PENGUIN SOLUTIONS

Datasheet

Penguin Solutions® Managed Services for Stratus Platforms

Managed service options

Platform management

Comprehensive coverage from initial build and day to day support to final shutdown and server replacements.

- **Initial server build:** Build plans are developed after internal review of all customer requirements and the initial installation is then scheduled
- **Security hardening:** Servers are secured by reducing the surface of vulnerability
- **Scheduling setup/scripts:** Creation of numerous scheduled jobs are developed to keep a system or database running efficiently
- **Patching:** Penguin Solutions' patching policy ensures all servers are protected against security vulnerabilities as well as hardware and operating system defects
- **24/7/365 Hotline:** Round the clock access to Penguin Solutions support through our 24/7/365 hotline
- **Request management:** Penguin Solutions® Global Managed Services (GMS) completes requests for access, additions, changes, or deletions to a database or server in partnership with the customer

Supported Environments

Red Hat Linux	Windows 10	Oracle
VMware	VOS	SQL Server

Monitoring

Hardware and software assets are monitored for the continuous availability environments throughout their life cycle. Results are analyzed to identify any deviations from historical performance and changing trends in actual or expected performance values.

- **Alerting:** Thresholds are established for server system metrics including CPU, memory, file system usage, and others. When a threshold is exceeded, a notification is created and sent to incident management tools. Notifications and escalations can be sent via SMS, email, and paging
- **Incident triage:** When an alert is received, initial analysis is performed to determine the severity, potential impact, and the required remediation steps
- **Health checks:** Systems are checked on a consistent basis to assess availability and overall system health

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- **Customer-specific alert routing:** A customized alerting tool can be configured to send specific alerts directly to customer if requested
- **Incident analysis:** All incidents are reviewed to identify repetitive issues, evaluate response and resolution times, and uncover possible enhancements and solutions for decreasing the number of incidents
- **Custom alerts:** Alert codes can be scraped from Application Logs and databases. Penguin Solutions GMS works with customers to create customized alerts that are sent directly to the customer for resolution
- **Trend analysis:**
  Analysis provided on data from a rolling twelve-month period, including:
  - Review of INC trends for continuity by server, category, or statistical data
  - Problem records are created and tracked to understand and resolve any common trends

Monthly reporting

Penguin Solutions produces a detailed monthly reporting package which is available to customers on an agreed-upon schedule.

Patch reports

Provides a schedule for patch installations including upcoming and required patches.

Service level reporting package

A report summary of monthly operating results, combining data from Penguin Solutions and the customer, in accordance with agreed-upon managed service and KPIs.

Access to Penguin Solutions' monitoring tools

Customers receive access to GMS monitoring tools to view up to date information regarding any new or outstanding data, resolution, or general information.

Service Level Agreement (SLA)

The SLA outlines specific performance criteria and measurable objectives agreed upon between the customer and Penguin Solutions. It defines goals to be achieved and establishes the schedule for delivering reports that track performance against those goals. A Monthly Reporting Scorecard summarizes key metrics and provides clear visibility into service outcomes and SLA adherence.

Uptime 99.999%: This high standard of service ensures ultimate server uptime.

Description	SLA	Result (12-month Avg.)	Measure Method
Application Server Capability	99.999%	100.000%	Uptime Minutes
Database Server Capability	99.999%	100.000%	Uptime Minutes
Load Balancer Capability	99.999%	100.000%	Uptime Minutes
Monitoring Server Capability	99.999%	100.000%	Uptime Minutes
Test/Dev Server Capability	99.99%	100.000%	Uptime Minutes
Business Capability	99.999%	99.9999999%	Transactions

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Incident service levels: Several levels of service are available and negotiated for exceptional response.

Severity Level 1	
Sev 1 Ticket Acceptance	< 15 clock minutes
Sev 1 Final Ticket Resolution (Ownership Restoration)	< 4 clock hours
Sev 1 Ticket Resolution Participation (Assistance Restoration)	< 2 clock hours
Severity Level 2	
Sev 2 Ticket Acceptance	< 30 clock minutes
Sev 2 Final Ticket Resolution (Ownership Restoration)	< 8 clock hours
Sev 2 Ticket Resolution Participation (Assistance Restoration)	< 4 clock hours
Severity Level 3	
Sev 3 Ticket Acceptance	< 90 business minutes
Sev 3 Final Ticket Resolution (Ownership Restoration)	< 24 business hours
Sev 3 Ticket Resolution Participation (Assistance Restoration)	< 12 business hours
Severity Level 4	
Sev 4 Ticket Acceptance	< 150 business minutes
Sev 4 Final Ticket Resolution (Ownership Restoration)	< 40 business hours
Sev 4 Ticket Resolution Participation (Assistance Restoration)	< 20 business hours

Documentation

Policy and Procedures Manual (PPM): The PPM is a document produced and maintained by GMS.

- Policies are jointly decided by customer and Penguin Solutions
- Procedures are reviewed on a regular basis to ensure consistency and reliability of information

Change management

Penguin Solutions delivers proactive change management including the installation of additional hardware, new firmware and software updates, and fulfillment of all Request for Changes (RFC) required to handle service desk demands. For customers selecting the Premium option, Penguin Solutions can follow the customer's change process.

Change Advisory Board (CAB): The CAB reviews and schedules all changes for maximum efficiency by regularly hosting meetings with the necessary personnel

Project management

Uplifts management: Plans are developed by collecting requirements and identifying risks and risk responses.

- Develop solutions to solve issues, including server builds and release management

Architectural services

Capacity reporting: Measure and analyze overall resource usage with comprehensive reports showing current and forecasted capacity of both physical and virtual machines in the environment. Monitor CPU, memory, disk, network traffic, etc. to identify bottlenecks in the production workflow.

Technology plans: Analyze and provide the effective use of technology resources such as professional support, facilities, hardware, and software to further the vision, growth, and strategic direction of the company.

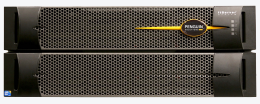
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Managed Service Options

Penguin Solutions Global Managed Services	Monitor Service	Patch Service	Standard Service	Premium Service
Server Management				
Initial Server Build			Included	Included
Security Hardening			Included	Included
Patching		Included	Included	Included
Request Management			Partial	Included
Scheduling setup/scripts				Included
24/7/365 Hotline				Included
Monitoring				
Alerting	Included		Included	Included
Incident Triage			Included	Included
Health Checks		Included	Included	Included
Send alerts to Customer Ticket Center				Included
Incident Analysis				Included
Custom Alerts				Included
Trend Analysis				Included
Monthly Reporting				
Monthly Report	Included	Included	Included	Included
Patch Reports		Included	Included	Included
Service Level Reporting Package				Included
Access to Stratus Monitoring Tools				Included
Service Level Agreements				
Uptime 99.999%			Included	Included
Incident Service Levels			Included	Included
Documentation				
Policy and Procedures Manuals			Included	Included
Change Management				
Change Advisory Board				Included
Project Management				
Uplifts Management				Included
Architectural Services				
Technology Plans	Included		Included	Included
Capacity Reporting				Included

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Contact Us

For sales queries, please contact sales@penguinsolutions.com.

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