

# 9.1.

## System Administration and Operations

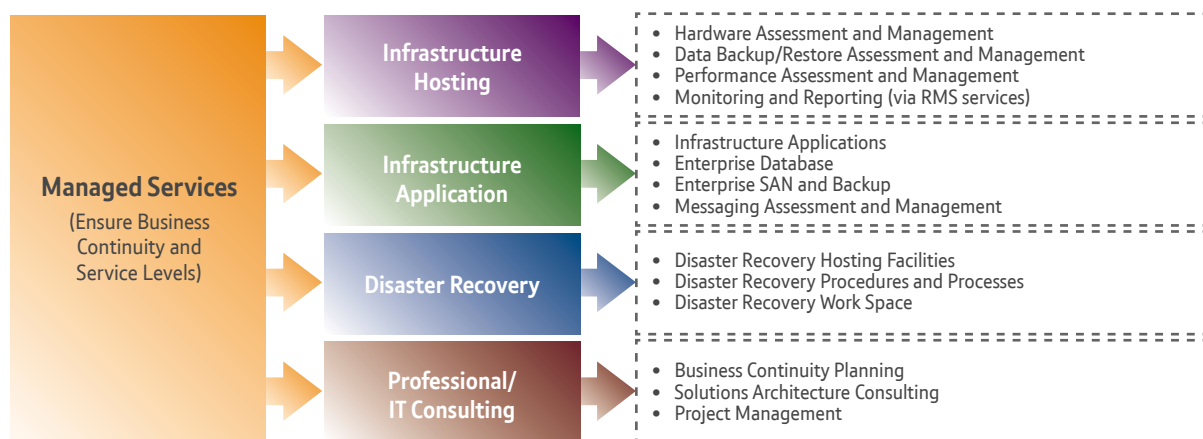
Maximise your service-levels with optimised IT resources

### Business Challenges

In today's business environment, IT forms the core of most business models, and IT managers are often tested with the challenges of having to extend the current capabilities of IT teams, and at the same time, reduce operating costs without adding more headcount. There is also the challenge in having to maximise the application availability for these distributed and heterogeneous infrastructure as well as focusing on strategic initiatives.

In any static IT architectures, there is often the lack of flexibility in meeting dynamic application requirements or to utilise resources in a cost-effective manner. There is also an increase in users specifying service-level objectives for applications, leading to the under or over provision of resources and greater inefficiency.

The service-level objectives for applications drive the requirements for the computing system, networking and storage components of IT environments. These three components are critical and inter-related and must be managed holistically to meet optimal service objectives. Applications require both access to data and a minimum standard of quality of service (QoS). Only when each aspect of QoS — cost, performance, availability and security, are provided in an optimal manner, can service-level objectives be achieved.



### Our Service Offerings

#### Customer-Centric Services

BT Frontline's managed services is customer-centric to allow you to focus on key system management roles and still be in control of the total operation.

#### Managed Services Portfolio:

- Infrastructure Hosting Services
- Infrastructure Application Services
- Disaster Recovery Services
- Professional and IT Consulting Services

BT Frontline's team will collaborate with you, your current resources, partners and vendors by acting as the single contact point for seamless integration and management. We serve as a valuable extension to your team, allowing you to gain access to comprehensive technical expertise.

As an integrated support team, our onsite resources has knowledge of your environment to respond promptly, advise on preventive measures and arrive at a common resolution with you. Remotely, our monitoring services can proactively identify, capture, manage your systems and coordinate with your vendors and ISVs.

## Our Service Offerings continued

### Activities and Deliverables

- Project kick-off meeting to establish goals and milestones
- Managed services delivery and consulting taking into consideration your organisation policy, regulatory compliance and business impact analysis
- Review current system operation procedures
- Review current operational support procedures
- Document system configuration and specification
- Document managed services and statement of works
- Document maintenance contract status
- Document escalation and operational procedures plan
- Formalise managed services agreement
- Provide and formalise engagement procedure/process
- Provide each services acceptance test plan
- Carry out customer's subscribed managed services
- Verify each completed services against agreement
- Produce documentation and sign-off
- Monthly review and reporting

### Complementary Services

- Application Production Assurance
- IT Governance and Compliance
- Managed Disaster Recovery Services
- Professional Services
- Project Management Services
- Performance Assessment, Capacity Planning and Architecture Review
- Remote Management Services (RMS)

## Key Highlights

- Infrastructure hosting
- Application management
- Disaster recovery
- Professional and IT consulting

## Key Features

- Optimise administrator capacity
- Improve services levels and system availability
- Best-of-breed tools and services
- Integrated escalation
- Coordinated updates
- Documentation

## Key Benefits

- Freedom of choice of services
- Modular approach by functions
- Flexibility in adjusting sourcing strategy
- Reduce operating cost, complexity and risk
- Enhance IT capabilities
- Resolve staffing and lack of competency issues with our experienced and responsive team
- Enjoy benefits from specialised services, like capacity planning
- Maintain control of assets, human resources and IT direction
- Address IT challenges while focusing on core business
- Achieve and maintain business competitive advantage

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