BUILDING GREAT TECHNOLOGY

NGMS – Next Generation Managed Services

Core IT Service

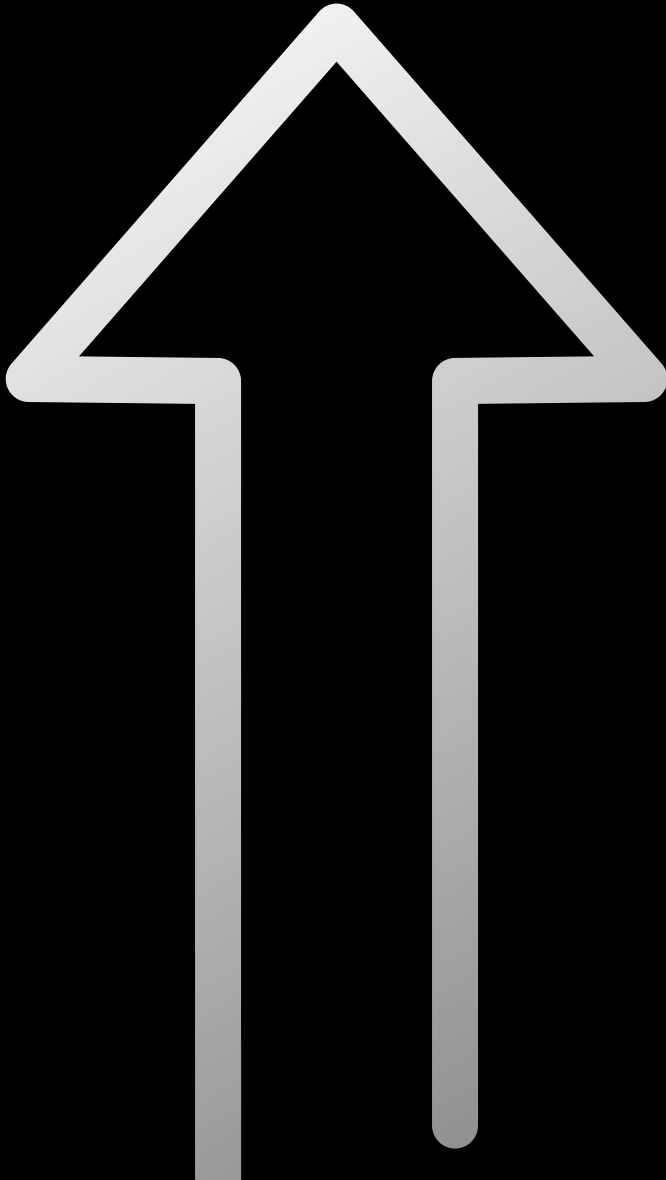# Agenda

SORINT.lab

Is behind many prominent entities leading their industry. Assured!

98%
customer retention rate

Clients

By industry

Banking & Finance

INTESA [] SANPAOLO
Deutsche Bank
BANCA 5
ING
BPER: Banca
BANCO BPM
Creval
widiba
UniCredit
Allianz []
nexi
illimity
sia
IBL Banca
cdp
cassa depositi e prestiti
BORSA ITALIANA
REALE MUTUA
BBVA
CRÉDIT AGRICOLE
Vittoria Assicurazioni
Santander
citi

Energy & Utilities

ENGIE
2i Rete Gas
Terna
a2a smart city
iren
OXY
Q8

Telecommunication

vodafone
AT&T
TIM
FASTWEB
un passo avanti

Government & Public Services

MINISTERO DELLA DIFESA
Agenzia Entrate Riscossione

Transportation & Automotive

LAMBORGHINI
SEA Milan Airports
brembo
Formula 1
Orio al Serio international airport
S.A.C.B.O. S.p.A.
ITALDESIGN
DELTA
MARELLI

Healthcare

MENARINI
AIFA
AGENZIA ITALIANA DEL FARMACO

Technology & Services

Visura TINEXTA GROUP
InfoCert TINEXTA GROUP
allitude
RETELIT
LIS Holding
IGT
AHEAD

