Sirius Managed Services
Network Operations & Converged Infrastructure

Focus on business objectives rather than systems support

Is your organization struggling from a lack of in-house talent to plan, operate and troubleshoot network platforms for voice, data, security or converged infrastructure? Are you concerned about service disruptions or unpredictable costs? Do you find in-house staff burdened with day-to-day operations and/or unable to use new technologies to optimize and manage your network or converged platforms?

If you face these or other challenges, consider Sirius Managed Services. A Sirius Managed Services solution frees you from day-to-day operations and management by providing outsourced IT administration from a Sirius-provided data center or your own facilities. Benefits include economies of scale, operational efficiencies, specialized expertise and 24x7x365 support, all at a competitive price point.

Network operations services

Sirius provides outsourced IT administration and operations, including:
- Carrier management
- Configuration management
- Device monitoring
- Life cycle management
- Move/add/change/delete support
- Performance management
- Security and patch management

Sirius Managed Services are available for:
- Cisco® routing and switching
- Cisco security solutions
- Cisco Voice & Unified Communications
- F5 Networks® Load Balancers
- Palo Alto Networks®

Services for compute, storage and virtualized platforms

The Sirius Managed Services team has a record of success delivering reduced cost, enhanced service and risk mitigation to our clients in compute, storage and virtualized environments.

Sirius provides operational and technical support services for your converged infrastructure environments, including:
- Backup and recovery services
- Device monitoring
- Patch management
- Performance monitoring
- Security management
- Storage monitoring
- System monitoring
- Virtualization monitoring

Our expertise in converged systems services includes working with:
- Cisco Unified Computing System™
- Dell™ Converged Solutions
- EMC® VSPEX™ and VCE™ Vblock® systems
- HP Converged Infrastructure
- IBM® PureFlex System™
- Linux®
- Microsoft® Exchange™, Windows® and Hyper-V™
- NetApp® FlexPod®
- Nutanix®
- VMware® View™

Sirius overview

Sirius is a national integrator of technology-based business solutions that span the enterprise, including data centers and lines of business. The success of every project at Sirius relies on our people, processes and technologies. Our engineers and architects hold over 4,000 certifications across server, storage, network, converged and software technologies. For example, Sirius has 22 Cisco CCIE® certifications and six VMware Certified Design Experts (VCDX), third worldwide for VCDX certifications.

The Sirius Managed Services practice provides clients with cross-platform, modular and flexible solutions. We architect, design, implement and manage solutions, working closely with you to develop a strategy addressing your unique business requirements. We employ documented ITIL-based processes using high-quality tools and providing detailed reporting. Our clients also enjoy a dedicated account manager. What's more, Sirius provides flexible service delivery options. Clients can select from 100 percent onshore delivery, offshore delivery or a hybrid approach. For example, some clients select to utilize offshore resources for lower-cost resources and/or extended time zone coverage.

With Sirius Managed Services, you can:
- Transform IT into a business asset with an innovative approach to reducing costs
- Free up your internal resources to focus on strategic initiatives that support business growth
- Enable consistent IT service quality and availability 24x7x365
- Reduce risk by partnering with leading experts with deep technical experience
- Obtain proactive administration with established SLAs

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 benefits 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 the 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 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.

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.