

Northdoor Managed Services: An overview

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.

Northdoor has a wealth of experience in designing, deploying, managing, maintaining and supporting business systems based on all major databases, operating systems, hardware and cloud platforms. Our large team of technical experts work on interesting and challenging support tasks for multiple clients, so they maintain the skills to quickly identify and resolve issues across a very broad set of technologies.

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.

Gain peace of mind from managed services backed by rigorous, client-defined SLAs

For both ManageLine and ServiceLine, Northdoor supports a wide range of the technologies most commonly deployed for core business systems. These include:

- Cloud: from Microsoft Azure through hybrid clouds to private clouds. Microsoft Windows, Linux and Platform-as-a-Service architectures are all supported.
- IBM Power Systems: IBM i (formerly AS/400, iSeries), AIX and Linux
- Microsoft SQL Server: clustering, high availability, BI and reporting
- Office 365 and Microsoft Exchange Server
- Oracle Database, Hyperion and Essbase
- Software asset management, including IBM License Metric Tool

Whether clients choose ManageLine or ServiceLine offerings for just a single technology 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.

Why Northdoor Managed Services?

With Northdoor Managed Services providing support for key systems, 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). As a result, in-house staff usually spread their focus thinly across multiple technologies, making it difficult to maintain deep skills. By contrast, Northdoor's technical team members benefit from intensive experience across multiple client environments, backed by ongoing training and certification, enabling them to truly master their domains of 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.

Northdoor Managed Services for Microsoft SQL Server

Northdoor's dedicated SQL Practice supports all Microsoft SQL Server components, proactively monitoring clients' environments and helping keep them in optimal condition through regular maintenance and incident management. The service begins with a full audit and baselining exercise backed by best-practice recommendations around security, TCO, disaster recovery and functional upgrades.

Northdoor Managed Services for Cloud

From cloud strategy and roadmaps to migration and transformation services, Northdoor helps businesses understand the likely cost benefits of the cloud, plan and execute a low-risk transition, and set up the right ongoing governance and compliance structures. Post-transition, we offer everything from service-desk support through to full management of public, hybrid or private cloud environments.

Northdoor Managed Services for IBM Power Systems

For businesses using IBM Power servers of any vintage, Northdoor offers comprehensive support services across IBM i, AIX and Linux. Following a full review and analysis of the existing landscape, we make recommendations for improvements and implement continuous monitoring. Highly experienced IT professionals proactively monitor the systems, perform ongoing maintenance and respond to service requests.

Northdoor Managed Services for IBM License Metric Tool

Software asset management is always a specialist task, and all the more so when it comes to the IBM License Metric Tool (ILMT). Northdoor's expertise in navigating IBM software licensing helps our clients ensure they have the correct numbers and types of licenses, and that their IT landscape is in full compliance. Using the ILMT, Northdoor helps clients optimise their expenditure on IBM software and reduce the risk of non-compliance.

Take the next step

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

