

Post-sales as a Service

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Introduction

This catalog offers a detailed overview of our diverse IT services portfolio with key information on each service, including descriptions, implementation efforts, skill requirements, and costs. Designed to cater to a range of business needs, our services aim to drive operational efficiency and business growth.

Data Protection and Cyber Resilience Services

Commvault



Server Setup

Installation and configuration of Commvault CommServe, MediaAgents, and backup clients.



Initial Configuration

Setting up and configuring Commvault components, which includes backup devices, storage policies, and backup sets.

Veeam Services



Physical Setup

Involves unboxing, racking, and cabling of Lenovo servers.



Firmware and BIOS Updates

Updating server firmware and BIOS to the latest versions.



OS Installation

Installation and configuration of the operating system (e.g., Windows Server, Linux) as per client requirements.

Data Protection and Cyber Resilience Services

Avamar Services



Physical Setup

Involves unboxing, racking, and cabling of Lenovo servers.



Firmware and BIOS Updates

Updating server firmware and BIOS to the latest versions.



OS Installation

Installation and configuration of the operating system (e.g., Windows Server, Linux) as per client requirements.

Dell Services



Server Setup

Installation and configuration of networker servers, storage nodes, and backup clients.



Initial Configuration

Setting up and configuring networker components, which includes backup devices, media pools, and backup groups.

Data Protection and Cyber Resilience Services

Dell Services



Hardware Setup

Unboxing, racking, and cabling of the Data Domain appliances.



Firmware and BIOS Updates

Updating the firmware and BIOS of Data Domain devices to the latest versions.



Initial Configuration

Setting up and configuring Data Domain systems, which includes storage units and virtual tapes.

Dell Services



Hardware Setup

Unboxing, racking, and cabling of the IDPA hardware.



Firmware and BIOS Updates

Updating the firmware and BIOS of IDPA components to the latest versions.



Configuration

Setting up and configuring IDPA components, which includes Data Domain, Avamar, and VMware integration.

Compute and Virtualization Services

Microsoft Services



End-to-end Installation

Comprehensive installation of Windows Server from start to finish.



Custom Solutions

Provision of tailored installation services to meet specific business needs.

Microsoft Services



High-availability Solutions

Design and implementation of Windows Server clustering for enhanced availability and reliability.



Tailored Clustering Solutions

Customized clustering configurations to meet specific business requirements.



Node Configuration

Setting up and configuration of each server node to be part of the cluster.



Storage Configuration

Setting up of shared storage, which includes SAN or NAS configurations, and configuration of storage spaces.

Compute and Virtualization Services

Microsoft Services



End-to-end Active Directory Setup

Setup and configuration of Active Directory from start to finish.



Domain Controller Installation

Installation and configuration of domain controllers.



Data Migration

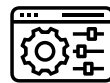
Migration of users, groups, and resources from existing directories to the new Active Directory setup, if applicable.

Microsoft Services



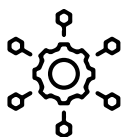
Hyper-V Role Installation

Involves installation and configuration of the Hyper-V role on Windows Server.



Cluster Configuration

Setting up and configuring Hyper-V clusters for high availability and resource management.



Integration Services

Installing Hyper-V integration services on all virtual machines for optimal performance.

Compute and Virtualization Services

Microsoft Services



Server Setup

Installation and configuration of MSSQL Server on dedicated or virtual servers.



Instance Configuration

Setting up and configuring multiple SQL Server instances if needed.



Initial Configuration

Configuring basic settings, such as memory allocation, processor affinity, and file locations.

Microsoft Services



Account Setup

Creating and configuring user accounts, mailboxes, and permissions in the O365 environment.



Domain Configuration

Setting up and verifying custom domains for email and other services.



Initial Configuration

Configuring basic settings, such as security groups, distribution lists, and shared mailboxes.

Compute and Virtualization Services

Linux Services



End-to-end Linux OS Setup

Design and implementation of Windows Server clustering for enhanced availability and reliability.



Installation and Partitioning

Performing the installation process including partitioning and filesystem setup.



Network Configuration

Setting up network interfaces, static IP addresses, and DNS configuration.



Security Updates

Applying the latest updates and security patches to ensure system security and stability.

Linux Services



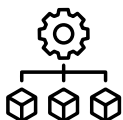
Cluster Software

Installation and configuration of clustering software such as Pacemaker, Corosync, Red Hat, and Cluster Suite.



Linux Cluster

Creation and validation of the cluster.



Cluster Resources

Setup and configuration of resources like IP addresses, services, and applications.

Compute and Virtualization Services

Dell Services



Physical Setup

Involves unboxing, racking, and cabling of Dell servers.



Firmware and BIOS Updates

Updating server firmware and BIOS to the latest versions.



OS Installation

Installation and configuration of the operating system (e.g., Windows Server, Linux) as per client requirements.

Dell Services



Hardware Setup

Involves unboxing, racking, and cabling the VxRail appliances.



Firmware and BIOS Updates

Updating the firmware and BIOS of VxRail nodes to the latest versions.



vSphere and vSAN Configuration

Installation and configuration of vSphere and vSAN components as part of the VxRail setup.

Compute and Virtualization Services

Lenovo Services



Physical Setup

Involves unboxing, racking, and cabling of Lenovo servers.



Firmware and BIOS Updates

Updating server firmware and BIOS to the latest versions.



OS Installation

Installation and configuration of the operating system (e.g., Windows Server, Linux) as per client requirements.

VMware Services



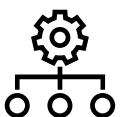
Hardware Setup

Ensuring that hardware components like SSDs, HDDs, and network interfaces are correctly installed and configured.



vSphere Configuration

Installation and configuration of vSphere components if not already in place, including vCenter Server and ESXi hosts.



vSAN Cluster Creation

Setting up and configuring the vSAN cluster, including disk groups and storage policies.

