

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

Milan, Rome, Bergamo, Turin, Padova,
London, Madrid, Frankfurt, Paris,
Wroclaw, Brasov, Bologna, Lecce

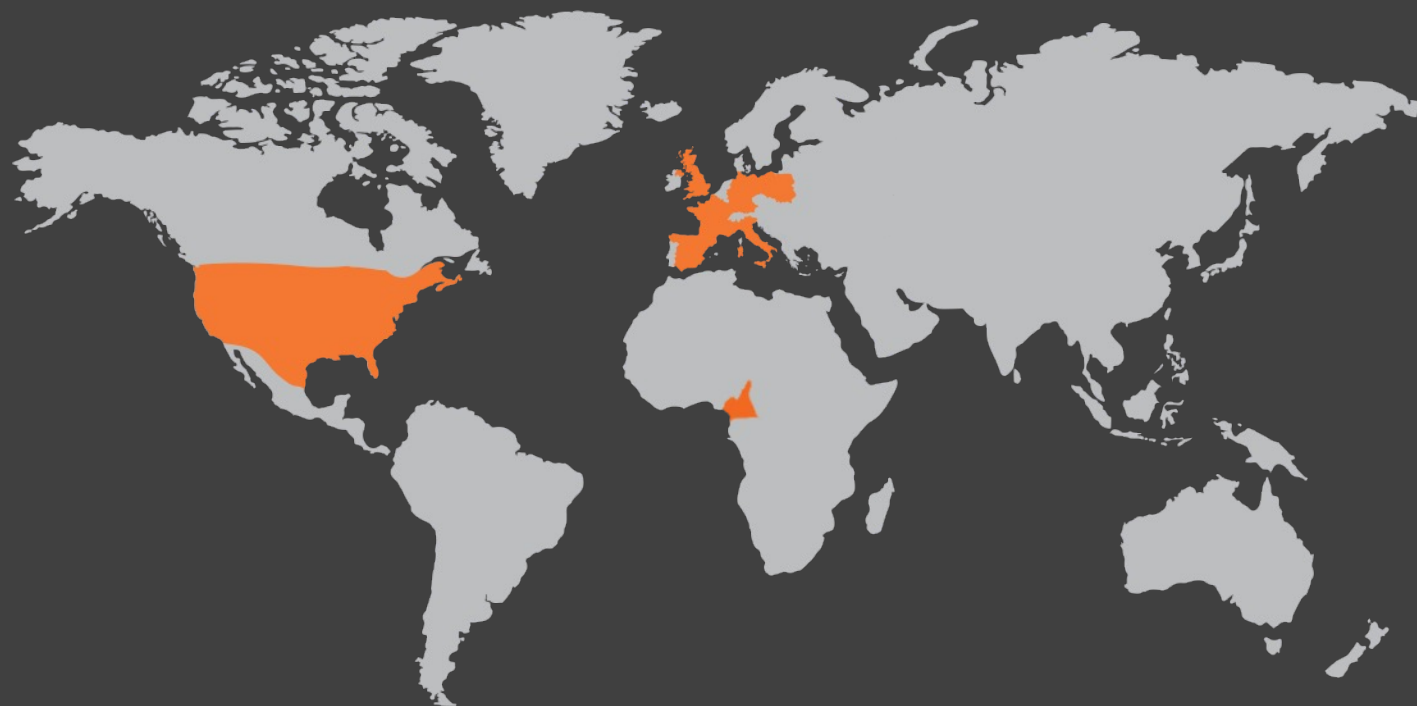
USA

San Diego

AFRICA

Douala

Other Business Units



Overview Facts

900+

Tech-Savvy

Cloud Engineers
SREs
DevOps Engineers
Full Stack Developers



+40000

Training
hours
per year



50+

Technical
Sircles



Methodology

ISO 27001
ISO 20000
ISO 9001
ISO 14001



PM Methodology

Prince2
PMI
Agile
SCRUM/UX



35+

Years of
experience
with a
Startup mindset



250+

Large Enterprise
Customers



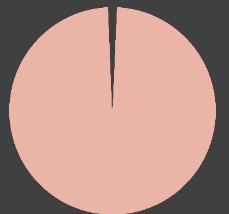
Market

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



98%

Customer
Retention
Rate



INTESA  SANPAOLO



Clients



CANONICAL



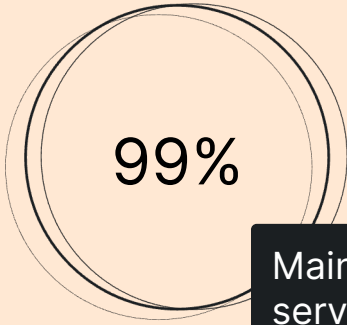
Technology Partners

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

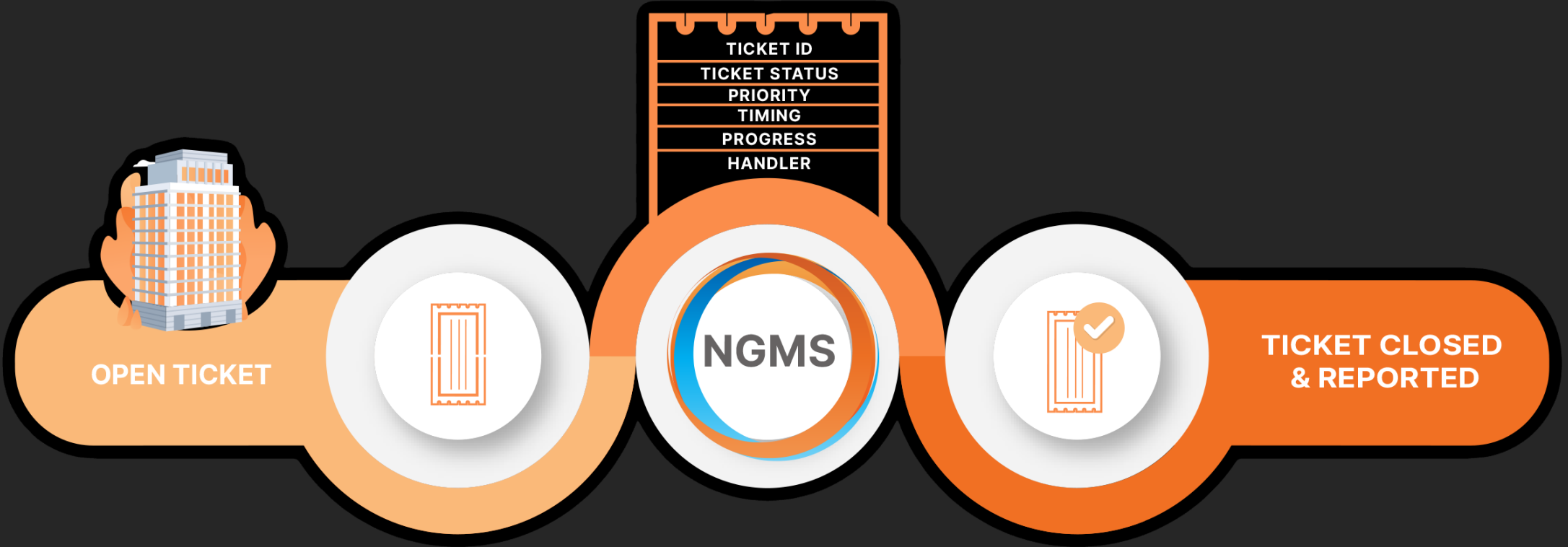


99%

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

NGMS

99% SLA



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



Sorint's Tailored Journey

The make it model



NGMS Services



SPOC



Monitoring



Incident and
Request



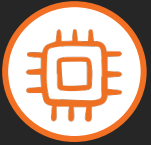
Release
Management



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



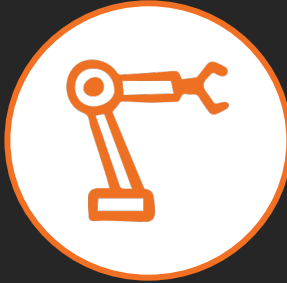
IT Consulting



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