Industrial & Manufacturing

CAREL
DANIELI
ESSELUNGA
DE CECCO
Ermenegildo Zegna
UNITED COLORS OF BENETTON.
DIESEL
EVOCA GROUP
illy
INDITEX
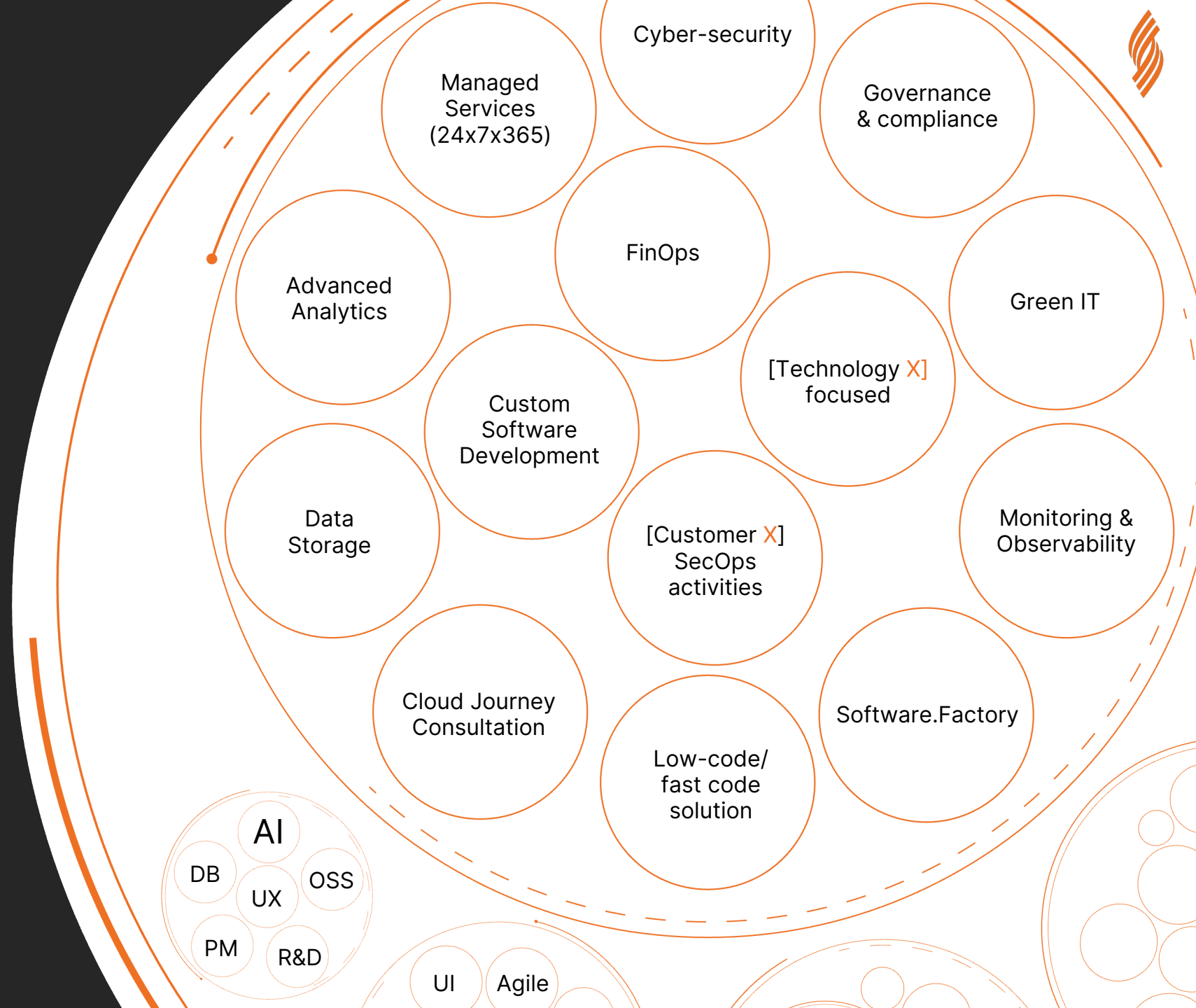LA Z BOY

Entertainment

EUROBET
Sisal

Tackling Challenges Together

A journey characterized by:

- Enabling clients to focus on core business.

