



Sirius Managed Services

Focus on your business, and let us manage your IT infrastructure

As the economy continues to shift, IT departments are being driven to focus on strategic initiatives to support business growth. This can be great news for IT departments, but it creates challenges for IT leaders who must address tough questions such as:

- How do I free up valuable resources to focus on strategic business initiatives?
- How do I maintain or even lower my cost structure?
- How do I maintain or improve my current service levels to the business?
- How do I best mitigate risk?

System-level support for your technology infrastructure

To help with these challenges, Sirius Managed Services can manage your infrastructure hosted at a Sirius-provided data center or your own facilities for the following technologies:

- Cisco®
- Citrix™ NetScaler®, XenApp® and XenDesktop®
- EMC® and other storage platforms
- F5 Networks® Load Balancers
- IBM® System z®
- IBM Power Systems™ with AIX® and IBM i
- Intel® servers
- Linux®
- Palo Alto Networks®
- VMware® vSphere® and Horizon View™
- Windows®

Staffed 24x7x365

Sirius' state-of-the-art Command Center serves as a central point of control, consolidating a wide spectrum of dedicated resources to offer seamless delivery of service from our Managed Services team. The Sirius Command Center features best-of-breed tools, policies and procedures in a central physical location designed to offer superior services delivery. The Command Center is staffed 24x7x365 by highly specialized Managed Services personnel. More than just mere reporters of information, they are empowered to act, minimizing the effects of any problems, and maximizing the potential of every effort.



Sirius maintains world-class standards, including the ISO 27001, the *de facto* international standards outlining the most stringent requirements for information management systems globally.



Sirius holds an AICPA SOC 1 Report, which evaluates controls with criteria set by the American Institute of Certified Public Accountants.

Flexible, customized approach

The Command Center enables clients to see the seamless, centrally integrated high-quality service and attention to detail they will receive. A flexible and customized approach brings the same breadth and depth of services offered by traditional outsourcing but without cost restraints.

The Managed Services team has an established and successful record of delivering reduced cost, enhanced service and risk mitigation to our clients. Services are designed to provide your organization the freedom to focus on your business, not routine system-level support.

Service delivery options

Sirius provides flexible service delivery options to meet unique business needs. Clients can select from 100 percent onshore delivery or onshore with supplemental offshore resources. Some clients tap our offshore resources for lower costs and/or extended time zone coverage.

Sirius Power Cloud solution

Sirius Power Cloud is a flexible solution for SMB clients running IBM i V6.1 or later that provides a robust architecture spread across two Tier III data centers to deliver availability and redundancy that most clients cannot achieve in their own facilities. Sirius has partnerships with IO Data Centers and US Internet to ensure carrier, power grid and geographic diversity and superior reliability. Power Cloud is a comprehensive, cost-effective solution that is particularly well suited for clients that need one core or less of compute capacity, bringing economies that cannot be achieved in a standalone solution.





A track record of success

Sirius' technology experts have a track record of quality service delivery that includes helping some of the largest enterprise clients in the nation with their IT needs.

Saving you time and money

Our Managed Services clients benefit from economies of scale, operational efficiencies and specialized expertise via our 24x7x365 support of computing environments. Our solutions are provided at highly competitive price points and are flexible and modular. We take pride in the fact that we consistently helped clients realize significant savings with improved IT service.

Account management

All Sirius Managed Services clients are assigned a dedicated Account Manager who acts as the client's main point of contact and internal advocate. Account Managers are responsible for ensuring quality service, and resolving any issues with our Operations team.

Technical skills

Sirius' technical staff includes experienced professionals with more than 4,000 professional and technical certifications. We consider our intellectual capital to be our most important asset. Our recent client satisfaction surveys prove time and again that our technical expertise is the top reason clients recommend us.

ITIL standards provide a blueprint for resolution

If a system event occurs, Sirius has documented processes based on ITIL (IT Infrastructure Library) standards for event, incident, and change management. ITIL is the *de facto* global standard in the area of IT Service Management and contains documented processes and clearly defined steps that enable Sirius' AICPA (American Institute of Certified Public Accountants) SOC 1 compliant Command Center to quickly and effectively resolve any system problems.

Using the right tools for the job

Sirius employs industry-standard tools within our world-class Command Center to closely monitor our clients' infrastructures. These tools enable us to see minute details, detect changes and control all networks and systems from one central location to minimize system incidents and ensure quick remediation if a system incident occurs.



Sirius Managed Services offerings

Systems Management

- Database administration
- High-availability management
- Operating system and technical support
- Performance tuning and capacity planning
- Storage management

Operations Management

- Automation
- Patching
- System and network monitoring

Services Management

- Account management
- Change management
- Incident management
- Problem management
- Service desk

Cloud Services

- Business Recovery as a Service
- Disaster Recovery as a Service
- Hosting and co-location
- Infrastructure as a Service
- Power Cloud for IBM i and AIX users
- Storage as a Service

Implementation

We use a defined process with dedicated project management to ensure a mutual understanding of goals and outcomes for a successful implementation.

