

Next Generation Managed Services

IT Operations 24x7



Agenda

- NGMS by Definition
- Strategical Business Choice
- Shape Your Organization's Needs
- Technology & Certifications
- Why SORINT.lab?
- Service's Delivery Models



Next Generation Managed Service

IT Managed Services, or outsourcing IT initiatives, that offers consulting, management (or co-management), and/or full/partial support.

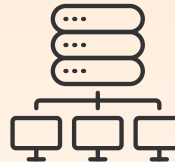
Areas and day-to-day might include



Managing and monitoring infrastructure (Cloud and on-premise)



Deployments and installation



Data center operations



Consulting



Security



Application maintenance



Help desk and technical support

Strategical Business Choice

Sustained, rewarding, & advancement pillars of NGMS

Relieves

In terms of managing and operating, facilitate organization to focus on core strategical business activities.

Cost, time & advancement

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

Multidisciplinary pool of specialized experts

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

Tech advancement

Governed & guaranteed by SLA commitments, ensuring continuous thriving of deliverables for organizations to stay on top of the most advanced technologies & findings.

24x7 risk & support

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

Scalability & flexibility

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

SORINT's 8 Green IT

Sustainable Strategic Value

Request on www.sorint.com



Shaping Your IT Model

Consultation 1

- Compose service design based on requirements
- Set technological stack
- Time frame and coverage
- SLA/KPI

Operations analytic 2

- Detailed service and KPI Description (Service design package)
- Periodic reports
- Real-time dedicated portal

Management / team 3

- 24x7x365 - Multilingual
- Pool of specialization (experts)
- Focused / shared

Monitoring 4

- All aspects
- Monitoring services and timely operational recovery

Incident management 5

- Monitoring services and timely operational recovery

Handling vendors 6

- 1st and 2nd level of support of vendors
- SPOC

Proactive improvement 7

- Gradually anticipating, and steadily amend infrastructures,
- services and processes
- Aiming efficiency, reliability and cost reduction

Health check 8

- Assessment / evaluation / improvements
- Health, performance, security, and other aspects

99% SLA compliance maintained

SORINT offers this service to
+100 prominent entities in
Europe, US, & Africa



NGMS

- Ticket ID
- Ticket Status
- Priority
- Timing
- Progress
- Handler



**Your IT Will Change,
Your Business Will Change too!**

NGMS Offerings

Services



Incident and Request
Management



3rd Party Supplier
Management



Release
Management



Problem
Management



Capacity
Management



SecDevOps
Support



Monitoring/
Observability event
management



Cost
Optimization



Provisioning &
Configuration



Performance
Health Check

Support Domains



Service Desk



Multi-cloud Infrastructure
Support



Application
Support



DevOps



SecOps



3rd vendor
Support

A multidisciplinary approach to a wide range of IT fields & domains

- Network Administration
- System Administration
- Database Management
- Cloud Computing
- IT Support
- IT Consulting
- Big Data
- Software Development
- Cybersecurity
- Advanced Analytics & Business Intelligence
- IT Project Management
- Enterprise Resource Planning
- Virtualization and Cloud Infrastructure
- Data Science
- Governance & Compliance
- Artificial Intelligence & Machine Learning



Certification & Training

+130 major & various Training Partner to some IT vendors

3CX
COMMAVAULT
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 r
MikroTik
SonicWall
ALTARO
CSSC

GIAC
MongoDB
Amazon
Cyberark
GitLAB
Neo4j
SOPHOS
AMPG
International
D-LINK
Google
NetApp
Splunk
APMG
Databricks
Academy
Google Cloud
Netscreen
Stormagic
Apple
DataCore
Google Play
Academy
Netskope
Sun
Aruba
DELL EMC
HashiCorp
Hazelcast

Netwitness
SUSE
AXELOS
Devops Institute
NETWRIX
Symantec
Barracuda
Dynatrace
Hitachi
HP
Novell
TERADATA
BIT
Ec-Council
Huawei
NUTANIX
Toshiba
Blue Team
ECDL
IBM
ObserveIT
Trend Micro
BMC
Edx
Infoblox
Offensive
Security
Triton
Brocade

eipass
INIM Eletronics
OpenSecurityTraining2
Veeam
Business Objects
Elastic
Istituto Italiano di Project
ORACLE
Vendor
CEPIS
eLearnSecurity Management
Palo Alto
Veritas
CertProf
EMC
ISTQB
People Cert
Check Point
EnterpriseDB
Juniper
PMI
VMware
Cisco
enVision
Konnex
Qualys

WatchGuard
Citrix
EUCIP
Lacework
Rancher
Academy
WatchGuardONE
Cloud Champion
EXIN
LibraEsva
Red Hat
WEBROOT
University
Cloudera
Extreme
Networks
Linux Foundation
Reevo Cloud
Academy
ZERTO
Cobit
F5
Linux
Professional
Institute
Reuters
ZyXEL



Technology Landscape



Cloud Infrastructure & Platform Services



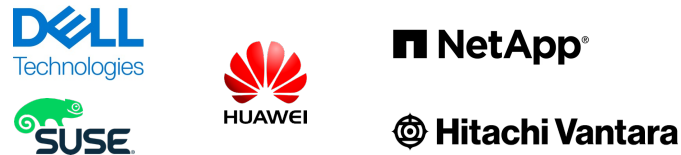
Enterprise Backup & Recovery Software Solutions



DevOps Platforms



Distributed File & Object Storage



Primary Storage



Container Management



Application Performance Monitoring



Cybersecurity



Database Management Systems



Data Streaming



Internal Development Platform



Tackling Challenges with SORINT.lab



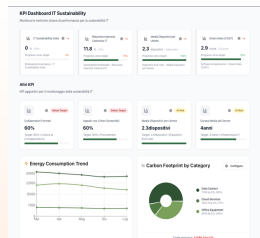
A framework which allows effective collaboration across specializations, maximizing value by involving experts from every field. Smoothly!

Managing & Operation

IT infrastructure of prominent organizations in Europe, US, and Africa



Assessment portals & templates to better demonstrate the unique needs & project governance attribute!



End-to-end Technology Support

Holistic IT & governance capabilities, rather than a point solution

100% Vendor Independent – Purpose

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.



98%
Customer
Retention
Rate



Offering's Delivery Models

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

Request case studies

We are all ears!

A discovery call with a technical engineer, or a business representative.

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