- Secured solutions built upon best fitting technologies, practices, & latest findings.

- Quality, & cost optimization.

We harmonize passions!

- Cyber-security
- Managed Services (24x7x365)
- Governance & compliance
- FinOps
- Advanced Analytics
- Green IT
- [Technology X] focused
- Custom Software Development
- Data Storage
- Monitoring & Observability
- [Customer X] SecOps activities
- Cloud Journey Consultation
- Software.Factory
- Low-code/fast code solution
- AI
- DB
- UX
- OSS
- PM
- R&D
- UI
- Agile

SORINT.lab – IT Consultancy

We believe in technology that fosters **innovation and human wellness**. Our commitment towards every company, institution or community is to help them run their business and solve their problems through a choice of the best technology.

Providing **digital technology services & consultation** in fields of **software development, cloud solutions**, **third-party vendor solutions**, **cybersecurity**, **data center management**, **management of daily IT operations**, **data**, **machine learning**, **IT recruitment** and **professional education**.

Delivering services ranging from **discovery and implementation** to **full support 24x7x365.**

SORINT provides IT services to prominent entities in Europe, USA, and Africa. Through a workforce of **1.5K professionals** and a presence spanning **17 offices** located in Italy, Spain, United Kingdom, Germany, France, Romania, Poland, United States, and Cameroon.

SORINTlab
IT Consultancy
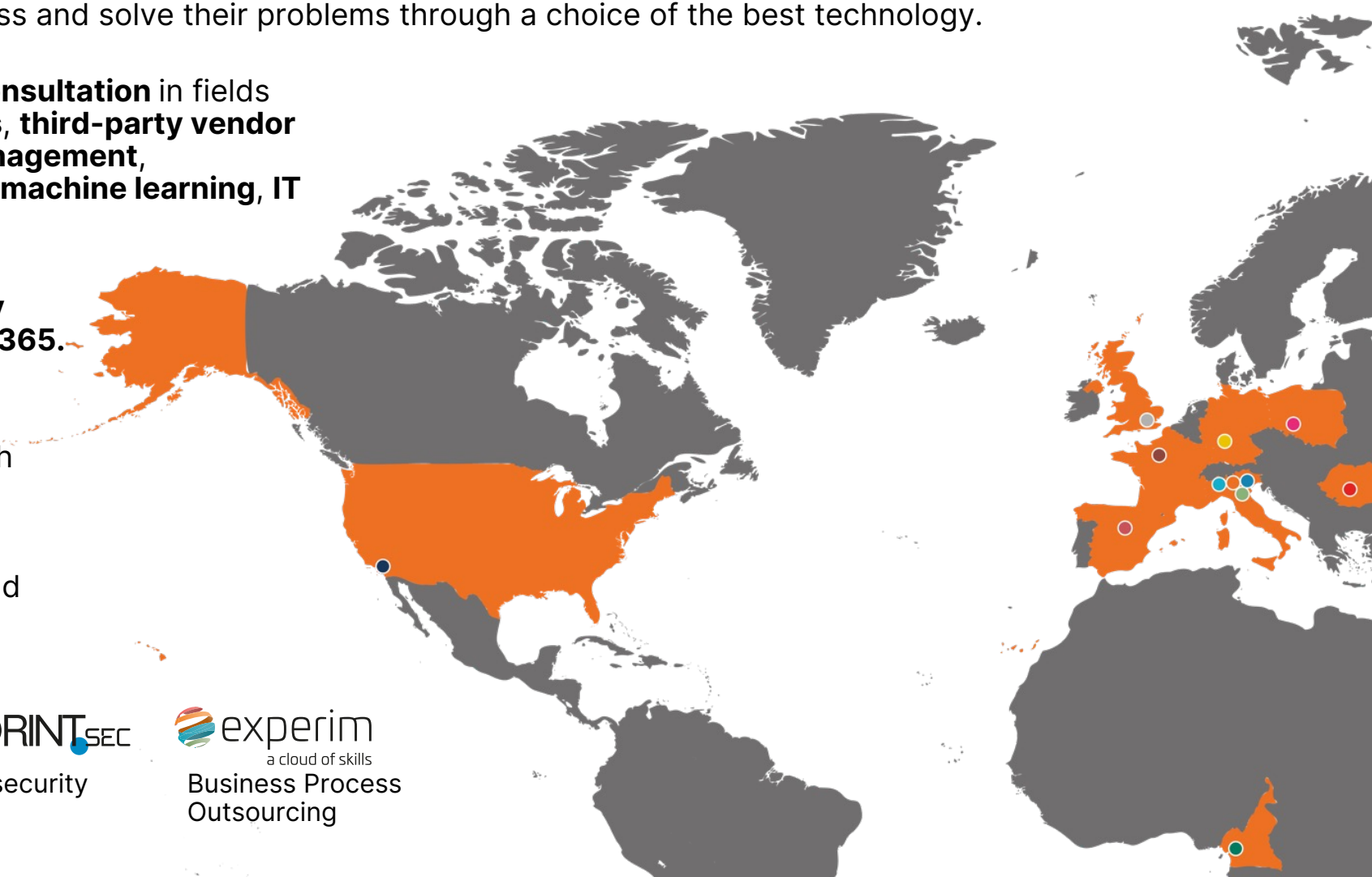
SORINTTEK
Advanced Analytics Solutions

