

SYSTEM ADMINISTRATION

Our suite of managed services, ranging from infrastructure to system and database administration, will allow you to focus on your company's core competencies, whilst leaving everything related to your IT needs to us.

Our system administration managed services are combination of Server OS management tasks which can be performed on either physical, container or VM operating system instances.

These include:

- Initial installation, configuration and security hardening of the server OS
- Management of administrator control access
- Real-time availability and performance monitoring of critical OS services or daemons
- Monitoring and trend analysis of disk usage levels
- Application of software upgrades, patches and service packs as approved by you
- Setup of backup process
- Resolution and recovery from OS failures
- Management of DHCP and DNS services
- Installation and management of Virus protection.

All of our system administration services can be managed on various selections of operating systems ranging from Microsoft Windows Servers, Linux, BSD and VMware.

We can also offer additional services which are defined on a number of hours of work depending on your needs as to ensure you only pay for what you need:

- Active Directory services management
- Group Policy Object maintenance
- File and storage services management
- Internet Information Services (IIS) or Apache Web Server management
- Virtualisation and Management Role – ESX and Hyper V.

We guarantee to utilise our experience, resources and proven processes to provide you with high quality managed services that are customised according to your company's requirements, so as to ensure that you will benefit from an effective outsourced solution

MAIN BENEFITS

- ✓ Single point of contact to facilitate your managed services need. Designated Technical Account Manager will be responsible for planning, reporting and escalation as per SLA
- ✓ Personalised and customised infrastructure management solutions
- ✓ Immediate benefits which include cost savings and reduced capital expenditure
- ✓ Only pay for the support you need. Prepaid service based on agreed amount of effort
- ✓ 24X7 IT support

Bmit Service Terms apply

So why not contact BMIT sales team on sales@bmit.com.mt, to discover in detail how our suite of managed services can help and protect you?

OPTIONALLY, YOU MAY OPT FOR THE FOLLOWING...

DATABASE MANAGEMENT

On top of your system administration, we offer the option to manage database management systems supported by Microsoft SQL Server, MYSQL and Oracle. General administration for the following tasks will be provided:

- Initial installation of database server and application tools, including database clustering and replication if required
- Application of database upgrades and patches, which are approved by you
- Database monitoring
- Security, access control and grants on database objects based on your requirements
- Setup of backup process
- DBMS or OS parameters analysis
- Escalation to DB vendor in case of critical issues.

MICROSOFT EXCHANGE SERVER MANAGEMENT

Together with our suite of system administration management services, you may choose to add a range of Microsoft Exchange server management services:

- Installation of Microsoft Exchange server roles and application tools including clustering and replication if required
- Security and anti-malware management
- Setup of backup process
- Identifying improvements to server application or OS maintenance levels, parameters, physical resources or utilisation patterns
- Performance reporting and monitoring to identify any potential problems
- Upgrades and patches that have been approved by you
- Escalation to Microsoft in case of critical issues.
- Create, delete, change permissions, restore your mailboxes as well as define messaging policies or transport rules. (Optional feature)

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