

## IT Infrastructure Operations

Respond faster to changing business needs



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Bell ensure **100% availability and continuity** of your mission critical systems

**The smooth running of your IT infrastructure is vital to maintaining your business-critical operations. But you want to go beyond simply keeping the lights on.**

Ensuring the availability and continuity of your mission critical systems, our global IT infrastructure management and support service ensures the high availability and integrity of your operating environment is proactively and constantly maintained.

Providing a single point of contact for ITIL-based best practice, service delivery and service level management and reporting, together with access to global 24/7/365 response support, we ensure the ever-changing demands of your business are always met.

Proactive support services are crucial to ensure that infrastructure supporting business applications is **maintained and protected**

### Stabilise, optimise and manage your IT infrastructure

Freeing you from the hassle of handling day-to-day IT challenges, we take care of proactively monitoring and managing your mission-critical compute, storage, networking and cloud operations. Ensuring the availability and integrity of your operating environment is always optimised and can flex to support today's fast changing business demands.

No matter what your IT delivery model – on premises, private or public cloud or outsourced – our vendor-agnostic services give you a single accountable point of contact for managing your extended IT infrastructure.

With Bell Integration you'll gain:

- High quality, cost-effective Infrastructure Operations support **24/7/365**
- **A single point of contact** for ITIL-based best practice
- **Seamless management and triage** of 3rd party vendors and suppliers
- **Proactive monitoring of key applications, platforms and infrastructure** – including provisioning, patching, backup and restore, and disaster recovery
- **Access to multi-site Service Support Centres and round the clock response support** to predict and pre-emptively resolve problems quickly and cost-effectively

### Why Bell Integration?

Our two decades of experience delivering IT infrastructure services to clients and partners on a 24x7 global basis means we're uniquely positioned to help you maintain and protect your operations.

Our unique approach ensures the smooth implementation of all the appropriate support features for your needs.



**Step 1 Assessment** – we'll review your current infrastructure and operating environment to identify where the opportunities for enhanced service efficiencies and cost reduction lie. That includes reviewing incident and problem logs to determine any underlying infrastructure issues and determining if it's possible to migrate legacy services to a new environment or undertake consolidation/retirement. We deliver a comprehensive report containing all our findings.



**Step 2 Service Sizing** – we'll define the scope of services, together with SLAs, and track service metrics on a monthly basis to identify resource requirements. Scaling our team sizes up or down to ensure the required SLAs and KPIs are met in the most cost-effective way possible.



**Step 3 Service introduction** – we transition your support services to a live status and start delivering against contractually agreed SLAs.

### Choose from an extensive choice of services

Our services are designed to give you the broadest possible coverage for a wide range of different technology investments.

Our services include:

#### Wintel Support and Maintenance

- Wintel operating system support services
- Testing and deployment of Wintel operating system patches using WSUS
- Active Directory support & administration
- Email and messaging platform support & administration to include
- Wintel based security system management
- File Server administration, support and configuration

#### UNIX Server Management

- UNIX server operating system support
- Testing & deployment of UNIX system patches using automated tools
- Backup software support

#### Proprietary Server Management

- Proprietary operating system support including Solaris, and AIX
- Testing & deployment of system patches using automated tools
- Backup software support

#### Database Support Services

- Database support services – technologies covered include MySQL, SQL Server, DB2 and Oracle
- Proactive database maintenance
- Database engine patch testing and deployment
- Database monitoring and fault diagnostics
- Database administration

Ensuring 100% availability and continuity of your mission critical systems



### Contact us

With over 25 years of experience and offices across the globe, Bell Integration delivers Data Centre, Cloud and End User services within some of the world's most prestigious customer environments. With capabilities covering technology provision, consulting, project & managed services and asset retirement services, we add value to our customers at several touch points throughout the life-cycle of their IT environments.

See how Bell integration can help your business succeed. Please contact us on [marketing@bell-integration.com](mailto:marketing@bell-integration.com) or visit [www.bell-integration.com](http://www.bell-integration.com)

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