SORINTSEC
Cybersecurity

experim
a cloud of skills
Business Process Outsourcing

Let's Tackle Your Next Challenge Together

" SORINT.lab is a company that's easy to do business with....

A well-known testimonial from a client

Education

>40K	130+ entities
Training hours per year	Certification. Foundation to trainer level

Methodology

Vendor independent	Project management	ISO compliance
Unbiased transparent consultancy	Prince2, PMI, Agile, SCRUM/UX	27001, 20000 9001, 14001

Experience

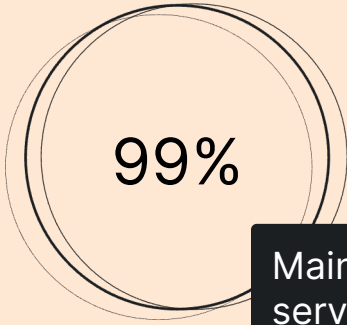| 250+ large enterprises	>1K case studies	ELITE A EURONEXT COMPANY	The Make IT Model
Prominent entities in Europe, US, and Africa	Tailored journeys documented	Euronext Group's ELITE SME network	Our philosophy towards journeys

NGMS – Next Generation Managed Services

Core IT Service

● Outsourcing IT service that offers consulting, management (or co-management), and/or full/partial support.

● Areas and day-to-day might include

   ● Managing and monitoring infrastructure (Cloud and on-premise)

