

## adapt and transform your server environment to a more agile, optimised state



The performance of your critical infrastructure is essential for business productivity and customer satisfaction, but managing servers is a resource-intensive activity.

What's more, if your IT department is diverting its valuable resources to this task instead of focusing on strategy and supporting core applications, your business may be suffering. **adapt's** fully managed server management solution is designed to take away the pain of managing infrastructure so that your IT department can focus on core activities.

### Proactive support and management

**adapt's** server management solutions includes proactive support, comprehensive server monitoring, hardware and resource trend reporting, hardware repair, operating system patch monitoring, alerting and installation services.

**adapt's** customers receive system management and monitoring services from our world-class talent and facilities to support high levels of security and system availability, providing you with the peace of mind that your IT infrastructure will enable your business to support your clients.

Our server management solution consists of fully integrated services that ensure your IT environment is reliable, efficient and in tune with your business and competitive needs. Designed around all mainstream platforms, our services allow you to move, over time, from the legacy systems running your business today to a standardised, automated and **adaptive** service-oriented model.

**adapt** provides management of the system up to the operating system level. Included in this service is incident and performance monitoring and reporting, ongoing support, patch management and incident management.

### Virtualisation

**adapt** can manage complex virtualised environments to maximise ROI, productivity and efficiency across customers' virtual infrastructures – including VMWare.

### Benefits

- Improved service levels with end-to-end service management
- Specialised capability to complement in-house strengths
- Enables the customer to focus on tasks that add value to the business
- Reductions in operating costs and predictable Opex budgeting
- Defined service levels
- SLA based performance management
- Management of OEM and third party maintenance agreements
- Affordable 24/7/365 SOC

### Features

- ITIL-compliant service management
- 24/7 service operations centre
- Customer-dedicated service portal and online monitoring
- Asset management
- Monitoring and reporting
- Troubleshooting and resolution
- Monthly trend and performance analysis
- Patch management and deployment
- Preventative maintenance

**adapt** supports a wide range of equipment manufacturers, including Sun's Sparc and x86 hardware, IBM, Dell and HP. On these environments, **adapt** supports Windows, SOLARIS and Redhat Enterprise Linux. Our suite of sophisticated server management software tools gives us the ability to both detect and predict incidents regardless of physical server location: we undertake both remote monitoring of servers within your environment and direct monitoring of servers located in our data centres.

As part of our server monitoring and management services, **adapt** will monitor CPU, disk and memory utilisation and will undertake management tasks such as firmware upgrades, patching and fault resolution.

#### Additional services

**Systems deployment** – includes physical server installation and build, test and acceptance services for both base operating systems and virtual images

**Cluster management** – installs, configures and provides ongoing support of services clustered for performance and high availability

**Performance and capacity management** – provides point-in-time reporting, alerts and recommendations on current and future system usage

#### adapt intelligent IQ cabinet

**adapt** has a unique partnership with Unite technologies that allows us to offer the Intelligent IQ cabinet – a cost-effective integrated system enclosure solution, presented within a secure and stable environment. It is ideal for applications requiring affordable redundancy, and is designed to provide a 'ready to run' integrated framework, enabling enhanced connectivity, performance and security, in addition to real-time alarm warning, troubleshooting and historical data capture for capacity planning and trend analysis.

#### Associated services

- Storage on Demand
- Backup Solutions
- Infrastructure as-a-Service
- Infrastructure Audits
- Requirements Analysis
- Design Services
- Vulnerability Assessment
- Remote Monitoring
- Security Monitoring and Management
- Cluster Management
- Out-of-ours Help Desk

#### And in addition

- Database Management >
- Data Centre Co-location Services >
- Managed Networks >
- Security Management >
- Service Management >
- Storage Management >
- Virtual Data >

'We explained our problem to **adapt** and with their help we now have a storage area network that is flexible to meet our needs. **adapt** had the technical know-how to help us select the best technology for our needs as well as provide a managed service for the on-going running of the SAN.'

*Andrew Sprules, Aegis Group IT Infrastructure Director*



Partner suppliers



**adapt** is the independent managed services provider that is reducing cost and complexity from IT.

At **adapt** we focus on maximising the assets you already have rather than just selling you more services. What's more, being vendor-independent we don't have a stake in which technology you choose. Instead, our job is to recommend the best solution for your business, helping you design and integrate your technology for maximum efficiency. This often involves

consolidation and virtualisation of your assets, which can significantly improve your utilisation rates as well as immediately reducing your energy bills.

**adapt** is a client-led rather than a technology-led company, and works with its customers to develop modular propositions that support immediate business needs and can scale for future growth.

At **adapt** we believe that complexity is the enemy, and

this ethos is promoted from the initial architecture planning through to intelligent system design, performance and capacity management.

**adapt** provides services to over 850 customers in the areas of:

- Colocation and Hosting
- Connectivity and Internet
- Managed services
- Cloud services

Reduce cost and complexity within your IT talk to **adapt**.

For more information about **adapt** please visit [www.adaptplc.com](http://www.adaptplc.com) or call 0845 304 3047

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