

# Northdoor Managed Services: IBM Power Systems

**Drawing on three decades of experience in complex infrastructure solutions for leading financial services organisations, Northdoor's Managed Services offerings enable our clients to focus more on their core business and less on the underlying technology. For all requirements – from full out-tasking of IT operations, to providing service-desk support for a single technology platform – Northdoor's expert IT services professionals help clients to keep mission-critical systems available and performing optimally at all times.**

For all but the largest enterprises, investing in in-house support capabilities for all deployed technologies is likely to be economically unviable – and a distraction from the core business. It is also difficult to find and retain appropriately skilled technical staff, particularly where vital components may only require a handful of man days of administration each year.

Many mid-sized to large companies have IBM Power Systems servers and related storage technologies running alongside commodity hardware. These proprietary systems require specialist technical skills; particularly for smaller landscapes, it may not be economically viable to have dedicated full-time employees responsible for maintaining and managing them. Of course, Power Systems is renowned for its robustness and security, but it certainly still requires regular administration to ensure optimal performance and availability. Where companies are delegating this work to non-specialists, or relying on ad hoc external support, they run the risk of being left high and dry in the event of unexpected downtime.

Northdoor has a dedicated IBM Power Systems and Storage Practice offering a wealth of experience in deploying, maintaining and managing these systems. For both the latest and previous-generation servers, and for IBM i, AIX and Linux operating systems, Northdoor Managed Services for IBM Power Systems provides comprehensive cover.

Businesses choosing this Managed Services offering from Northdoor gain access to expert monitoring and incident management within rigorous SLAs.

Northdoor's managed services are grouped under two brands: **ManageLine** and **ServiceLine**.

ManageLine offers proactive monitoring and full administration covering all aspects of support, assistance and best-practice advice. This helps ensure that the supported systems always remain operational and in optimal condition.

ServiceLine provides an external ITIL-compliant IT service desk that responds to technical queries and service requests for covered systems. Onsite assistance can also be provided to supplement in-house staff, to execute specialist support tasks or as an emergency reaction to an IT incident.

Both ManageLine and ServiceLine are backed by rigorous, client-defined service-level agreements (SLAs) and key performance indicators (KPIs). Northdoor tracks and manages all activity and provides detailed reporting back to clients on a regular basis.

## Why Northdoor Managed Services?

With Northdoor Managed Services providing support for their Power Systems environment, companies can improve their focus on the core business, secure in the knowledge that the underlying technology is monitored, maintained and protected. Northdoor works to keep mission-critical systems available and performing optimally at all times, while our economies of scale enable higher quality of service at lower costs than our clients could achieve with the equivalent in-house personnel.

Particularly for smaller systems that may require only infrequent maintenance and interventions, retaining a dedicated full-time employee is not economically viable for the typical business (or sufficiently interesting from the employee's perspective to keep them in the job). Northdoor's technical team members benefit from intensive experience across multiple Power Systems environments, backed by ongoing training and certification, enabling them to achieve true expertise.

Our economies of scale and expertise also enable Northdoor to eliminate clients' concerns around holiday and sickness cover for key in-house staff, as well as reducing the direct costs of employment. As a further financial benefit, the Northdoor ManageLine offering provides budget certainty through fixed-fee monthly pricing, with no hidden extras.

Whether clients choose ManageLine or ServiceLine offerings for just their Power Systems environment or their entire spectrum of operating systems, databases, cloud systems and web servers, they deal with a single dedicated Service Delivery Manager who provides responsive, jargon-free communication to keep services in line with business objectives. This clarity in management further supports Northdoor's mission to enable clients to dedicate themselves to core business issues, leaving as much of the technology as they wish in the hands of our experts.

## Managed Services for IBM Power Systems

To ensure complete understanding of client systems and requirements, the ManageLine engagement begins with a comprehensive audit and review of the installed Power Systems environment. During this review, Northdoor:

- Obtains configuration listings of both hardware and software
- Determines the installed PTF (program temporary fix) inventory
- Provides a detailed report recommending best-practice improvements
- Determines expectations and capabilities around High Availability (HA) and Disaster Recovery (DR)
- Documents the security configuration

Once the SLAs are agreed, Northdoor sets up proactive health and performance monitoring via a VPN to cover:

- Performance thresholds (storage/memory/CPU, with alerts for storage)
- Alerts on key errors in named message queues and error logs
- Checks for subsystem, job or process failures
- Replication performance
- Backup success or failure
- Virtual I/O server (VIOS) health and performance

Our continuous capacity tracking monitors free disk space and file system growth, providing alerts on configuration changes, installs and restarts. Standard maintenance and housekeeping covers tracking PTF availability and advising on implementation, log clearance and diagnostics. As additional services, Northdoor can assist with:

- High Availability implementations
- SAN storage and remote replication
- Backup and DR design
- Detailed security reviews and reporting
- Upgrades and migrations
- Licence reviews and recommendations
- Platform re-designs
- New features and versions

## Take the next step

To find out more about Northdoor Managed Services, visit <https://www.northdoor.co.uk/solutions/managed-services>

