



Is managing your IT systems proving a headache?

As your business grows and becomes more reliant on technology, the threat posed by technical issues becomes ever larger. Just a minor problem could bring your systems down, causing significant damage to your profits and reputation.

You may also find that your IT staff are getting bogged down resolving minor technical problems, installing new software and updating licences – rather than concentrating on customer services and business development.

By being able to respond efficiently, flexibly and effectively to customer demands and changing business requirements, you'll gain a considerable competitive advantage.

Entrust your mission-critical systems to ArdentA

By placing your mission-critical systems in the hands of ArdentA's trusted experts, you could redeploy your technical staff and tighten your company focus.

With your people free to spend more time on customer service and business development, you could soon see a dramatic improvement in the success of

your organisation. You'll also reduce your operating costs.

Managed Services is not all about cost though. By being able to respond efficiently, flexibly and effectively to customer demands and changing business requirements, you'll gain a considerable competitive advantage.

“It's critical that our IT infrastructure performs at its peak. We chose ArdentA based on their pedigree: not just for delivery but also for the ongoing management and support of our solutions, including their ability to get the best performance out of our systems.”

Leading Lottery Operator



Benefit from our years of experience and expertise

At ArdentA, our team of highly skilled technical experts have a proven track record in delivering a range of Managed Services for organisations in a variety of industries.

Our customers include:

- **Betfred**
- **Betway.com**
- **Blue Square**
- **BUPA**
- **CentreBet**
- **Friends Provident**
- **ITV**
- **The Health Lottery**

Whatever your operational needs, we have a solution

Need a single provider to keep your global IT infrastructure up and running, 24x7? We provide Managed Services and support around the clock, to keep your global IT infrastructure up and running continuously.

Backed by Service Level Agreements, our range of Managed Services bring high performance and reliability – along with the expertise, experience and excellence you'd expect of Ardentia's professionals.

Let us take on your the complete delivery, management and support of your IT infrastructure.

Through our Managed Services we deliver:

- Remote Monitoring – using our groundbreaking 24x7 System Angel.
- Security, resilience and disaster recovery – minimising the impact of events and issues on your business. By bringing to bear our Managed and Professional Services, we enable you to maintain your critical operations.
- Expertise across a range of critical areas, including:
 - Storage Area Networks (SANs) for powerful replication between live sites and disaster recovery and/or development sites.
 - Server and application virtualisation, enabling you to eliminate planned downtime.
 - Replication and recovery tools, offering both operational and disaster recovery.
- Full Service Support – combining Ardentia's technical services and support with our in-depth knowledge of technical projects. Held in high esteem within the industry, many major manufacturers ask us to underpin and assist in their own technical maintenance and support commitments.

Our Managed Services: at-a-glance

Service Support

Based on ITIL best practice, Ardentia's 24x7 Service Management gives you the best available support to keep your infrastructure intact, taking care of all your requirements for:

- Incident management
- Change management
- Problem management
- Release management
- Configuration management

Service Delivery

We'll provide the ultimate in Service Delivery, again based on ITIL best practice. Our experience spans over a decade of Service Delivery for customers across many different sectors.

We've been able to take on the job from our customers' IT departments, saving them costs, reducing risks and ensuring successful service performance. Let us remove the burden from your staff, giving you the expertise you need, with:

- Service level reporting against Service Level Agreements (SLAs)
- SLA negotiation and management
- Capacity reporting and trending analysis

Service Desk

Our Service Desk underpins our Managed Services. Operating during working hours Monday-Friday, it helps keep your IT up and running, including:

- Receiving calls, first-line customer liaison.
- Recording and tracking incidents and complaints.
- Keeping customers informed on request status and progress.
- Making an initial assessment of requests, attempting to resolve them or refer them to someone who can.
- Monitoring and escalation procedures relative to the appropriate SLA.
- Identifying problems and tracking incidents against problem records.
- Closing incidents and confirmation with the customers.
- Coordinating second and third line support.



