Uurnik Systems

Managed Services & Designing Multi-tenanted Products

Background

- Seasoned in delivering professional services for large-scale & complex infrastructure
- Product development & its life cycle development
- Pricing and supplier management
- Technical marketing

MANAGED SERVICES

Digital Service Management
Delivering what most Managed Service Providers (MSPs) shy away from

MSP – How we led the evolution?

▶ **Stage 0 –** Customers own/implement/manage their infrastructure

　▶ Demand of high & complex skills – critical but sporadic

▶ **Stage 1 –** Managing customers' infrastructure remotely

▶ **Stage 2 –** Customers start asking to host **their** infrastructure in our premises, the infrastructure we were already managing

▶ For efficacious management, we opt for:

　▶ **Virtualizing** of infrastructure

　▶ **Pooling** of infrastructure

　▶ **Automation & Orchestration**

▶ **Stage 3 –** Eventually, cloud service provider comes into motion

　▶ Concerns

　　▶ Security & **segregation** between clients

　　▶ End-to-end **visibility**

MSP – Customers' Life-cycle & Best Practices

- ▶ Onboarding new customers
- ▶ Plan & communicate
- ▶ Audit and catalog
- ▶ Assess and make them aware
- ▶ Deploy and roll-out service management capabilities
- ▶ Adapt to service management processes
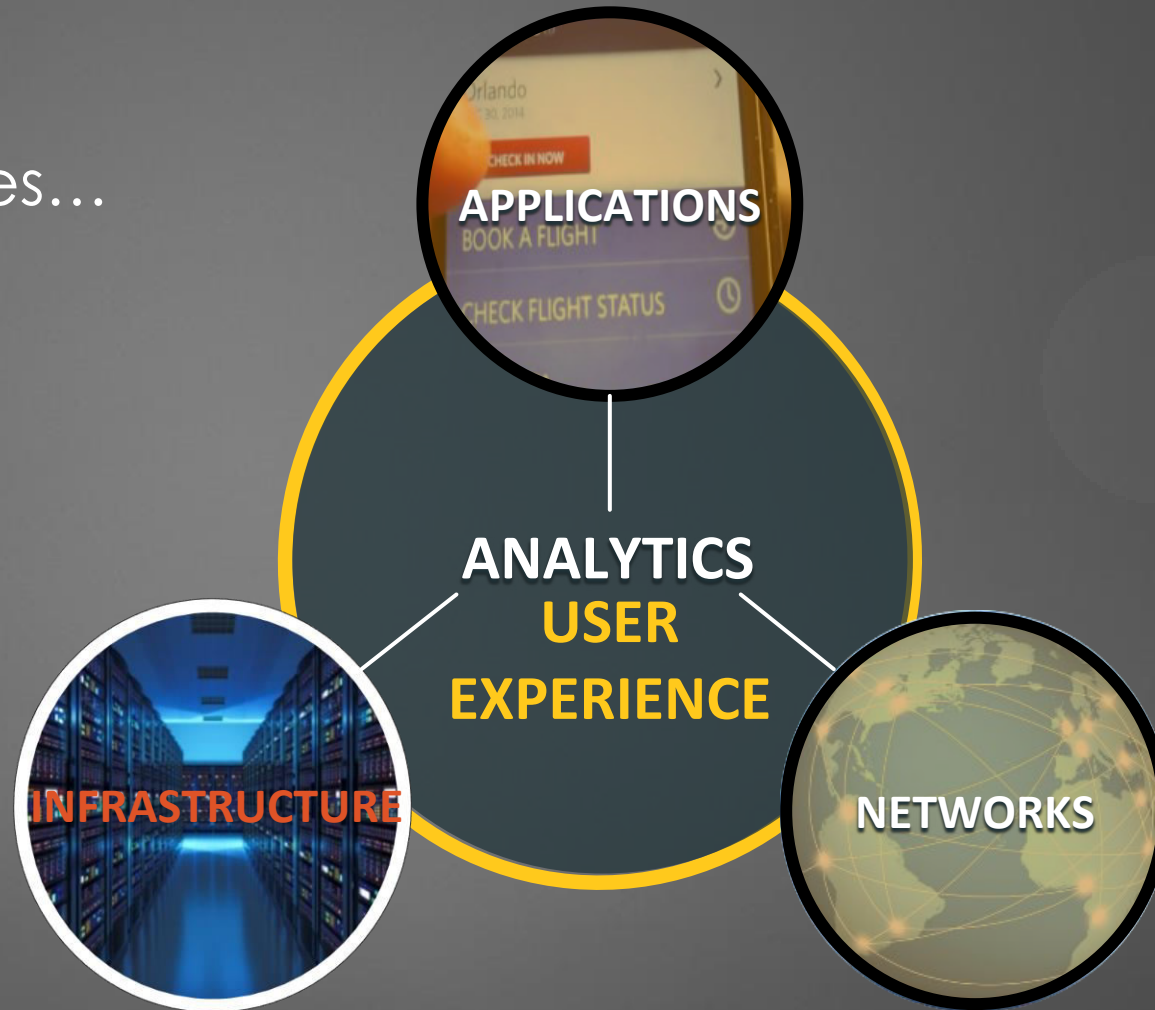- ▶ Review and schedule

