Cloud Academy
Reuters
SCP
Scrum Alliance
Scrum.org
ScrumStudy
SonicWall
SOPHOS
Splunk
Stormagic
Sun
SUSE
Symantec
TERADATA
Toshiba
Trend Micro
Triton
Veeam
Vendor
Veritas
VMware
WatchGuard
WatchGuardONE
WEBROOT University
ZERTO
ZyXEL

ISO 27001
ISO 20000-1
ISO 9001
ITIL
## Closer Look

### Areas and field of focus

<table>
<thead>
<tr>
<th>Proactive Support</th>
<th>Business Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vertical consultancy support on the technology covered by the service for day-to-day activities</td>
<td>Vertical consultancy support on the technology covered by the service for day-to-day activities</td>
</tr>
<tr>
<td>Ops team support</td>
<td>Ops team support</td>
</tr>
<tr>
<td>Monitoring</td>
<td>Monitoring</td>
</tr>
<tr>
<td>Incident &amp; problem management</td>
<td>Incident &amp; problem management</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Engagement Model</th>
<th>Service Level Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>By service request, minimum 2 hours (co-sourcing)</td>
<td>Next business day, 5x8.</td>
</tr>
<tr>
<td>By Service request (full outsourcing or co-sourcing)</td>
<td>By establishing SLAs contracts, based on the criticality of the service request</td>
</tr>
<tr>
<td>By monitoring system, in case of incidents</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Points</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Team composed of certified engineers to provide:</td>
<td></td>
</tr>
<tr>
<td>• 2nd level support</td>
<td></td>
</tr>
<tr>
<td>• Consultancy</td>
<td></td>
</tr>
<tr>
<td>24x7 support</td>
<td></td>
</tr>
<tr>
<td>Compliance with SLAs</td>
<td></td>
</tr>
<tr>
<td>Certified and highly-qualified engineers</td>
<td></td>
</tr>
</tbody>
</table>
Success stories
Delivered by: Sorintians

Leading International Entities
Unique projects within NGMS

**Project 1 - OS Patching & Updating**
- MS Windows & Unix OS maintenance for about 1000 servers on premises spanning over 3 customer's DC's.
- Patching is based on Foreman, integrated with Ansible (Unix OS patching) and WSUS (MS Windows OS patching).
- Landscape Status reporting on weekly/monthly basis.
- Accountable to orchestrate patching accordingly to customer applications development teams requirements.

**Project 2 - CASP Support (*)**
- 1° and 2° level support.
- 140+ managed CommCell ID's. Full landscape infrastructure problem solving and management.
- 8 certified engineers; 4 years experience.
*Under the Commvault Authorized Support Partner (CASP) program, carefully-selected vendors provide essential support services to our customers. Including 24/7 software help desk, along with enhanced service offerings such as on-site health checks and critical support engagements.

**Project 3 - Oracle Landscape Upgrade**
- Customer originally asked for just a one-time activity aimed to help the end of support to Oracle's landscape. Sorint made a scalable 24x7 service proposal instead.
- FTE’s hired for this new service delivered in English.
- Around 40 activities planned a month -> tailored service.

**Project 4 – Full AM Environment**
- Software Assurance for customer VM's servers (RHEL 7.0).
- Zabbix Monitoring Management.
- Keycloak complete management (client, realm, user federation, etc).
- Delivered services reports on monthly basis.

*Under the Commvault Authorized Support Partner (CASP) program, carefully-selected vendors provide essential support services to our customers. Including 24/7 software help desk, along with enhanced service offerings such as on-site health checks and critical support engagements.*
Success stories
Delivered by: Sorintians

International Banking Group
Data Migration and Backup

Challenge
Our regular client project included:
• Move the data of an application hosted by a single instance db on a server with Solaris 10 operating system to a rac hosted by a new Oracle Linux cluster.
• Standard export/import of schemas via data pump is not possible. Data exceeds 6/7 TB.
• Multitenant architecture.

Going forward
Carefully analysed the environment, and the documentation material prepared earlier by Sorintians.

Accepting the challenge - Solution and Implementation
The proposed approach was tricky, challenging, new, and innovative. Yet, due to our detailed documentation and the activities done during the testing phase. The client accepted the proposed solution. In summary, the activities covered:
• Applying several db related activities e.g., identification, backup, recovering.
• Putting tables in read-only mode.
• Exporting /importing via metadata relating to tablespaces for migrating.
• Import of schemas metadata on target.
• Some activities included downtime, other did not.
These are merely an idea of the activities done.

Result & delivery
• Successful migration.
• 6 hours down time.
• In a short period of time. NO disruptions and 0 down time.

Confidential
Success stories

Delivered by: Sorintians

Popular Italian Luxury Brand
New Version of Active Directory

**Challenge**
Client’s requirement included:
- Migrate with no disruption.
- No native solution.

**Going forward**
Understanding the environment.

**Accepting the challenge - Solution and Implementation**
It was decided to run and build an innovative script that involves 3 different technologies. SQL, LDAP and different API calls. In summary:

- The script includes data validation.
- SQL query to extract user’s data.
- First API call to capsulate and parameterizes the information. In case exists in the new active directory.
- Finally, interacting with Keycloak's APIs.

**Result & delivery**
- The script was written, tested, and validated successfully.
- Keycloak is now running with a new active directory with 0 reported issues.
- In a short period of time. NO disruptions and 0 down time.

Floatingpoint.sorint.com
Success stories

Delivered by: Sorintians

Banca Monte dei Paschi di Siena
Upgrading Postgres Instance

Challenge
Our regular client project included:
• Upgrading 35 Postgres instance from version 9.46 to version 12.
• Enhance performance.
• Critical Production environment. Major databases behind client’s digital banking.
• Minimal downtime.

Going forward
Carefully analysed the environment and the strategy. All eyes on backup to avoid data loss. Usual in such activities.

Accepting the challenge - Solution and Implementation
The proposed strategy was considered safe. Mainly
• creating multiple logical replicas of those instances.
• Capturing data from the older nodes.
• Those replicas were already running on version 12.
• Later, a simple failover was executed. Dismissing the older instances and running the replicas as master.

Result & delivery
• Successful upgrading activity.
• 100% compliance with SLA terms.
• Contract extension to include NGMS solution and security activates.
Sorint Sec
Business Unit
Sorint.SEC is the cybersecurity company of Sorint.Lab Group that operates exclusively and continuously on issues related to information security.

Sorint Tek
Business Unit
SORINT.tek is a sister company of SORINT.lab Group focused on the development of advanced analytics and machine learning solutions.
Going Forward
How we can move forward from here

One hour workshop

Read more on /sorintlab

Alternative approach