DTS
Management Infrastructure

Management Infrastructure

A constantly available and also high-performance IT infra-
structure forms the core component of all important
business processes. The reliability of all IT systems in your
company is based on this foundation. So how great would
the added value be to know that you have a partner at
your side who can provide you with scalable environments
using state-of-the-art technologies? With our DTS Managed
Infrastructure, we enable you to do just that, through
"state-of-the-art infrastructure" from leading manufacturers
worldwide.

As an authorized and certified service partner, we provide
you with customized IT infrastructure, support you in
ensuring continuous operation and are able to react to
events and initiate appropriate break & fix services - all of
this on demand 24/7 for you. The consumption-dependent
provision of the specific hardware takes place on a monthly
basis at a constant amount in order to keep the costs
transparent and plannable for you.

- State-of-the-art IT infrastructure

- Holistic approach & one-vendor strategy

- Relief of internal IT & focus on core business through
  DTS as service partner

- Technical specialists & dedicated know-how in the
  individual areas

- 24/7 availability & single point of contact

- Flexible billing model & ongoing costs (OPEX)

- Standardized & packaged services from a hybrid
  portfolio

- Standardized processes & automation

Individual components or complete IT infrastructures, e.g. in the form of servers, storage or SAN, provided in an uncomplicated manner and including various service added values on a monthly basis - this is what we mean by our DTS Managed Infrastructure Service. We provide you not only with a modern hardware foundation, but also with regular service and maintenance appointments. The premium components from leading manufacturers such as HP Enterprise, Aruba Networks, VMware, Microsoft, etc. are provided in our German, certified data centers and permanently kept up to date. We have service provider status with all manufacturers and offer you consulting, setup and operation of the high-performance IT infrastructure.

Our service relieves your IT teams, allows you to focus on your core business and provides you with important know-how. Of course, you can extend the service with additional added value, e.g. in the area of cyber security. Whether through patch management of the operating systems (Windows), backup, monitoring, vulnerability scanning or endpoint protection - we are happy to support you with these and many other options to massively increase your security level. Workshops, checks, regular jour fixes and support are also part of the spectrum of our DTS Managed Services. You profit significantly from us as a strong partner at your side.
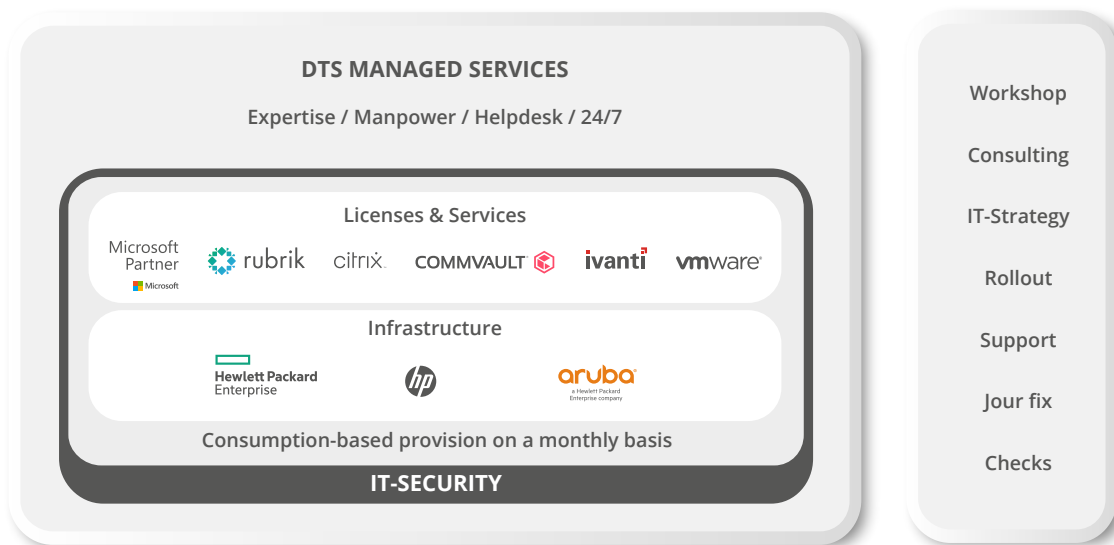
DTS Storage as a Service

„Digitization" is a buzzword that companies mainly associate with increased demands on their own IT infrastructure. This in turn must be available and as scalable as possible. Not to be neglected is also performance, which should not only be guaranteed in principle, but must never be too tight in terms of innovation and competitiveness, e.g. with regard to terms such as „big data".

This requires powerful and modern storage systems. The problem: In times of the cloud, usage-dependent payment models (pay per use) and tight budgets, this topic is often reluctantly tackled in a sustainable manner. At the same time, IT departments are overloaded with more and more tasks and often lack the time for maintenance and care of the systems.