MSP – Complete Insight

Complete Insight Requires…
Complete Visibility

Analytics Consolidate
Insights from
- ✓ Applications,
- ✓ Infrastructure &
- ✓ Networks

APPLICATIONS

ANALYTICS
USER
EXPERIENCE

INFRASTRUCTURE

NETWORKS

MSP – Pillars for success

- ▶ Processes & Their Impact
- ▶ Consolidated Infrastructure Management
- ▶ Network Operations Center (NOC)
- ▶ Highly skilled engineering resources; onsite or remote

Uurnik MSP – Key Offerings

- Network Operations Center
- Consolidated remote monitoring & management (RMM) solution
  - Predictive analytics to avoid noise of alarms
  - Dynamic grouping of infrastructure components. Reporting via:
    - Single-pane of glass
    - Service-oriented, technology based and business views
  - Policy-based monitoring
  - Maintenance-mode for scheduled or adhoc remediation/upgrades
- Scalability – customer grows… so do we & in minutes!
  - horizontal & vertical expansion of monitoring solution

Uurnik MSP – Key Offerings

- Flexibility – In-house apps or white-box infrastructure…
  - custom integrations & custom monitoring agents
- Stability – performance level maintains despite increased workloads & complexity of target infrastructure
- Security
  - SSL-based communication between monitoring solution's components
  - Isolation of inventory, metrics & events
- Customers' 'very own' portal' - fully customizable
  - **'dashboards'** &**'reports',** a visual testimonial of keeping SLA promises
  - Customers will control what/what not to monitor
- Not enough? Onsite engineering & service delivery management resources

MSP – Processes & Impact

Process	Data Collection & Monitoring	Data Measurement	Data Analysis	Data Sharing	Taking Corrective Action
Service Level Management	✔	✔	✔	✔	✔
Availability Management	✔	✔	✔	✔	✔
Event Management, Incident Management & Service Desk	✔	✔	✔	✔	
Information & Security Management	✔	✔	✔	✔	
Financial Management	✔				
Problem Management			✔	✔	
Change Management					✔
Release Management					✔
Capacity Management	✔	✔	✔	✔	

Uurnik MSP – What we can monitor?