   ● Deployments and installation

   ● Data centre operations

   ● Consulting

   ● Security

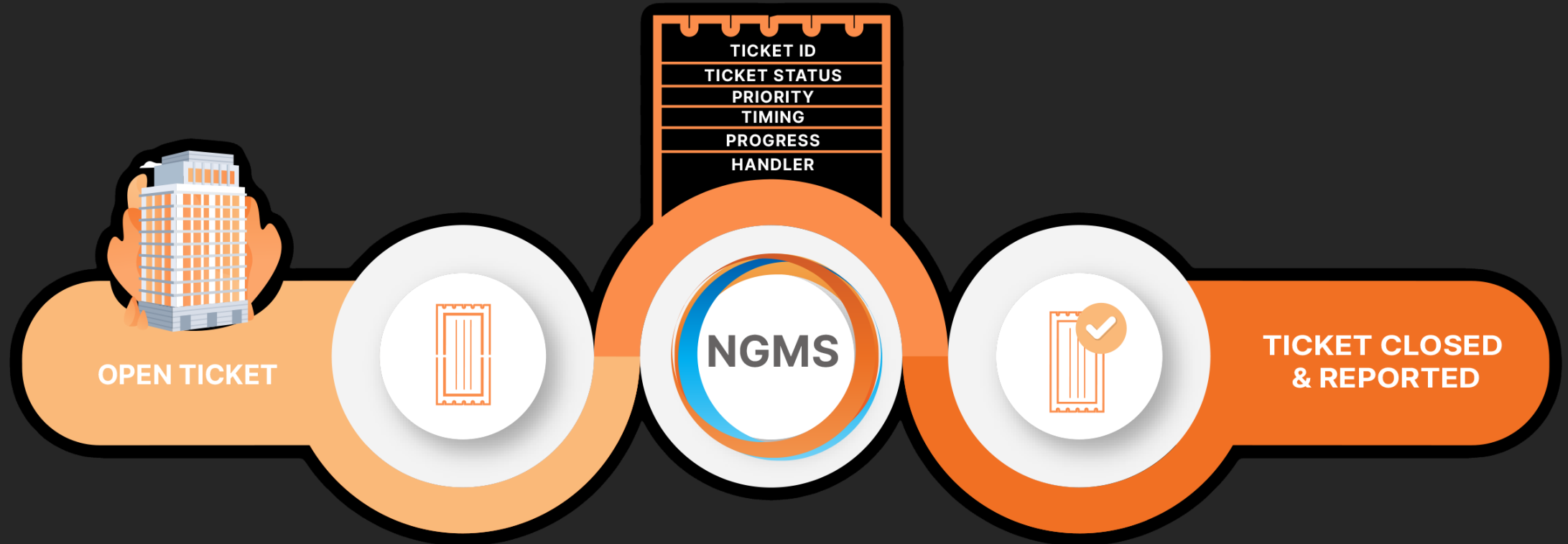   ● Application maintenance

   ● Help desk and technical support

99%

Maintaining a 99% SLA. Sorint offers this service to +100 prominent entities in Europe, US, and Africa.

NGMS

99% SLA

TICKET ID
TICKET STATUS
PRIORITY
TIMING
PROGRESS
HANDLER

OPEN TICKET

NGMS

TICKET CLOSED & REPORTED

Pillars of NGMS

Delegation

Relieves
In terms of managing and operating. Facilitates a focus on core business.

Cost and time
In areas like hiring, training, SW, HW, researching/analysing, operational-related matters, and much more.

Pool of specialized experts
Ease access to knowledgeable experts of specific technology or/and domain.

Cutting edge
Stay on top of the most advanced technologies. Ensuring high-quality deliverables in all IT fields and a guaranteed SLA.

Risk and support
Around-the-clock support in all areas. Including IT security experts.

Scalability and flexibility
Quick adaptation to business needs. Scaling up or down. All sort of resources.

SORINT.lab's Tailored Journey

The make it model

Every journey is a unique challenge

Tailor made service

Compose service design based on requirements

Set technological stack

Time frame and coverage

SLA/KPI

1

Operations analytic

Detailed service and KPI Description(Service design package)

Periodic reports

Real-time dedicated portal

2

Management / team

24x7x365 - Multilingual

Pool of specialization (experts)

Focused / shared

3

Monitoring

All aspects

Monitoring services and timely operational recovery

4

Incident management

Monitoring services and timely operational recovery

5

Handling vendors

1st and 2nd level of support of vendors

SPOC

6

Proactive improvement

Gradually anticipating, and steadily amend infrastructures, services and processes

