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Managed Operating System

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Enterprise Operating System Management requires a high standard of proactive maintenance and administration to ensure service levels and overall stability of platforms and applications.

ANS' Managed Operating System service (OS) has been designed to save you valuable time on OS management while benefitting from access to Microsoft qualified experts and our specialist monitoring and 24/7 support teams who will proactively review the environment to prevent issues occurring and disrupting business operations.

This service will address the following challenges and questions:

- We need to maintain our server environment but we're struggling to recruit or maintain a team with the right skillset.
- We have a large number of servers in our estate but not necessarily the workforce to proactively manage the estate which is leading to downtime of business applications.
- Our business requires 24x7x365 service level, but how can we achieve this without our own follow the sun support?
- We have multiple third-party suppliers who manage applications that sit on-top of the OS but will not manage the OS. We need a partner who will fill the support gap across the server estate.
- We need to ensure our server estate is fully patched but don't have the resources or toolset to do this.

What does the service include?

1

Proactive Monitoring

We will monitor the platform providing bespoke workflows, thresholds, availability and performance.

2

Compliance Reporting

You will receive monthly Patch Status Reports of all assets within the patching cycle under the ANS service.

3

24x7x365 Support

Our UK based secure operations centre provides around the clock technical support ensuring we provide OS Support on a public cloud public cloud platform by a team of dedicated technical experts.

4

Service Operations

Access to ANS' suite of tools including our enterprise monitoring portal, ANS GLASS and full service management with regular service reviews.

5

Run Book Delivery and Automation

We will execute both ANS' and your defined event driven tasks / processes for Operating Systems.

To find out more, speak to ANS today, or click here to visit our Managed Services webpage