Uurnik

65+ Services Grouped

SERVER MONITORING SERVICE

Customers can pick & choose

Customer 1   Customer 2   Customer 3   Customer 4
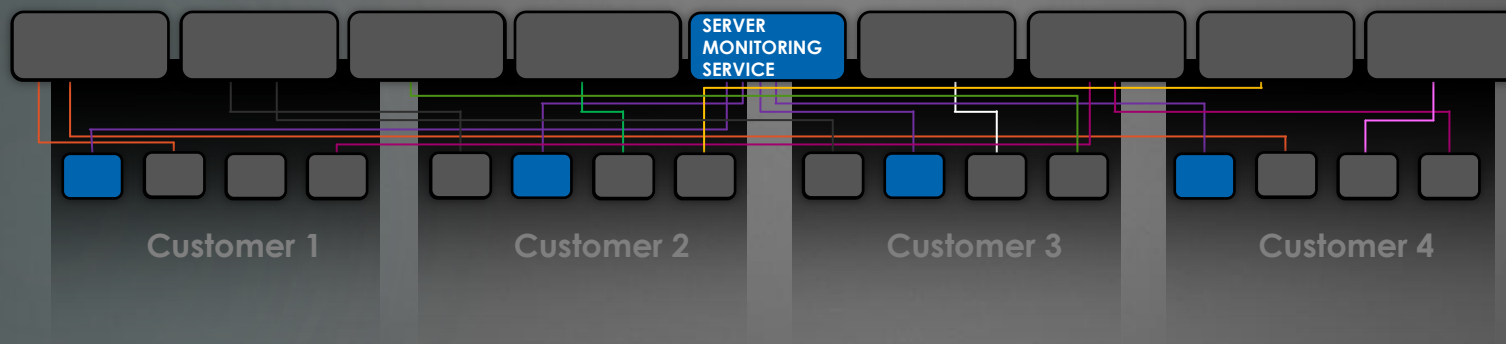
Uurnik MSP – Consolidated Infrastructure Management

APP CENTRIC, PREDICTIVE ANALYTICS