Aiming efficiency, reliability and cost reduction

7

Health check

Assessment / evaluation / improvements

Health, performance, security, and other aspects

8

SORINT.lab's Tailored Journey

The make it model

NGMS Services

Incident and Request Management

3rd Party Supplier Management

Release Management

Problem Management

Provisioning & Configuration

Performance Health Check

Capacity Management

SecDevOps Support

Monitoring/ Observability event management

Cost Optimization

NGMS Support Domains

Service Desk

Multi-cloud Infrastructure Support

Application Support

DevOps

SecOps

3rd vendor Support

SORINT.lab's Tailored Journey

The make it model

For a wide range of areas and IT fields

Network Administration

System Administration

Database Management

Cloud Computing

IT Support

IT Consulting

Big Data

Software Development

SORINT.lab's Tailored Journey

The make it model

Diverse array of domains and disciplines

Cybersecurity

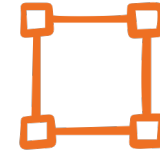Advanced Analytics & Business Intelligence

IT Project Management

Enterprise Resource Planning

Virtualization and Cloud Infrastructure

Data Science

Governance & Compliance

Artificial Intelligence & Machine Learning

Day x — Continues support — Continues support — Continues support — Day y

Experts Involved

- NGMS
- NGMS Presales
- NGMS Governance
- Service Lifecycle Management

- Service Management
- Competence Centre 24x7
- Service Desk 24x7
- R&D Proxy

- DBA
- Storage & Backup
- Network and Security
- SecOps

- FULL AM
- Platform Innovation
- Unix & Middleware
- Windows & Virtualization

- Eco-pegasus (Energy Customer Oriented)
- Eco-phoenix (Energy Customer Oriented)
- CSC

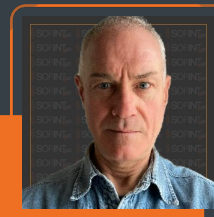## Senior masterminds

Nicola Gandolfi

NGMS Team Leader

+10 years as IT Consultant, Database Specialist, and Service management
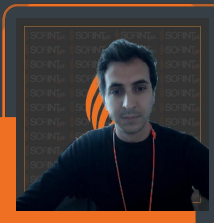
Matteo Gorghetto

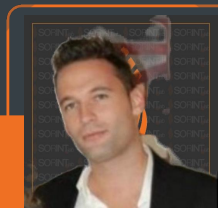NGMS Advisor | Network Engineer

+35 years in ITC Business, 20+ Years of Service Management Worldwide

Oscar Carrara

DevOps Engineer | System Admin | Full Stack Developer

+15 years of System Admin, +4 years DevOps Practices

Some Prestigious Certificates

From technology/vendor, skill levels, IT domains/specialization, to vendor-neutral certifications

3CX	COMMVAULT	FacilityLive	MariaDB	SCP
6sigma	Company Tutor	FinOps Foundation	Meru	Scrum Alliance
Aerohive	Compaq	FireEye	MIA-PLATFORM	Scrum.org
Aerohive Networks	CompTIA	ForeScout	Microsoft	ScrumStudy
Alison	CROSSNOVA	FORTINET	MikroTik	SonicWall
ALTARO	CSSC	GIAC	MongoDB	SOPHOS
Amazon	Cyberark	GitLAB	Neo4j	Splunk
AMPG International	D-LINK	Google	NetApp	Stormagic
APMG	Databricks Academy	Google Cloud	Netscreen	Sun
Apple	DataCore	Google Play Academy	Netskope	SUSE
Aruba	DELL EMC	HashiCorp	Netwitness	Symantec
AXELOS	Devops Institute	Hazelcast	NETWRIX	TERADATA
Barracuda	Dynatrace	Hitachi	Novell	Toshiba
BIT	Ec-Council	HP	NUTANIX	Trend Micro
Blue Team	ECDL	Huawei	ObserveIT	Triton
BMC	Edx	IBM	Offensive Security	Veeam
Brocade	eipass	Infoblox	OpenSecurityTraining2	Vendor
Business Objects	Elastic	INIM Eletronics	ORACLE	Veritas
CEPIS	eLearnSecurity	Istituto Italiano di Project	Palo Alto	VMware
CertProf	EMC	Management	People Cert	WatchGuard
Check Point	EnterpriseDB	ISTQB	PMI	WatchGuardONE
Cisco	enVision	Juniper	Qualys	WEBROOT University
Citrix	EUCIP	Konnex	Rancher Academy	ZERTO
Cloud Champion	EXIN	Lacework	Red Hat	ZyXEL
Cloudera	Extreme Networks	LibraEsva	Reevo Cloud Academy	
Cobit	F5	Linux Foundation	Reuters	
		Linux Professional Institute		

