

Server Management

'Proactive remote management of back-end systems enabling user workspace functionality'

In order to do their work properly, your employees need access to their applications, files, printers, mail and the internet. Your employees make the difference and expect a reliable ICT infrastructure for optimal end user business productivity, always and anywhere available. Of course play your servers enabling these workspace functionalities a critical role. These servers are effectively managed with standardized services on a remote basis. You are guaranteed with an optimal outcome. The global Getronics Workspace Alliance (GWA) guarantees high health levels of mission critical systems through a complete global and regional service package integrated within the workspace you can rely on.

Enabling continuous business productivity

An optimal availability and performance of mission critical systems is crucial for continuous business productivity. These back-end servers are distributed within the site(s) of your own organization or in a data center of yourself or an external supplier. Unexpected issues and incidents are to be prevented before turning into a real threat, knowing and understanding the applications and business expectations that rely on related servers, and taking direct service actions in the back, invisible for the business. This is to be managed with the right balance of availability, performance, flexibility and costs using latest state of the art service management platforms, communicated and documented policies and right shored outsourcing considerations.

Server Management provided by the GWA

Server Remote Infrastructure Management utilizes server management tools to manage servers remotely and monitoring tools from a complementary set of global and regional service centers across the GWA. The use of specific technical knowledge and experience, the use of innovative tools and processes and our professional management will provide a flexible service in accordance with the SLA's.

The services provided include daily operational checks of servers, continuity of server operations through timely operating system- and antivirus updates and patches, active directory management and proactive performance monitoring with direct solving of alerts, system administration and reporting.

The service also includes troubleshooting to resolve issues related to hardware and the operating system and provides support for Microsoft operating systems by standard, but other operating systems can be covered as well. For the resolution of hardware problems or physical access to the servers, the service desk will coordinate access and resolution with the responsible on-site point of contact or maintenance vendor.

Server remote infrastructure management collects and reports data by toolsets at continuous intervals for a range of operational indicators such as partition and disk space utilization, CPU utilization, memory utilization, reachability, availability and watch critical OS processes, infrastructure and operation management services with thresholds.

The features of the service - more specifically - contains active directory/domain controller management, group policy management, disk quota management, remote access and VPN services, server resource management, service management, cluster management, file/print share services, terminal services, scripts/scheduled tasks, backup management and antivirus protection management for a range of workspace related servers.

The service is seamlessly integrated into our broad workspace service offering and is combined with core workspace service like service desk, desktop management, asset management, network management, onsite support and global program management.

Optionally we provide major changes such as the implementation of upgrades, installing new hardware or new operating systems and moving a server within a location or to another location.

Attractive Benefits

Server Management provides our customer and their business users with a high and stable 24x7 health of compliant critical systems (availability, performance, security, configurations). It enables IT departments to spend more time on business and IT business alignment. Server Management increases the efficiency with consistent and effective processes, operations, service automation and control. Server Management is delivered with innovative tooling and focus on the prevention of distortions and errors to provide an absolute minimum of recovery time.

Why GWA?

As ITIL implementer of the first hour and a challenging global player in integrated workspace management, our service has for decades proven in hundreds of companies. Based on a set of common ITIL v.3-based processes, the alliance's workspace outsourcing offerings offer a role-based approach and use highly standardized offerings. Worldwide GWA is a top 3 player in the market for workspace management with strong presence in all regions. You can rely on a consistent and flexible service.

Because IT services for the workspace is our core business, you benefit from economies of a flexible scale - lower operational costs and improved total cost of ownership. Our offer consists of a mix of self-adaptive, remote and on-site services that are tailored to your current organizational and user needs, locally and globally, with strong local business knowledge. GWA works according to tested, certified methods and provides very effective global and local billing including VAT management we fully take care of. You are assured of optimal results.

GWA offers 24x7 standardized services across different time zones from various global and local service centers. Our Global Service Delivery Model (GSDM) provides a proven, flexible and cost-effective assurance of consistent services worldwide, integrated onsite services and program management tuned to your local and global needs. GWA enables more than 11.5 million service desk supported end-users, services more than 6 million workspace related assets across the globe. GWA has more than 3,800 ITIL certifications and counts up to more than 32,000 headcount.

In addition, GWA is a leading service provider in the field of IT management with an excellent reputation in supporting remote mobile team(net)working and new rich unified communications in the workspace. We offer a one stop shop for a new effective and flexible way of outsourcing of IT infrastructure and support that goes with it because no single provider can effectively meet or deliver the needs of a global client. Tier 1 providers lack the flexibility and agility to respond to client needs in multiple geographies. As a result the GWA is recognized by leading analysts as having a clear vision of the market's direction and focused on providing services to meet future market needs.