Managed Services Portfolio

Agenda

01 About Us

02 Achievements

03 Partners & Technology

04 Customer base

05 About Advanced Services

06 Services skills

07 Service overview

08 Use cases

datasciences
corporation
INSPIRED BY DATA

data advanced
sciences services

Engineering

An IT Engineering company providing innovative, next-generation solutions in customers' complex technology and Data Centre environments.
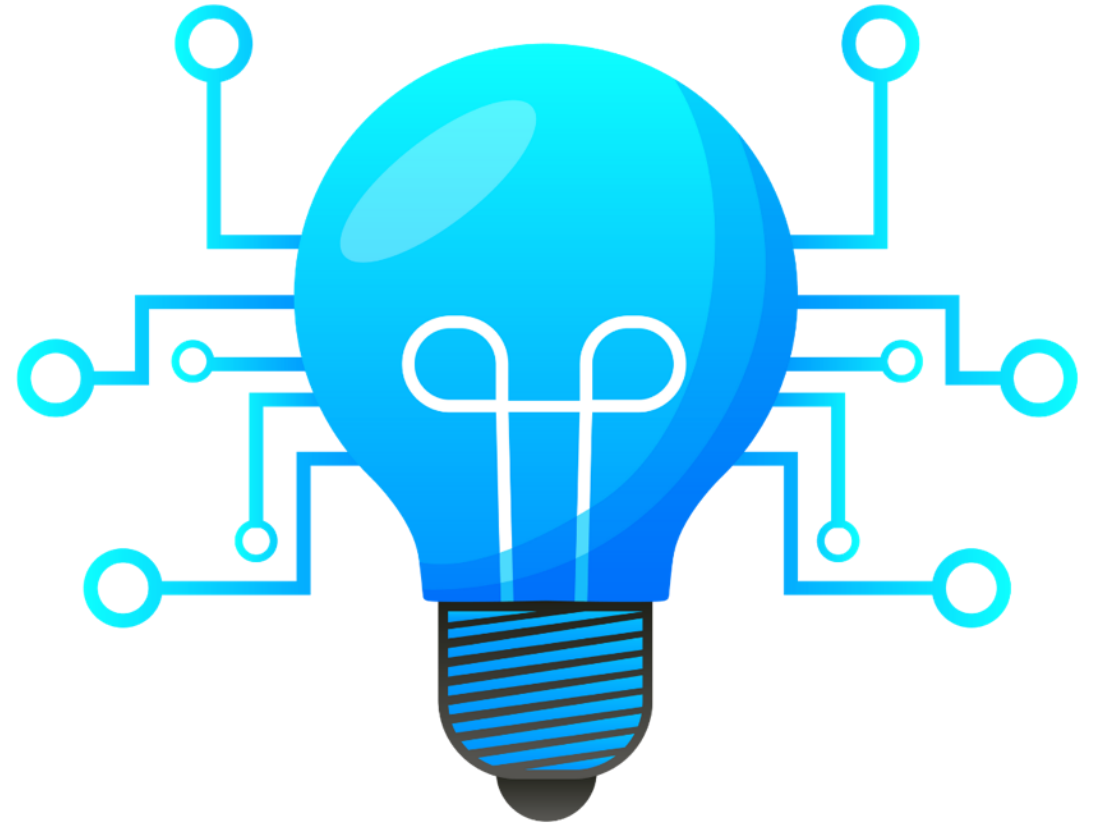
Innovation