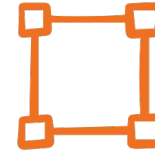
Enterprise
Resource
Planning

Virtualization
and Cloud
Infrastructure

Data Science

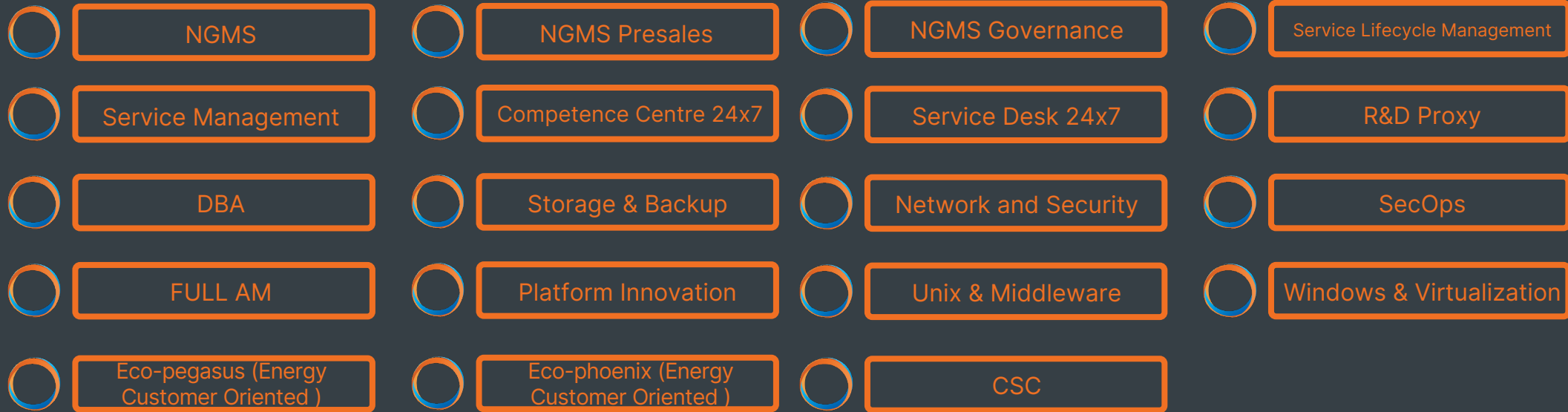
Governance
& Compliance

Artificial
Intelligence &
Machine
Learning



Day x ————— Continues support ————— Continues support ————— Continues support ————— Day y

Experts Involved

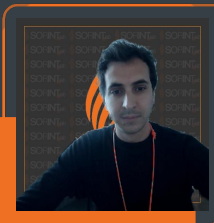


Senior masterminds

Nicola Gandolfi

NGMS Team Leader

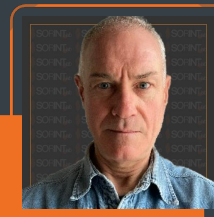
+10 years as IT Consultant, Database Specialist, and Service management



Matteo Gorghetto

NGMS Advisor | Network Engineer

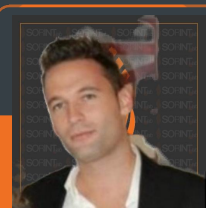
+35 years in ITC Business, 20+ Years of Service Management Worldwide



Oscar Carrara

DevOps Engineer | System Admin | Full Stack Developer

+15 years of System Admin, +4 years DevOps Practices



Some Prestigious Certificates



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

3CX
6sigma
Aerohive
Aerohive Networks
Alison
ALTARO
Amazon
AMPG International
APMG
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
Istituto 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



	Business Needs	Engagement Model	Service Level Agreement	Key Points
Proactive Support	Vertical consultancy support on the technology covered by the service for day-to-day activities	By service request, minimum 2 hours (co-sourcing)	Next business day, 5x8.	Team composed of certified engineers to provide: <ul style="list-style-type: none">• 2nd level support• Consultancy