ISO 27001
ISO 20000-1
ISO 9001
ITIL

Technology Landscape

Cloud Infrastructure & Platform Services
aws · IBM · Microsoft · Google Cloud · HashiCorp · ORACLE · vmware by Broadcom

Enterprise Backup & Recovery Software Solutions
IBM · DELL Technologies · rubrik · COMMVAULT · VERITAS · veeam · TRILIO

DevOps Platforms
mia Platform · aws · Microsoft · Google Cloud · Red Hat · GitLab · vmware by Broadcom

Distributed File & Object Storage
DELL Technologies · IBM · NetApp · SUSE · HUAWEI · Hitachi Vantara

Primary Storage
HUAWEI · NetApp · DELL Technologies · Hewlett Packard Enterprise · IBM · Hitachi Vantara

Container Management
aws · ORACLE · CANONICAL · nethopper · Google Cloud · Microsoft · Red Hat · CLASTIX · SUSE · vmware by Broadcom
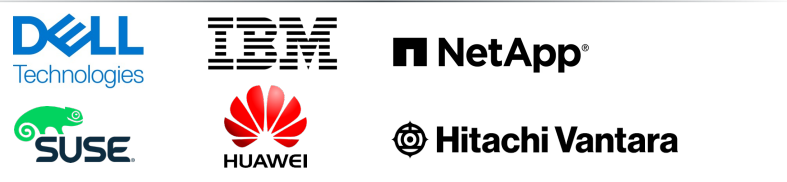
Application Performance Monitoring
Microsoft · dynatrace · splunk> · DATADOG · CISCO · elastic

Cybersecurity
CISCO · FORTINET · KnowBe4 · SUSE · elastic · splunk> · aqua · LACEWORK · sysdig

Database Management Systems
Microsoft · IBM · Cockroach Labs · CLOUDERA · mongoDB · EDB · Couchbase · ORACLE · Redis · HAZELCAST · MariaDB · MySQL · aws

Data Streaming
IBM · HAZELCAST · CLOUDERA · Red Hat · CONFLUENT

Internal Development Platform
mia Platform · Red Hat · nethopper · GitLab

Closer Look

Areas and field of focus

	Business Needs	Engagement Model	Service Level Agreement	Key Points
Proactive Support	Vertical consultancy support on the technology covered by the service for day-to-day activities	By service request, minimum 2 hours (co-sourcing)	Next business day, 5x8.	Team composed of certified engineers to provide: • 2nd level support • Consultancy
Core NGMS	Ops team support Monitoring Incident & problem management	By Service request (full outsourcing or co-sourcing) By monitoring system, in case of incidents	By establishing SLAs contracts, based on the criticality of the service request	24x7 support Compliance with SLAs Certified and highly-qualified engineers

Success stories

Delivered by: SORINTians

Leading International Entities

Unique projects within NGMS

Project 1 - OS Patching & Updating
- MS Windows & Unix OS maintenance for about 1000 servers on premises spanning over 3 customer's DC's.
- Patching is based on Foreman, integrated with Ansible (Unix OS patching) and WSUS (MS Windows OS patching).
- Landscape Status reporting on weekly/monthly basis.
- Accountable to orchestrate patching accordingly to customer applications development teams requirements.

Project 2 - CASP Support (*)
- 1° and 2° level support.
- 140+ managed CommCell ID's. Full landscape infrastructure problem solving and management.
- 8 certified engineers; 4 years' experience.

