WTL | Your Infrastructure, Our Business.

Unix / Linux Remote System Administration

Features

- Comprehensive full- or part-time system administration
- Presale site assessment to tailor the program to your needs
- System(s) configured to a known state
- Proactive system monitoring and reporting
- Regular detailed status reports and progress meetings
- On-site configuration of systems for remote administration
- Knowledge transfer of site configuration and change requests

Benefits

- Optimize productivity: Reduce or eliminate your UNIX/LINUX administration workload
- Improve uptime and system availability: Detect and resolve problems earlier
- Enhance staff expertise: Enhance or augment staff resources with superior system management by WTL technical experts with a vested interest in your success
- Streamline administration: Simplify management of your IT environment

Remote System Administration

Although Unix/Linux server hardware costs have dropped significantly over the last few years, the need for servers in your environment is still critical to the success of your business. Any savings you may see from your purchases however are being offset by the increasing costs of supporting these devices. This along with less IT resources, round-the-clock operations, and IT staff turnover, does not leave you time to read every event log, record issues, problems, and threats.

WTL understand how IT departments have been stretched, and as such, our services can offer you a simplified, more efficient way to delegate some of your time consuming daily tasks. We help extend your IT staff's capabilities by becoming an extension of your team. This allows you to focus on growing your business while we look for potential Unix Server problems before they can turn into real issues resulting in unexpected downtime and reduced end-user productivity.

Key Benefits

- Optimised productivity, reliability and availability: reduce or eliminate your system administration workload
- WTL technical expertise: your system is managed by industry experts who have a vested interest in your success
- Streamlined administration: provides consistency that simplifies management of your IT environment.
- Cost-effective alternative to a Unix/Linux System Administrator
- No additional staff or increased management time
- Reduce downtime by up to 80% > Increase availability
- Minimize IT costs and expenses
- Expands your IT staff ability to focus on core business

The trick to successfully managing your Unix/Linux Servers is to stay ahead of the problems. Also, when there are problems, be immediately notified so that they can be fixed before your end users become aware or affected by them. That is where our monitoring services come in. By proactively monitoring all of your Unix/Linux Servers, we are able to see problem trends start forming before they become major issues.
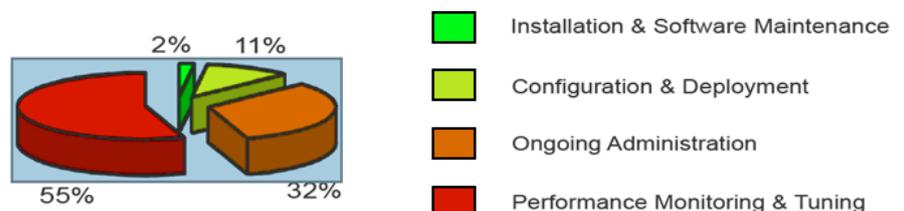
Studies show that proactive alerting of monitored devices reduces server and network downtime by up to 80%. Another analyst report (see chart) confirmed that 87% of all server costs are in ongoing administration, performance monitoring, and tuning. This is where we step in and help drastically reduce your IT expenses. How? We do it for you and we implement best practices to be effective and efficient. The Gartner Group reports that organizations that perform these services internally incur almost double the costs of those using an external source. They cite the costs of setting up the monitoring services, in-house skills and expertise, and the logistics of central monitoring.

Key Functions

- Proactive monitoring and remediation of problems and issues on servers
- Report trending and diagnostic analysis of difficult to fix issues

Our remote system administration is seamlessly integrated into our Help Desk which means that when a condition occurs, an alert is generated that automatically opens a Help Desk ticket and notifies our staff with the fault, error, or threshold exceeded. This allows us to address these issues without interrupting your staff or end users.

Server Management Costs:

2%   11%

55%   32%

- Installation & Software Maintenance
- Configuration & Deployment
- Ongoing Administration
- Performance Monitoring & Tuning

Solving the System Administration Staffing Challenge

Your UNIX/LINUX servers and workstations are business-critical components of your network. But finding, keeping, and financing a full-time system administrator to manage them can be a challenge. Hiring and training a new system administrator may be too expensive, and system administrators can easily get overextended when expansion or downsizing forces them to cope with reduced staffing or heterogeneous environments.

System Management by WTL Experts

The WTL Remote System Administration service offers an attractive alternative. It reduces or may even eliminate your need for on-site support staff by performing the entire spectrum of UNIX/LINUX system management functions, remotely, or by providing any combination of on-site and remote services that fits your business needs. Your UNIX/LINUX systems will be cared for by the people who know them best: WTL technical support specialists.

A Cost-Effective Management Solution

WTL Remote System Administration is a cost-effective way to solve your IT management issues. Whether you lack an in-house system administrator, have a system administrator without UNIX/LINUX skills, or simply find that there are too many tasks for too few staff members, WTL Remote System Administration provides an efficient solution. With WTL remote service, there is no need to add staff to perform UNIX/LINUX system administration, and your current system administrator is free to focus on development, programming, and capacity planning issues.

