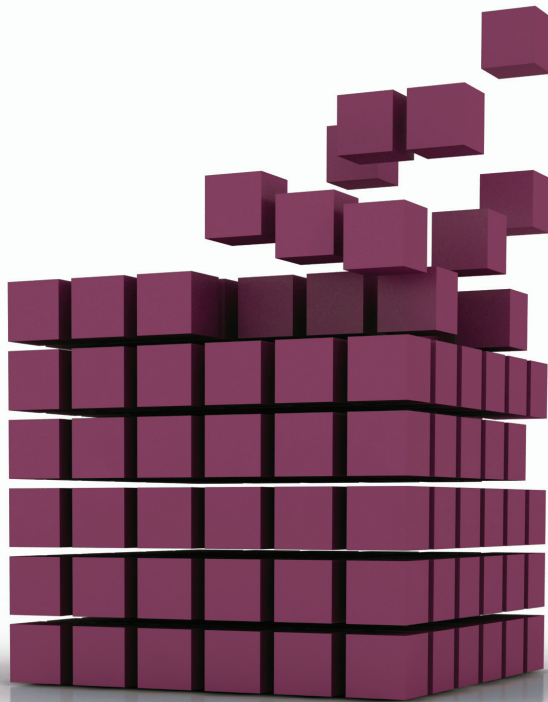


Infrastructure Availability Services

SLA guaranteed availability of the critical building blocks of your company's IT infrastructure

Availability – IT services when the business needs them

IT departments are no longer able to support their entire IT infrastructure. External expertise is at least required for break/fix incidents and increasingly also makes economic sense for business as usual support tasks. But traditional externally-supplied break/fix IT support services are not enough in today's business environment. Reactionary IT support services need to be transformed into pro-active SLA guaranteed infrastructure services that ensure the IT availability levels required to deliver today's business critical IT services.



Challenges

- Modern IT infrastructure contains a wide range of components requiring deep technical expertise.
- IT staff cannot cover the required depth of knowledge or out of hours on-call requirements.
- Business as usual support operations divert IT staff from business related value added activities.
- Basic IT infrastructure building blocks are becoming commoditized providing little competitive advantage to the business.

Conclusion? A new support model is needed for the basic building blocks of IT infrastructure.

S&T has the solution!

S&T transforms traditional reactionary IT support services into customized, pro-active, and SLA guaranteed Infrastructure Availability Services. Infrastructure Availability Services are supported both on customer owned IT infrastructure and as an integral part of outsourced IT infrastructure provided by S&T.

The S&T solution in detail

An Infrastructure Availability Services SLA defines the components of the client's IT infrastructure that are the complete responsibility of S&T. S&T monitors, maintains and guarantees all aspects of availability and performance of the infrastructure, including advising on maintenance, upgrade and capacity issues. Additional managed services can be added to the base availability service and if desired at a later stage, actual IT infrastructure components can be outsourced to S&T.

The S&T infrastructure availability approach

1. **Scope.** Define the IT infrastructure components to be included in the SLA.
2. **IT capability.** Initial analysis reveals the service levels able to be provided by the client's existing infrastructure.
3. **Business needs.** Perform business impact analysis to determine the IT SLA levels appropriate for critical business processes.
4. **Service level definitions.** Define availability and performance parameters.
5. **Provisioning.** If the existing infrastructure is unable to support the defined service levels then initiate upgrades, additions, or infrastructure outsourcing.
6. **Availability and more.** Base Availability Services can optionally be enhanced by additional infrastructure related Managed Services.
7. **Contract.** Complete definition of SLA contract.
8. **Control.** Integration of S&T's monitoring, alerting and reporting services within client infrastructure.
9. **Transition.** S&T assumes responsibility.

Business benefits

1. Cost reductions, savings on specialist education and on-call expenses
2. Increased efficiency, consistency and reliability
3. Increased availability due to pro-active intervention and SLA guarantees
4. Flexibility with regards to staffing; reduced reliability on key internal personnel
5. IT can focus on adding value to core IT applications and services where business specific and company specific knowledge is required

CUSTOMER'S STATEMENT

"In **Geoplin IT** is regarded as an essential tool for the achievement of our stated business objectives. Assistance in realizing our objectives is provided by S&T Slovenia IT experts who monitor, maintain and administer our business IT infrastructure systems, guaranteeing the availability of critical IT services. S&T IT specialists also manage Geoplin's IT incident management and service request processes, including coordination and cooperation with other Geoplin IT partners and IT service providers.

We are very satisfied to have found in S&T Slovenia a reliable and skilled IT partner, able to provide deep technical knowledge and a complete service package."

Experience – a crucial factor in operations services

S&T is an acknowledged expert supplier of traditional support services for all aspects of IT infrastructure in addition to being an established outsourcing provider of business critical IT infrastructure and services. Infrastructure Availability Services combine these two established areas of expertise, creating a new support model for the basic building blocks of IT infrastructure.



Do you feel addressed?

Simply visit www.snt-world.com and choose a representative in your country. S&T consultants will be at your disposal, ready to help with words and deeds any time.