MOST EXTENSIVE COVERAGE

AUTOMATED – FASTER TIME TO MONITOR

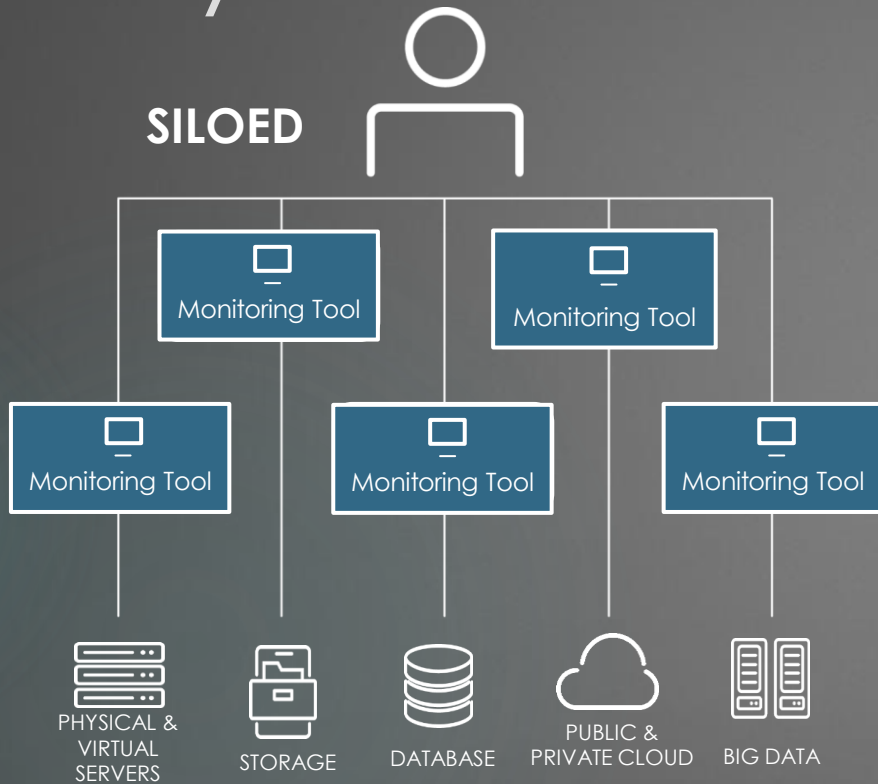# Uurnik MSP – Consolidated Infrastructure Management
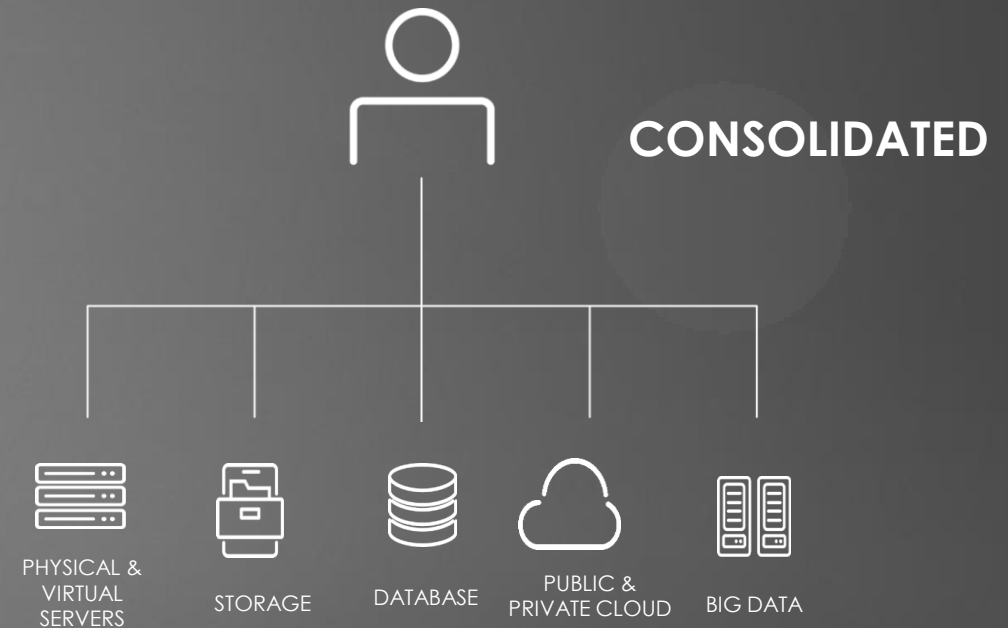
APP CENTRIC,
PREDICTIVE
ANALYTICS