We aspire to provide South Africa's top organisations with innovative solutions and services that would effectively optimise their IT infrastructures.
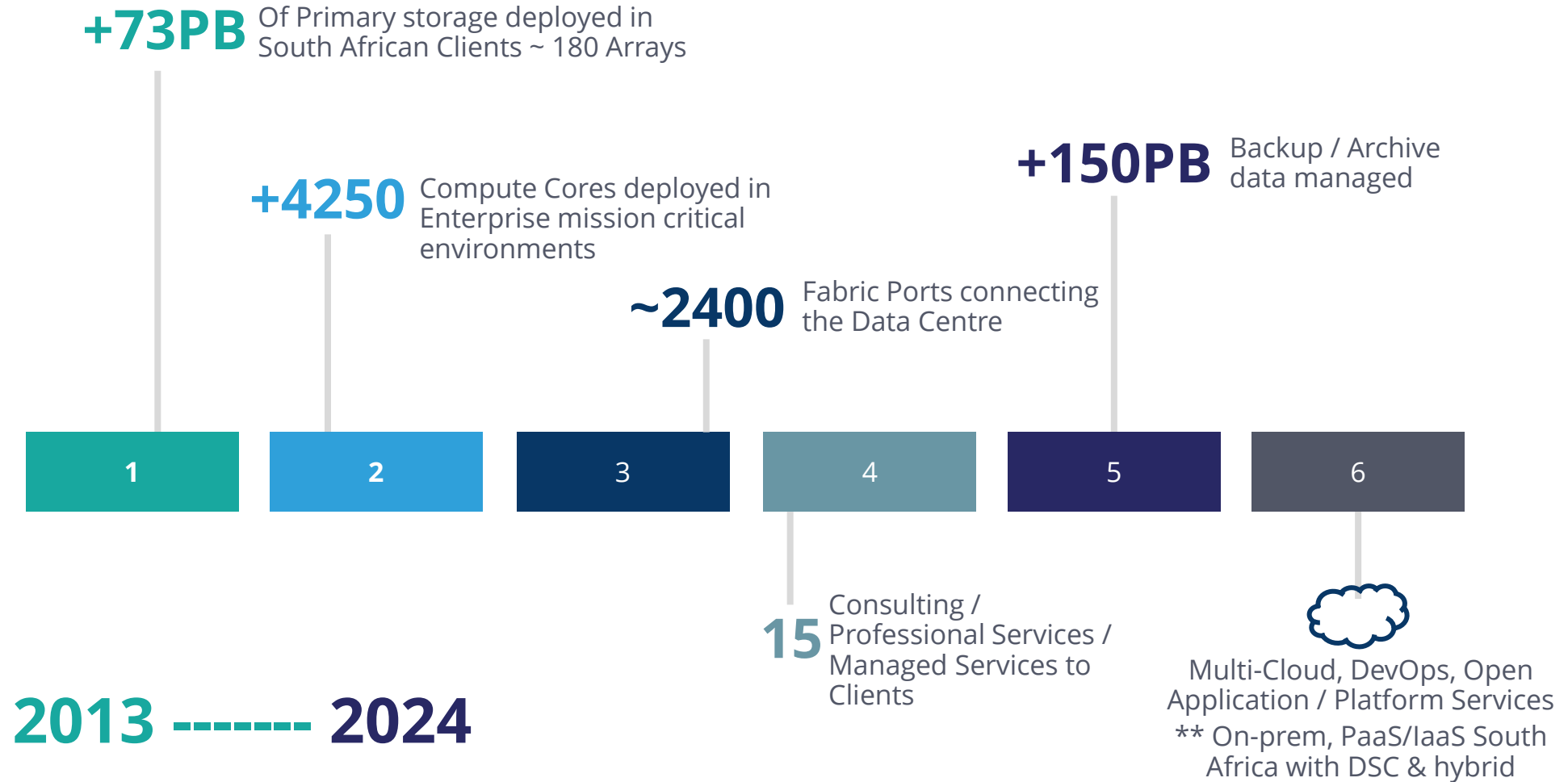
Sustainability

We provide a sustainable and enjoyable working environment where highly skilled IT professionals can be passionate about what they do through designing, sourcing and servicing innovative technology solutions that add value to all our stakeholders.

Achievements

+73PB Of Primary storage deployed in South African Clients ~ 180 Arrays

+4250 Compute Cores deployed in Enterprise mission critical environments

~2400 Fabric Ports connecting the Data Centre

+150PB Backup / Archive data managed

1	2	3	4	5	6

15 Consulting / Professional Services / Managed Services to Clients

Multi-Cloud, DevOps, Open Application / Platform Services
** On-prem, PaaS/IaaS South Africa with DSC & hybrid

2013 ------ 2024

Partners & Technology

Our Customers

Our Customers

About Advanced Services

Our offering is a full managed service that monitors, manages and optimizes a wide variety of solutions within the IT landscape.

Backup & Recovery

- Tactical analysis Remediation
- Optimised data protection

Enterprise Storage

- Infrastructure services
- Scalability & reliability
- Operational excellence
- Industry best practices