Core NGMS	Ops team support Monitoring Incident & problem management	By Service request (full outsourcing or co-sourcing) By monitoring system, in case of incidents	By establishing SLAs contracts, based on the criticality of the service request	24x7 support Compliance with SLAs Certified and highly-qualified engineers

Success stories



Delivered by: Sorintians



Confidential

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.

Success stories



Delivered by: Sorintians



Confidential

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.

Success stories



Delivered by: Sorintians



Confidential

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 capsule 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](https://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.

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Bonus Slide

Related Solutions and Tools by Sorintians



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.

sec.sorint.it



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.

latek.it

Going Forward

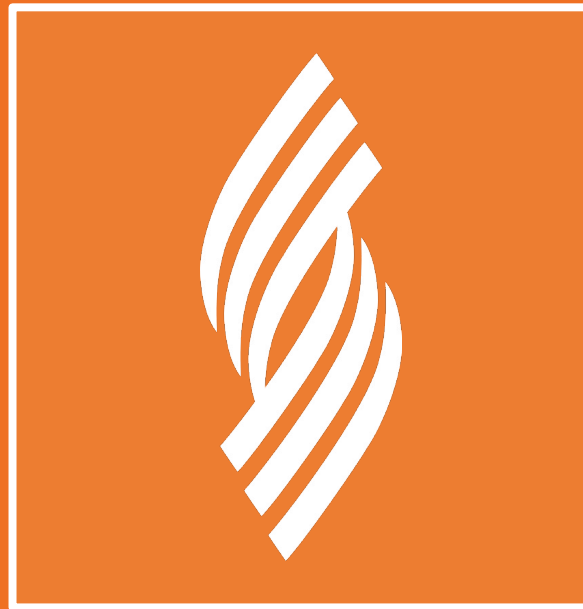
How we can move forward from here

One hour
workshop

Read more on
/sorintlab



Alternative
approach



BUILDING GREAT
TECHNOLOGY



IT | ES | UK | DE | US | FR | PL | CMR | RO