Uurnik – App Centric, Predictive Analytics

Typical Use case

SILOED

CONSOLIDATED

Monitoring Tool

Monitoring Tool

Monitoring Tool

Monitoring Tool

Monitoring Tool

VS

PHYSICAL & VIRTUAL SERVERS

STORAGE

DATABASE

PUBLIC & PRIVATE CLOUD

BIG DATA

PHYSICAL & VIRTUAL SERVERS

STORAGE

DATABASE

PUBLIC & PRIVATE CLOUD

BIG DATA

- Siloed data & long triage calls
- Inability to collaborate or correlate
- Frustrated staff
- Poor User Experience, SLA concerns

- Single view improves visibility
- Rapid issue resolution
- Less time spent in monitoring
- Better user experience
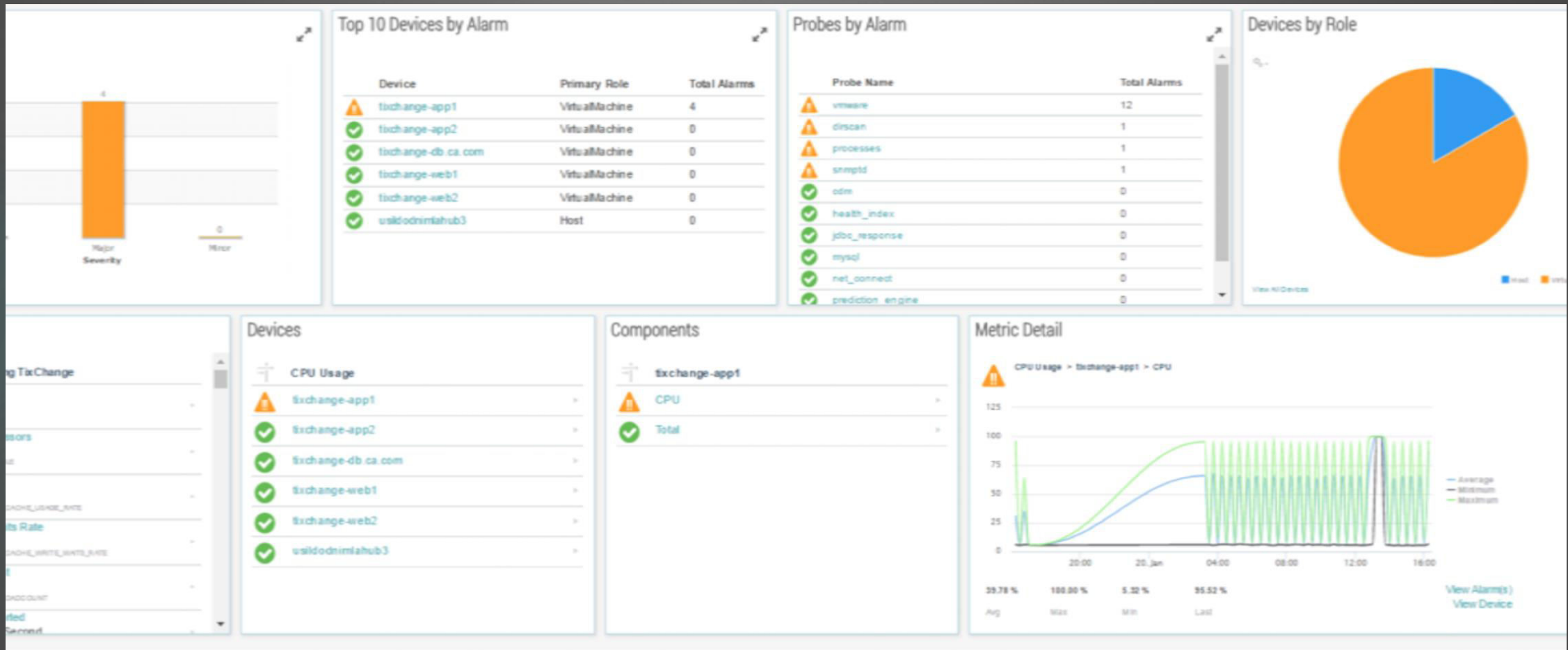
Uurnik – App Centric, Predictive Analytics