SAN Networking

Design, installation, provisioning, configuration, optimising, performance tuning, integration, testing, administration, and troubleshooting of SAN solution technologies.
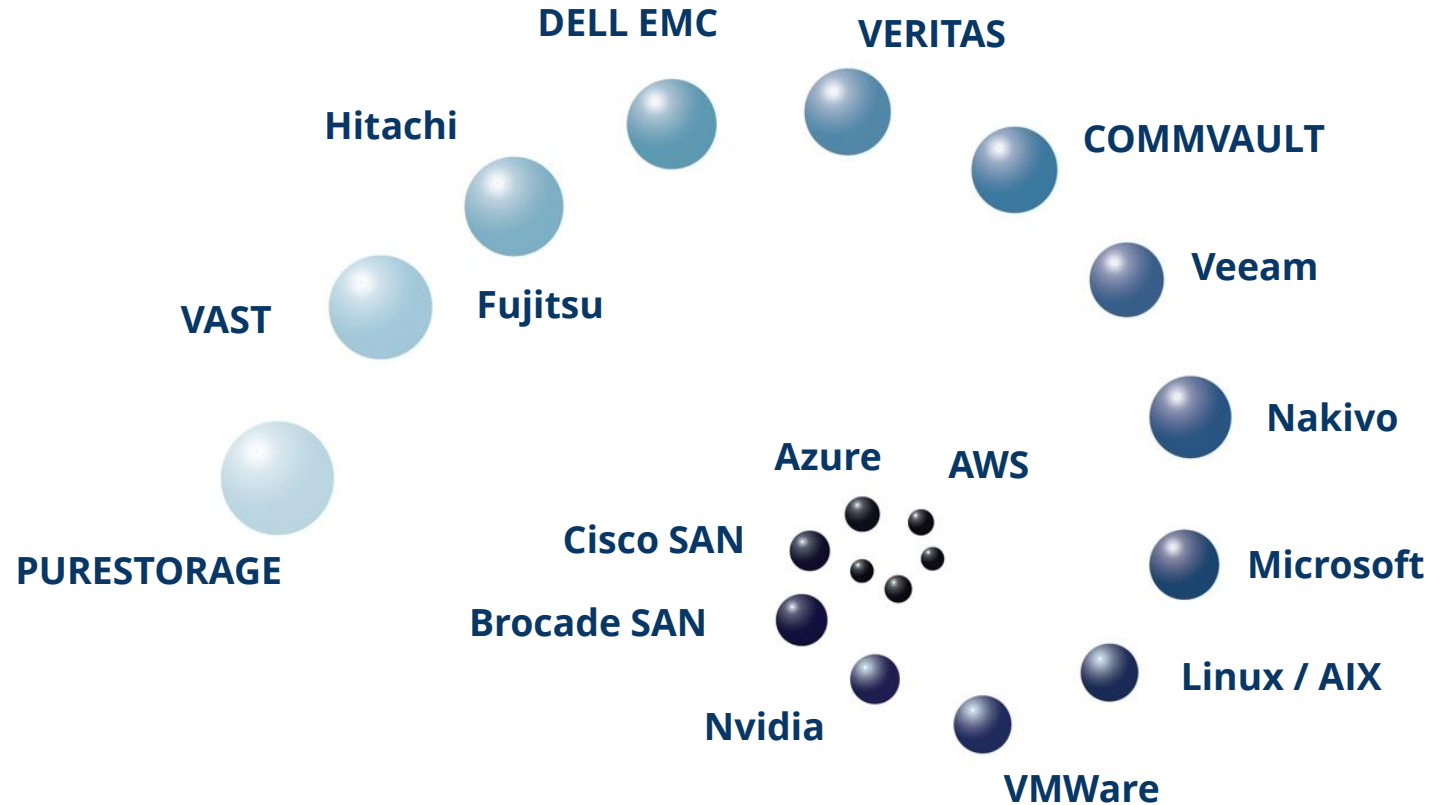
Compute

- Performance monitoring
- Troubleshooting Setting configuration
- Technical user support

Support

- Automated monitoring & alerting
- Swift incident resolution
- Incident management

Services Skills

We aim to provide our customers with experts who are responsible for maximising the value and benefits of their Backup, Storage, SAN and Compute platforms.

We aim to provide standard or customised solutions that encompass various operational, administrative, and integrity functions within the IT environment.

Service Categories

Technical Analysis & Remediation

- Identify and remediate technical issues promptly.
- Maintain stability, security and performance goals.
- Ensure efficient operations.
- Recommend and/or implement appropriate solutions to identified issues.

Daily Operations & Troubleshooting

- System monitoring, backups, software updates, user account management and performance tuning for smooth operations.
- Regular management and maintenance facilitate early identification and resolution of issues or problems.
- Investigation of issues through analysis and troubleshooting to determine the root cause and necessary remediation to restore normal operation.

Integration, Orchestration & Automation

- Connect disparate systems, applications, and data sources to enable seamless communication and data exchange.
- Coordinate and manage automated processes and workflows across multiple systems and applications to achieve desired outcomes.
- Automate repetitive or manual tasks to streamline operations, improve efficiency, and reduce errors.