Consistent and Reliable System Administration

Most importantly, WTL Remote System Administration provides an unequalled level of stability and consistency in UNIX/LINUX system administration. It provides access to the enormous pool of WTL expertise through the WTL Call Center organization—world class technical support specialists who manage your systems and resolve your system requests promptly. The risk of compromising your system's reliability during employee turnover may be dramatically reduced.

Maximize System Availability with Proactive Problem Detection

WTL's industry-leading Remote UNIX/LINUX System Administration diagnostics package, enables WTL to monitor your system functions and proactively address problems as they arise. By leveraging best-of-breed technology that monitors UNIX/LINUX machines to detect conditions that suggest potential problems. WTL can monitor a single system or group of systems for environmental conditions, potential software or hardware failures, performance metrics, availability of systems, and software and hardware configuration changes.

WTL Remote System Administration provides maximize system availability. WTL support specialists monitor login attempts and failures, critical-error messages, user processes, and the performance and availability of designated systems. Potential problems can be solved or prevented remotely or on-site according to the need—sometimes before our customers are even aware of the problem.

System Administration Based on Your Business Needs

WTL Remote System Administration enables you to balance remote administration to match any specific need. Options range from a weekly 5x9 or 7x24 service to fill in for a vacationing system administrator to a half-a-year contract that lets you control the amount of time spent managing your systems.

Additional remote management time is charged on a competitive hourly rate. You may also purchase on-site days, at a special price, for such tasks as initial software installation, initial system configuration, and major OS upgrades.

Thorough Pre-Implementation Assessment

A thorough site assessment to determine specific requirements can be completed prior to initiating WTL Remote System Administration. WTL engineers discuss all procedures with you before implementation begins. They then install any necessary hardware and software, performing whatever reconfigurations may be required to bring administered systems to a known state for easier monitoring and management. Configuration updates are documented for your records.

Service and Deliverables to Keep Your System Running Right

A WTL Managed Services engineer provides the following on-site services to enable remote system administration:

- Assess customer site, verification of Operating System levels, and review system and network security policies
- Bring systems to a known state, installing any applications, patches, or updates required
- Install and configure a dial-in facility or other remote access method, acceptable to you and WTL, to support remote administration
- Build a site database containing your system configuration and functionality
- Review WTL remote system administration activities, including service and support procedures, discretionary on-site time, and the parameters of the service

Managed IT Services:

We provide a complete solution for supporting and managing the overall health of each Unix/Linux server on your company's network. Whether you need simple monitoring to ensure that your server is not only up, but running well, to full patch management and performance tuning, we offer comprehensive services to increase uptime and reduce the total cost of ownership.

SERVER MONITORING SERVICES:

We understand that once you've deployed your servers you expect them to always be available. That doesn't always happen, so we make it our business to be the experts at proactive monitoring, managing, and tuning your Unix/Linux servers.

REMEDIATION & PATCH MGMT

The core function of an IT staff is to provide an infrastructure that supports the core business objectives of your company. We offload the daily maintenance tasks so that your team can stay focused on the more strategic objectives.

SERVER SUPPORT SERVICES:

For complete server coverage, we provide round-the-clock support for your servers. We also provide on-site hardware break-fix and disaster recovery to reduce downtime and help you maintain business continuity.

Feature	Essential	Advanced	Advanced 24-Hour
Weekly Review of System Logs and Status	●	●	●
Maintaining User Accounts	●	●	●
Report hardware and software issues to Customer with a suggested plan of action	●	●	●
Remotely remediate hardware and software issues after approval by Customer	●	●	●
Quarterly Service Reviews	●	●	●
Operating System Troubleshooting	●	●	●
Quarterly system planning with our expert staff (Telephone / Face to Face)		●	●
Incident Management - Hardware & Vendor Fault Call Management		●	●
Daily Check of System Logs and Status		●	●
Patch Management		●	●
Remote System Monitoring (9am – 5pm Excluding UK Bank Holidays		●	●
Virtualisation (Single Instance Technology)		●	●
3rd Party Applications Support Options~		●	●
Service Hours	Weekday 9am – 5pm Excluding UK Bank Holidays	Weekday 9am – 5pm Excluding UK Bank Holidays	24Hrs, 7 Days a Week, 365 Days a Year
First OS Instance, Per Month (minimum 12 month period)	**£250.00**	**£500.00**	**£750.00**
Subsequent OS's Per Month	**£50.00**	**£100.00**	**£150.00**

Trust the Experts at WTL

UNIX/LINUX Remote System Administration combines flexibility and expertise in a cost-effective service package. It is one of the WTL Managed Services offerings, designed to offer the specific services you require to keep your business running at its peak.

To Learn More

Contact your local WTL sales office to learn how WTL can help you accomplish your technology goals and optimize your technology investment.