

Consolidate IT Environment, Improve Data Management and Security

■ Client Overview

The client is a non-profit organization that responds to the world's worst humanitarian crises. The organization's dedicated teams provide clean water, shelter, health care, education, and empowerment support to refugees and displaced people. It is headquartered in New York in the United States and operates in more than 40 countries.

■ The Challenge

The client's personnel are spread over 40 countries and across all time zones. The organization also collaborates with different nonprofits worldwide. Because of this, it sought a partner who can provide proactive and reactive support for core virtual and standalone infrastructure. Among the organization's technical requirements are:

- Single integrated operational model to manage IT environment and critical servers
- Network upgrade, security, and monitoring
- Monitoring of server health, utilization, and capacity planning
- Backup solution management
- Monthly server maintenance, virtual machine management, virtualization

■ The Solution

Smart IMS provided an integrated turnkey solution that included all of the client's requested features. Among the services provided are:

- 24x7x365 monitoring and support to resources across the globe
- Proactive support for Windows and Linux servers (performance, capacity, and status monitoring)
- Daily server and data backup management
- Monthly maintenance (patching)

Several tools were used to support the client:

- ✓ **Monitoring:** Nagios Monitoring System
- ✓ **Backups:** Carbonite/Veeam/Symantec Backups
- ✓ **Incident Management:** Service Now
- ✓ **Monthly Maintenance (Patching):** Dell QUEST (KACE tool)

Smart IMS provided multiple modes of communication—including phone, email, chat and service request—to allow the client's personnel to contact the support team.

■ Benefits Delivered



Seamless Patching Activity with
24x7 Support



Consistent Event and Log
Analysis of Servers



Data Security and Backup



Faster Turnaround Time for
Overall Activities



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