With our DTS Storage as a Service, you get state-of-the-art storage with the fastest all-flash technology. We offer you the option of a completely customized pay-per-use model or, alternatively, a constant monthly fee with firmly defined expansion options. The provision of hardware is supplemented by our capacity, performance, update and release management as well as regular service reviews.

- State-of-the-art storage technologies
- Holistic approach & one-vendor strategy
- Technical specialists & dedicated expertise in each area
- 24/7 availability & single point of contact
- Demand-based planning, plus growth capacity
- Operational support through DTS Managed Services

- Flexible billing model
- Running costs (OPEX)
- Relief of internal IT
- Standardized & packaged services from a hybrid portfolio
- Standardized processes & automation

DTS Managed Network

Due to increasing complexity and at the same time a lack of IT resources, the IT requirements for companies and their network infrastructure continue to increase. State-of-the-art technologies and specialized IT staff are indispensable, but this in turn entails large financial investments.

Our modular service system significantly counteracts these challenges, with our Network as a Service as an important component. This means that we not only provide you with modern network switches or WLAN access points, including up-to-date management software, on a monthly basis. We also significantly reduce the strain on your liquidity (OPEX instead of CAPEX) and help you avoid personnel bottlenecks by taking over routine tasks and relieving you in your daily business.

- Network as a Service with extensive modular service system
- State-of-the-art IT infrastructure in the form of network components
- Maximum network control
- Relief of internal IT

- Full transparency of costs, services & in the ordering process
- OPEX instead of CAPEX
- Avoidance of expensive, internal training & certification measures

DTS Managed Services for …

We think you'll agree: The IT challenges facing enterprises are extensive. This also applies to storage and storage area networks (SAN), LAN and WLAN networks, and environments and infrastructure for virtual machines. Only with up-to-date technology and a reliable partner at your side will you be competitive and prepared for the future. We support you in every area and offer you the possibility to have your existing infrastructure regularly checked by our DTS specialists and to keep it up to date or to bring you there. This gives you the freedom to concentrate on your core business. We are always at your side with our expertise and during operation.

HPE Storage & SAN

- Capacity management (quarterly)
  - Review of capacities provided & reporting
  - Determination of growth curves based on historical values
  - Discussion of upcoming IT projects with impact on storage growth
  - Planning timely additions to on-site capacity
- Performance management (quarterly)
  - Review of performance values & reporting
  - Identification of performance bottlenecks
  - Identification of measures for performance optimization

- Update management & release management (quarterly)
  - Checking of necessary updates & patches
  - Implementation of updates & patches (after consultation with the customer)
- Service review (quarterly)
  - Review of service tickets
  - Regular review & update of the deposited documentation, incl. contact person

HPE Aruba Network WLAN

- Triage & review of central management for anomalies

- Regular backup of the configuration

- Check for new firmware updates

- Notification of necessary updates & patches

- Critical patches, which are offered by the manufacturers supported by DTS, are promptly scheduled & installed by us

- Non-critical updates are discussed in the quarterly meetings, scheduled & installed accordingly

- The installation of updates and patches is included in the monthly flat rate

- Updates & patches are installed after consultation with or approval by the customer during agreed maintenance windows

- Updating of DTS internal documentation or network plan, if available (raw files, e.g. Visio or draw.io, must be available)

HPE Aruba Network LAN

- Viewing & checking the log files for anomalies

- Regular backup of the switch configuration

- Check for new firmware updates

- Notification of necessary updates & patches

- Installation of updates & patches

- Critical patches, which are offered by the manufacturers supported by DTS, are promptly scheduled & installed by us

- Non-critical updates are discussed in the quarterly meetings, scheduled & installed accordingly

- Updates and patches are installed after consultation with and approval by the customer during agreed maintenance windows

- Hardware can be stocked at the customer's site in the event of a defect

- Updating of DTS internal documentation or network plan, if available (raw files, e.g. Visio or draw.io, must be available) - optional & at cost

VMware Infrastructure

- Quarterly check of the VMware environment

- Quarterly health check of the host systems (4x HPE DL380 Gen10), hardware check via e.g. HP Integrated Management Log

- Information on necessary updates & patches as well as dependencies

- Updates & patches are applied after consultation with or approval by the customer during agreed maintenance windows within office working hours, provided that no downtime is necessary

- Critical patches, which are offered by the manufacturers supported by DTS, are scheduled and installed by us in a timely manner

- Non-critical updates are discussed in the quarterly meetings, scheduled & installed accordingly

- Installation of updates & patches requires active manufacturer support

- Creation of a report incl. need for action & recommendations

- Updating of documentation in the DTS tools (if necessary)

- Documentation of version statuses

For this service, the corresponding accesses must be provided by the customer.

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