



## Optimised Managed IT Services, Hosting and Infrastructure

Keep your business running at peak performance

# Managed Services from your Trusted Advisor

## Looking for comprehensive, expert support?

As a trusted advisor, Ardentia delivers high performance 24x7 managed services to keep your global IT infrastructure up and running continuously. Thanks to the expertise of our people, we deliver optimised managed IT services, hosting and infrastructures that enable the business through the highest levels of reliability, availability and performance.



## Delivering excellence to customers – around the globe

Distinguished by our professional and technical excellence, we build and manage business-critical IT infrastructures for customers in around the globe.

Our clients range from small organisations through to large Corporates and include **BBC, Betfred, Blue Square, Centrebet, East Kent NHS, ITV, Ladbrokes, The Rank Group, The Health Lottery, Victor Chandler** and many others.

We have a strong track record in:

- eGaming
- Manufacturing
- Retail and Distribution
- Finance
- Media and entertainment
- Voluntary and campaigning
- Public sector, health authorities and local government

## Leave it to the experts

Ardentia provides a competitively-priced range of managed services – supported by extremely rigorous Service Level Agreements – that enable you to confidently hand over day-to-day running of your systems to Ardentia, safe in the knowledge they're in efficient, expert hands.

It's precisely these 'expert hands' – by which we mean the technical excellence of Ardentia's professionals – that distinguish us in the marketplace today. We're the technical specialists who fully understand your infrastructure.

Our skills span the full range of infrastructure requirements, along with the support you need for your environment. We work with you to provide a total solution based on our excellence and experience, focusing on the entire architecture and delivering added-value as experts, rather than merely supplying hardware and software.

Our people are our business – and they play a vital part in determining the competitiveness and success of our customers' businesses. Through their expertise, we deliver optimised IT infrastructures with the highest levels of reliability, resilience, availability and performance.

A man in a white shirt and tie is working on a laptop in a server room. He is looking down at the laptop screen. The background shows server racks with various components and cables. A yellow Ethernet cable is plugged into the laptop. The image is partially obscured by a white text box on the left and a blue bar at the bottom.

Thanks to the expertise of our people, we deliver optimised managed IT services, hosting and infrastructures.

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## Our managed services optimise your infrastructure

### Service Support

Based on ITIL best practice, Ardentia's 24x7 Service Management service aligns processes and IT service delivery with the needs of customers. You receive the best available support to keep your infrastructure in tact, while we take care of all your:

- Incident management
- Change management
- Problem management
- Release management
- Configuration management

### Service Desk

Need a single informed point of contact to restore normal operational service with minimal business impact? Within agreed SLA levels and in line with business priorities? Ardentia's Service Desk gives you just that, during working hours Monday-Friday. It includes:

- Receiving calls, first-line customer liaison
- Recording and tracking incidents and complaints
- Keeping customers informed on request status and progress
- Making an initial assessment of requests, attempting to resolve them or refer them to someone who can
- Monitoring and escalation procedures relative to the appropriate SLA
- Identifying problems and tracking incidents against problem records
- Closing incidents and confirmation with the customers
- Coordinating second and third line support

### Service Delivery


Thanks again to ITIL best practice we'll make sure we provide the ultimate in Service Delivery. We remove the burden from your staff, giving you the expertise you need, with:

- Service level reporting against SLAs
- SLA negotiation and management
- Capacity reporting and trending analysis

### Operating System Support

Save time and money while gaining expertise. Call on Ardentia's experience on Unix/Linux systems, with around-the-clock support of platforms such as Solaris, AIX, HP-UX and Linux. More than that, we support all virtualisation of Unix systems, including domains, containers, LPARs, vPARs, KVM and more, providing:

- Installation
- Configuration
- Administration
- Upgrades
- Patching
- Clustering
- Virtualisation



Ardenta's technical consultants and project managers work closely with you as a part of your team.

## Remote DBA

Having Remote database administration on tap, 24x7, is a huge advantage for any organisation, For Informix, DB2, Oracle, SQL Server and other databases running on Unix-based operating systems, we offer:

- Installation
- Performance Tuning
- Database Administration and Management
- Problem Analysis
- Backup and Restores
- Upgrades
- Migrations
- Database Design
- Replication management

## Network Support

Want the best LAN and WAN support? Talk to us about managing your network – from intrusion prevention devices and firewalls to routers, switches, load balancers and more. With technical excellence and skills in Cisco, Juniper, CheckPoint, F5, Riverbed and others, let us manage your network 24x7.

we offer:

- Design Services
- Installation
- Configuration
- Monitoring
- Alerting
- Troubleshooting
- Performance Tuning

As an integral part of Network Support we'll manage your internet traffic too. See 'Internet Traffic Management'.