*Under the Commvault Authorized Support Partner (CASP) program, carefully-selected vendors provide essential support services to our customers. Including 24/7 software help desk, along with enhanced service offerings such as on-site health checks and critical support engagements.

Project 3 - Oracle Landscape Upgrade
- Customer originally asked for just a one-time activity aimed to help the end of support to Oracle's landscape. Sorint made a scalable 24x7 service proposal instead.
- FTE's hired for this new service delivered in English.
- Around 40 activities planned a month -> tailored service.

Project 4 – Full AM
Environment
- Software Assurance for customer VM's servers (RHEL 7.0).
- Zabbix Monitoring Management.
- Keycloak complete management (client, realm, user federation, etc).
- Delivered services reports on monthly basis.

Success stories

Delivered by: SORINTians

International Banking Group

Data Migration and Backup

Challenge
Our regular client project included:
- Move the data of an application hosted by a single instance db on a server with Solaris 10 operating system to a rac hosted by a new Oracle Linux cluster.
- Standard export/import of schemas via data pump is not possible. Data exceeds 6/7 TB.
- Multitenant architecture.

Going forward
Carefully analysed the environment, and the documentation material prepared earlier by Sorintians.

Accepting the challenge - Solution and Implementation
The proposed approach was tricky, challenging, new, and innovative. Yet, due to our detailed documentation and the activities done during the testing phase. The client accepted the proposed solution. In summary, the activities covered:

- Applying several db related activities e.g., identification, backup, recovering.
- Putting tables in read-only mode.
- Exporting /importing via metadata relating to tablespaces for migrating.
- Import of schemas metadata on target .
- Some activities included downtime, other did not.
These are merely an idea of the activities done.

Result & delivery
- Successful migration.
- 6 hours down time.
- In a short period of time. NO disruptions and 0 down time.

Floatingpoint.sorint.it

Success stories

Delivered by: SORINTians

Popular Italian Luxury Brand

New Version of Active Directory

Challenge
Client's requirement included:
- Migrate with no disruption.
- No native solution.

Going forward
Understanding the environment.

Accepting the challenge - Solution and Implementation
It was decided to run and build an innovative script that involves 3 different technologies. SQL, LDAP and different API calls. In summary:

- The script includes data validation.
- SQL query to extract user's data.
- First API call to capsulate and parameterizes the information. In case exists in the new active directory.
- Finally, interacting with Keycloak's APIs.

Result & delivery
- The script was written, tested, and validated successfully.
- Keycloak is now running with a new active directory with 0 reported issues.
- In a short period of time. NO disruptions and 0 down time.

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Success stories

Delivered by: SORINTians

Banca Monte dei Paschi di Siena

Upgrading Postgres Instance

Challenge
Our regular client project included:
- Upgrading 35 Postgres instance from version 9.46 to version 12.
- Enhance performance.
- Critical Production environment. Major databases behind client's digital banking.
- Minimal downtime.

Going forward
Carefully analysed the environment and the strategy. All eyes on backup to avoid data loss. Usual in such activities.

Accepting the challenge - Solution and Implementation
The proposed strategy was considered safe. Mainly
- creating multiple logical replicas of those instances.
- Capturing data from the older nodes.
- Those replicas were already running on version 12.
- Later, a simple failover was executed. Dismissing the older instances and running the replicas as master.

Result & delivery
- Successful upgrading activity.
- 100% compliance with SLA terms.
- Contract extension to include NGMS solution and security activates.

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Bonus Slide

Related Solutions and Tools by SORINTians

SORINT.sec
Business Unit

Sorint.SEC is the cybersecurity company of SORINT that operates exclusively and continuously on issues related to information security.

sec.sorint.it

SORINT.sec
Business Unit

SORINT.tek is a sister company of SORINT focused on the development of advanced analytics and machine learning solutions.

latek.it

Going Forward

How we can move forward from here

One hour workshop

Read more on /sorintlab

Alternative approach