Compute and Virtualization Services

VMware Services



Server Setup

Installation and configuration of necessary components such as Horizon Connection Servers and Composer Servers.



Database Configuration

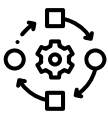
Setting up and configuring the required databases for the smooth operation of Horizon.



vSphere Configuration

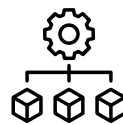
Verification and configuration of vSphere components to ensure their compatibility and support for Horizon.

VMware Services



Environment Setup

Installation and configuration of vROps Manager and any required components.



Cluster Configuration

Setting up and configuring vROps clusters, including master nodes, data nodes, and remote collectors.



Initial Configuration

Configuring basic settings, such as authentication sources, licensing, and user roles.

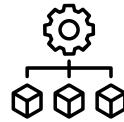
Compute and Virtualization Services

VMware Services



Environment Setup

Installation and configuration of vRA components, including the vRA appliance, IaaS components, and any required plugins.



Cluster Configuration

Setting up and configuring vRA clusters for high availability and scalability.



Initial Configuration

Configuring basic settings, including authentication sources, tenant setup, and user roles.

VMware Services



Environment Setup

Installation and configuration of SRM on both the primary and recovery sites.



SRM Components

Setting up and configuring SRM components, including the SRM server, protection groups, and recovery plans.

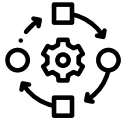


Initial Configuration

Configuring basic settings, such as authentication sources, replication settings, and site pairing.

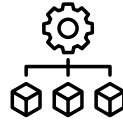
Compute and Virtualization Services

VMware Services



Environment Setup

Installation and configuration of vRLI components, including the vRLI server and any required agents or plugins.



Cluster Configuration

Setting up and configuring vRLI clusters for high availability and scalability.



Initial Configuration

Configuring basic settings, such as data sources, user roles, and alerting.

Nutanix Services



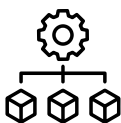
Hardware Setup

Involves unboxing, racking, and cabling the Nutanix nodes.



Firmware and BIOS Updates

Updating the firmware and BIOS of Nutanix nodes to the latest versions.



Cluster Configuration

Setting up and configuring the Nutanix cluster, including AHV (Acropolis Hypervisor) or another preferred hypervisor.

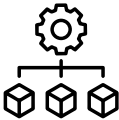
Compute and Virtualization Services

Citrix Services



vSphere Components Installation

Involves installation and configuration of vSphere components such as vCenter Server, ESXi hosts, and VMware vSAN if applicable.



Cluster Configuration

Setting up and configuring clusters for high availability and resource management.



VMware Tools Installation

Ensuring VMware Tools are installed on all virtual machines for optimal performance.

Data Storage Services

Dell Services



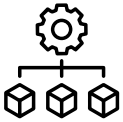
Hardware Setup

Unboxing, racking, and cabling of the PowerStore appliances.



Firmware and BIOS Updates

Updating the firmware and BIOS of PowerStore nodes to the latest versions.



Cluster Configuration

Setting up and configuring the PowerStore cluster, which includes storage pools and volumes configuration.

Dell Services



Hardware Setup

Unboxing, racking, and cabling of the PowerVault appliances.



Firmware and BIOS Updates

Updating the firmware and BIOS of PowerVault devices to the latest versions.



Configuration

Setting up and configuring PowerVault storage systems, which includes RAID configurations and volume creation.

Data Storage Services

Dell Services



Hardware Setup

Unboxing, racking, and cabling of the Unity XT appliances.



Firmware and BIOS Updates

Updating the firmware and BIOS of Unity XT nodes to the latest versions.



Initial Configuration

Setting up and configuring Unity XT storage systems, which includes creating storage pools and Logical Unit Numbers (LUNs).

Containerisation Services

OpenShift Services



OpenShift Installer Setup

Downloading and configuring the installer for optimal use.



Bootstrap Node Deployment

Establishing and fine-tuning the bootstrap node.



Bootstrap Phase

Initiating and monitoring the installation process.



Control Plane Deployment

Setting up master nodes to manage workload.



Worker Nodes Integration

Adding and verifying worker nodes in the cluster.



Cluster Operators Check

Confirming operational status of all cluster operators.



Authentication Configuration

Adding and verifying worker nodes in the cluster.

Data Center Automation

Ansible Automation Services



Ansible Control Node Setup

Installation of Ansible on a control node and configuration of SSH access to target machines.



Playbook Creation and Organization

Structured organization of playbooks, roles, and inventories and defining tasks, handlers, and variables within playbooks.



Inventory Management

Definition of static host lists in inventory files and utilization of dynamic inventory scripts.



Playbook Execution

Running of playbooks using command line and scheduling jobs through Ansible Tower/AWX.

Networking Services

CS/Networking Services



Solution Design

Outline strategies, tools, and protocols designed to protect an organization's digital assets and data from cyber threats.



Advanced Networking

Implementation of sophisticated technologies and protocols to enhance the performance, scalability, and security of networks including concepts such as software-defined networking (SDN).



Implementation and Support

Planning, configuration, and testing the solution in an organization's existing infrastructure, offering technical assistance.

AI Services



AI Assessment Workshop

Conducting a pilot project designed to validate AI use cases in our company.



AI Use Case Testing Pilot

Identification and validation of potential AI use cases, providing an opportunity to assess the practicality and effectiveness of AI in operations.



Environmental Setup

Ensuring necessary infrastructure and software are in place for the AI implementation.