## Remote Storage Admin

EMC, IBM, Brocade, Qlogic and HP storage solutions – we'll take care of them all on your behalf with our Remote Storage Admin service. We're also one of only a handful of EMC Authorized Service Network partners authorised to deliver services on EMC equipment. Our 24x7 Remote Storage Admin services cover:

- SAN management
- LUN Allocation
- Zoning administration
- Performance monitoring
- Administration of mirroring and replication technologies
- Upgrades
- Migrations

## Internet Traffic Management

Intelligence about your internet traffic makes you smarter about website deployment. Ardenta, in partnership with Stingray (Zeus), gives you the means, around the clock, including:

- Simple Load balancing
- Advanced Traffic management
- Application Firewall
- Global Load Balancing
- Multisite management
- Auto-scaling off to the cloud

## x86 Infrastructure Virtualisation Support

Whether it's 24x7 support for vCenter, SRM, ESX/ESXi or Update manager – we provide the expertise and experience you need. As a VMware accredited Enterprise partner, we'll give you access to many VCP level engineers.

## Professional Services

To accurately and comprehensively translate your business requirements into the best technical specifications, Ardent's technical consultants and project managers work closely with you as a part of your team. We'll bring to the fold our wide experience of technical projects, whether simple and complex, to make sure we implement the most effective technical solutions for your organisation, covering:

- Private Cloud design and implementation
- Server and operating system provisioning
- Virtualisation design and implementation
- Storage Area Network design and implementation
- Datacentre Network design and implementation
- Backup and Recovery design and implementation
- Business Continuity Planning
- Technical Project Management



Our 24x7 Managed Hosting Services remove the headaches of running operations on a daily basis and protect the very foundation of your corporation, allowing you to focus on your business.

## System Angel – monitoring your infrastructure

By remotely monitoring availability of storage and network devices, systems and application infrastructure, Ardent drives down your operating costs. With System Angel we will improve service levels by reporting service problems and notifying contacts.

Ardent's highly competent technicians perform system monitoring all day, every day, while our System Angel is underpinned by the industry-leading NetIQ AppManager software, delivering:

- Agent based 24x7 system monitoring service
- Alert engineers via email or SMS
- Application monitoring of Informix, Oracle, Exchange, SQL Server, VOIP, etc
- Automated reporting service – email reports to customer or publish on a web portal
- IT Process Automation service to allow for routine tasks to be automated

## Managed Hosting Services

Our Managed Hosting Services are unrivalled, delivered by the best technicians. The resource-intensive tasks of server installation, configuration and maintenance are expensive requiring considerable technical experience. We'll deal with stressful and costly server downtime, running your data centre and even choosing the right rack space provider.

Our 24x7 Managed Hosting Services remove the headaches of running operations on a daily basis and protect the very foundation of your corporation, allowing you to focus on your business.

For your Data Centres we'll provide physical rack hosting at Tier 4 data centre facilities throughout the world:

- Tier 4 co-location hosting provider
- 1.5 – 4.5 vKa Power options
- Remote management (KVM, PDU)
- Power consumption reporting
- Security Access control
- Physical rack and stack services





## Private Cloud

Need the cost efficiencies, flexibility and agility of 'the cloud' and virtualisation? Ardentia's Hosted Environment Centre (AHEC) gives you just that, being built on industry-leading VMware technology and able to rapidly provide private virtual infrastructure to suit most customer requirements, 24x7, including:

- Hosted virtual servers
- Tiered storage allocation
- Resilient Internet access
- Site-to-site VPN access
- Disaster Recovery option
- Backup and Recovery
- Monitoring portal

## Off-site backup

Working in partnership with Exponential-e, Ardentia offers remote backup capabilities, relieving you of the responsibility by taking care of all your needs. We'll provide staging of backups to secure offsite location, on a 24x7 basis.

## Internet Services Provider

As a UK registered ISP we offer a range of Internet-based services, offering you leading services for:

- Registration of .co.uk domains
- DNS hosting and management
- Global Load balancing
- Website hosting
- Broadband internet provisioning
- Data centre Internet provisioning

## Security Monitoring

Let us take on the time-consuming and expensive task of monitoring your PCI compliance status at any one point in time. Our 24x7 service includes agent-based host intrusion detection, Syslog collecting and parsing, as well as reporting on intrusions, compliance status, and so on.



## Remove your headaches with our leading Managed Services

Backed by Service Level Agreements, our range of managed services is extensive and thorough - thanks to the expertise, experience and excellence of Ardentia's professionals. Let us take on your systems. Contact us today.

## The Ardenta difference – excellence through expertise

Founded over 10 years ago by highly skilled technicians, Ardenta's grass-roots shape our culture of technical expertise and excellence today. Since our beginnings, we have flourished as a successful and growing IT consulting company, providing Managed IT Services, Hosting & Cloud Solutions and Professional Services.

Our culture of expertise and excellence helps us to deliver on our mission to ensure that customers' enterprise information systems are designed, implemented, managed and fully supported at optimum levels.

So why not get in touch and see how we can help maximise your systems?

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