IT people

Infrastructure Services

Outsource Your Infrastructure Upkeep to Us. Focus on What Matters Most to Your Business.

IT People can take the hassle out of managing your IT infrastructure. Our Infrastructure Services consist of Remote Infrastructure Management (RIM) and Database Administration (DBA) Services that enable you to offload the maintenance, management and proactive monitoring of critical foundational aspects to us, freeing your team to focus on customer-success-related initiatives.

Remote Infrastructure Management (RIM) Services

Remote Infrastructure Management services provide effective end-to-end management and support of IT assets regardless of their location through proactive and predictive monitoring. Approximately 90 to 95 percent of infrastructure issues can be resolved remotely.

Why IT People for RIM Services?

IT People's Remote Infrastructure Management (RIM) Services enable you to retain control of your IT assets, but leave behind the hassle associated with managing a multi-vendor infrastructure. With our RIM offering, we deliver up to 30% cost savings in IT operational costs.

By leveraging our network, IT People can support all your IT infrastructure management needs remotely. After assessing your IT environment, we will determine which functions can be performed in the most efficient, cost-effective manner. Our mature processes for industry leading service delivery, service management and integrated governance not only provide cost savings, but also enable business and IT alignment within your organization.

IT People provides full transparency to our customers as well as flexible pricing models. Our unique focus on your success allows us to provide an outside-in perspective and suggest infrastructure transformation ideas to further improve infrastructure stability and availability.

RIM

- SLA-Based Service Management
- Improve Asset Utilization
- Improve Reliability of Infrastructure
- Increase Flexibility in Operations
- 24x7 Availability of Skilled Resources
- Better ROI on IT Investments
- Reduce Operational & Maintenance Costs

Benefits

- Reduced and predictable IT operating costs
- Improved systems reliability and more flexible service
- Decreased downtime and reduced business risk
- High system availability and performance through process improvements
- Retain control over your IT assets without having to manage them day-to-day

System Administration

- Installation, configuration and security hardening of server operating systems
- High availability and disaster recovery configuration
- Back-up and restore services
- Virtualization
- Upgrades
- Patches
- Service packs

Network Administration

- Configuration of routers, switches, firewalls and load balancers
- Network security analysis
- Network performance monitoring
- Traffic management

Critical Service Features

- 24x7 monitoring
- Level 1 (Help Desk) support for logging tickets, escalating tickets and managing tickets
- Level 2 (Technical Team) support for incident resolution
- Level 3 (Specialist Team) support for root-cause analysis, process and performance improvements

Why IT People for DBA Services?

IT People acts as an effective and affordable extension of your IT staff, taking care of routine database monitoring and management around the clock – freeing up your internal IT staff to focus on higher-value projects. You retain full visibility into the process and management of your database and never surrender complete control of your database assets.

By proactively monitoring and maintaining your databases, we can help you avoid many technology problems before they happen. Our pool of expert DBAs takes full responsibility for the functionality, security, availability and performance of your database environment. We provide fast, effective SLA-based resolution to database issues which eliminates the need for you to hire and train in-house administrators. Our SLA-based service-delivery and service-management model can be tailored to your organization's needs. We offer comprehensive vulnerability assessments and database auditing to identify and mitigate potential issues and ensure compliance to industry best practices.

Database Administration (DBA) Services

Until recently, outsourcing administration of a business database was unthinkable. Enterprise IT organizations around the globe felt they wouldn't be able to receive the kind of care, security and customization that in-house administrators could provide. Therefore, the only DBA services that companies were willing to outsource were tactical rather than strategic in nature. Today, with the advent of cloud computing and more reliable security options, this trend has changed.

IT People Database Administration Services

- ➔ Installation of database server and application tools
- ➔ Database clustering and replication
- ➔ Upgrade and patch management
- ➔ Performance monitoring and tuning
- ➔ Database security
- ➔ Access control

Supported Databases

- ➔ Oracle
- ➔ MySQL
- ➔ Sybase
- ➔ NoSQL
- ➔ MongoDB
- ➔ Berkeley DB
- ➔ SQL Server

Critical Service Features

- ➔ 24x7 monitoring
- ➔ Level 1 (Help Desk) support for logging tickets, escalating tickets and managing tickets
- ➔ Level 2 (Technical Team) support for incident resolution
- ➔ Level 3 (Specialist Team) support for root-cause analysis, process and performance improvements

About IT People

IT People is a next-generation IT services and workforce solutions firm. We provide consulting, managed services and staffing to Fortune 500 corporations, public agencies, and small and mid-sized businesses throughout North America. Our specialties include IT modernization, infrastructure and applications optimization, and management. We enable organizations to achieve their business goals by transforming their IT processes, applications and infrastructure using the latest technologies for cloud, big data, mobile and social, and by providing them with exceptional talent when they need supplemental staff.

Our Vision and Mission

We are passionate about co-creating value with our customers and employees by offering IT services through applied thought and innovation with the commitment and integrity to deliver quality solutions on time, every time.

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