Single View - > Proactive, rapid Issue Identification

App Centric Consolidated View   **Problem Areas Identified**   **Drill Down**
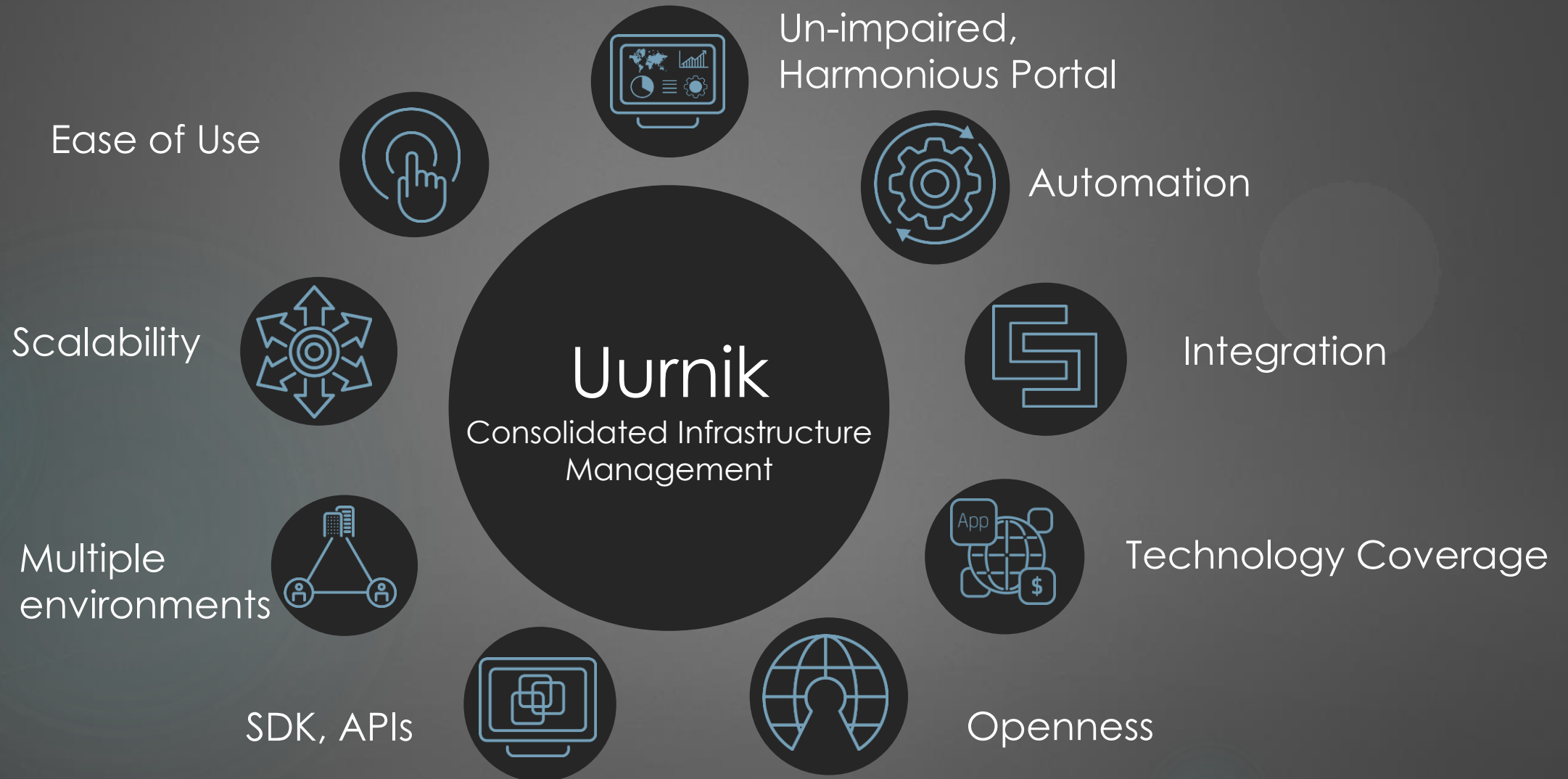
Uurnik MSP – Consolidated Infrastructure Management

MOST

EXTENSIVE

COVERAGE

Uurnik – Extensive Coverage

Un-impaired, Harmonious Portal

Ease of Use

Automation

Scalability

Integration

Uurnik
Consolidated Infrastructure Management

Technology Coverage

Multiple environments

SDK, APIs

Openness

Uurnik – Extensive Coverage

Statistics – Support for Platforms & Devices, by default

Vendors	Devices	Vendor Certs	Metric Families	Metrics	OIDs
350+	**2000+**	**1700+**	**400+**	**5400+**	**8500+**

Uurnik MSP – Consolidated Infrastructure Management

AUTOMATED – FASTER TIME TO MONITOR

Uurnik – Faster Time to Monitor

Relied on by Enterprises & SMBs worldwide to be a consolidated solution to monitor & control the entire IT environment

Install and deploy to more than 500 servers < 3 minutes

Download, deploy, monitor and report < an hour

Seamlessly scale > 100,000 devices

145+ technologies and system architectures monitored **out of the box**

Uurnik – Faster Time to Monitor

Broad coverage of multi-vendor, multi-domain environments

Customer-friendly licensing – Flexible & term-based – to accommodate enterprises and service providers

Consolidated view reduces costs, increases efficiency and improves mean-time-to-repair

Single, consolidated platform to monitor and control customer's entire IT environment today and as it evolves in the future

Uurnik – Gauging Utilization

- Analyze historical data to better plan for capacity and budgetary needs.

- Correlate various cloud and on premise metrics for root cause identification

- Get predictive alerts on performance and budget threshold based upon utilization data

Uurnik Managed Services – Why?

COST EFFICIENCY	AGILITY	PROACTIVE	INNOVATION
15% Productivity Improvement	**40%** Improvement In Mean Time To Repair	**45%** Fewer service desk tickets	**60%** Faster Cloud Adoption Rate

Most Comprehensive Monitoring for Conventional and Modern Infrastructures

Uurnik Systems

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