Remote & Onsite Support

- Assistance and troubleshooting either remotely or on-site.
- Quick and cost-effective issue resolution.
- Attendance onsite, if required.
- Ensure timely resolution with minimal disruption.

Readiness checks

- Assess the preparedness of systems, applications or processes for a particular event.
- Ensure that prerequisites are met and potential risks are identified and mitigated.
- Minimise the likelihood of failures and disruptions and ensure successful execution.
- Conduct testing and update of documentation and procedures.

knowledge · innovation · commitment

Service Categories
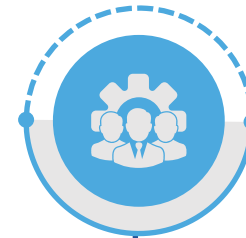
System Optimisation

o Enhance performance, efficiency, and reliability of IT systems and infrastructure.
o Enhance operational efficiency, reduce downtime significantly, improve user experience, and better align with business objectives.
o Key components include Performance Tuning, Resource Management, Capacity Planning, Security Optimisation, Cost Optimisation, and Monitoring and Analysis.

Monitoring & Alerting

o Track performance, health, and status of servers, storage, network, applications and security indicators.
o Collect and analyse metrics and automatically generate alerts or notifications according to defined thresholds or conditions.
o Minimise downtime and maintain reliability and performance levels.

Software Upgrades & Patching

o Updating software applications and firmware.
o Ensure systems, applications, and devices are kept up to date with the latest features, enhancements and security patches.
o Assess current versions, plan process, testing and deployment.
o Ensure the relevant rollback process.

Reporting Services

o Provide insights into IT infrastructure performance, inventory, capacity, license compliance, and costs.
o Help effectively manage IT resources, improve performance, reduce costs, and ensure compliance with licensing agreements and regulations.

Solution Design & Deployment

o Design and implement customised technology solutions to meet specific business needs.

Service Categories
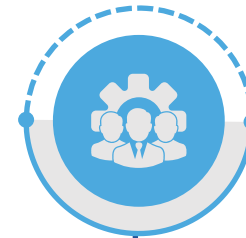
Critical Recovery

- Evaluate and validate the effectiveness of procedures and systems for recovering critical IT systems during a disaster or major disruption.
- Assist in testing the restore capability, help identify flaws and provide insights for improving resilience in recovery plans.

Project Management

- Operational project management in conjunction with a client's registered project.
- Provide a set of processes and documentation to plan, execute, and monitor projects efficiently.
- Organise tasks, allocate resources, manage timelines, and communicate progress to ensure successful project completion.

Capacity Management

- Analyse and make recommendations to ensure optimal performance and avoid bottlenecks and over-provisioning of resources.
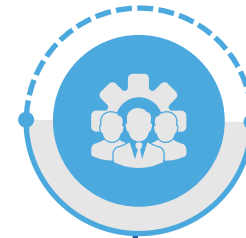- Ensure IT resources are effectively utilised to meet current and future demands.

Product Security Compliance

- Ensure the necessary interfaces are implemented to leverage or enhance the functionality of existing information security solutions.

Performance Tuning

- Optimise speed, efficiency, and reliability of systems and infrastructure
- This includes fine-tuning configurations and settings and implementing best practices to enhance performance and ensure the efficient functioning of IT resources.

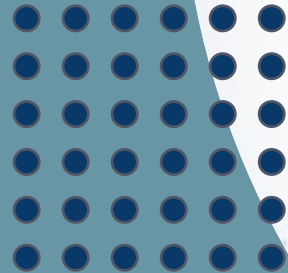| The service	Daily health checks Performance monitoring OS updates and security compliance Detailed reporting Monthly audit updates Investigation into performance issues and error resolution Annual health checks and recommendations for significant events DR testing
Duration	2+ years
Capacity	13.4 PB
SAN	40 Storage arrays / 30 switches
Servers	12 MS Hyper-V servers
Sites	3

The service	Comprehensive monitoring and management Detailed reporting Analytics and optimisation Capacity management Specialised professional services
Duration	4+ years
Capacity	7 PB
Clients	>800
Cloud	Seamless integration
Sites	3

The service	Comprehensive Central monitoring and alerting Detailed reporting, Analytics and optimisation Capacity and Incident management
Duration	1 year
Capacity	7 PB
Clients	32 Storage Arrays, 21 SAN switches
Sites	12

THANK YOU

Innovative IT Solutions

GET IN TOUCH

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