Operating System Support

You can call on Ardentia's experience of Unix/Linux systems, with around-the-clock support of platforms such as Solaris, AIX, HP-UX and Linux. We support all virtualisation of Unix systems, including domains, containers, LPARs, vPARs, KVM and more, providing:

- Installation
- Configuration
- Administration
- Upgrades
- Patching
- Clustering
- Virtualisation

Remote DBA

We know that supporting databases can prove to be an expensive and time-consuming task. That's why our market-leading Remote database administrator (DBA) package is a popular service within our customer base.

The benefits are compelling: better cost control, improved management time, and the ability to focus your internal IT Team on other tasks. For Informix, DB2, Oracle, SQL Server and other databases. We offer:

- Installation
- Performance Tuning
- Database Administration and Management
- Problem Analysis
- Backup and Restores
- Upgrades
- Migrations
- Database Design
- Replication management

Remote Storage Administration

We'll take care of long term storage solutions, accommodating current and evolving requirements for EMC, IBM, Brocade, Qlogic and HP storage solutions. We're also one of only a handful of EMC Authorized Service Network partners authorised to deliver services on EMC equipment. Our 24x7 Remote Storage Admin services cover:

- SAN management
- LUN Allocation
- Zoning administration
- Performance monitoring
- Administration of mirroring and replication technologies
- Upgrades
- Migrations

x86 Infrastructure Virtualisation Support

Whether it's 24x7 support for vCenter, SRM, ESX/ESXi or Update manager – we offer you the expertise and experience you need. As a VMware accredited Enterprise partner, we'll give you access to many VCP level engineers.

System Angel – monitoring your infrastructure

From your printers to the most complex elements of your system databases, using System Angel we'll monitor multiple components of IT infrastructures 24x7. You can view the status of your systems at any time, generating statistical reports for information such as 'up time', performance of Service Level Agreements (SLAs), and more.

Security Monitoring

Let us take on the time-consuming and expensive task of monitoring your PCI compliance status at any one point in time. Our 24x7 service includes agent-based host intrusion detection, Syslog collecting and parsing, as well as reporting on intrusions, compliance status, and so on.

Network Support

Want the best LAN and WAN support on Cisco hardware? Talk to us about managing your Cisco routers, switch and firewalls: 24x7.

Our professional and technical consultants work with you to deliver the best network support to maintain your uptime. From broadband cable and interfaces, to voice & IP communications as well as wireless solutions, let us take care of your network support requirements.

Internet Traffic Management

Intelligence about your internet traffic makes you smarter about website deployment. Ardentia, in partnership with Riverbed, gives you the means, around the clock, including:

- Simple load balancing
- Advanced traffic management
- Application firewall
- Global load balancing
- Multisite management
- Auto-scaling off to cloud



Choose the service level that's right for you

Bronze service

A one-off time and materials cost for system health checks, providing you with guidelines to carry out your own future development.

Gold service

As silver service but operates on a Saturday.

Silver service

System support service that runs from Monday to Friday, operating from 9am-5pm – excluding public holidays. Additional work is priced on an ad hoc time and materials basis.

Platinum service

Ardenta takes full responsibility for the running of your systems, 24 hours a day, seven days a week in a comprehensive managed service.

Best-in-class SLAs

All our Managed Hosting and Cloud Services are underpinned by a Service Level Agreement (SLA) that forms the backbone of the services we offer you. This ensures that any technical problems you encounter are dealt with swiftly and efficiently, minimising disruption to the business.

All the elements set out in the SLA are measured and monitored in accordance with Ardenta's Quality Management System.

But more than that, our SLAs reflect our commitment and dedication to assisting and supporting our customers. We'll undertake to promptly meet your timescales, with proactive monitoring and support, the best project and migration management and rapid resolution of any issues arising.

“Leading eGaming solutions are only as good as the infrastructure on which they are built. In Ardenta we found a partner who clearly understands this and bring us knowledge of wider infrastructure concerns in the e-gaming sector. In addition, Ardenta's technical expertise has recently helped us make significant savings in the areas of hardware memory and software licensing. I would have no hesitation in recommending them as a value-added partner.”

Rob McDonald, CTO, Blue Square”

Customers include:

- Betway.com
- Blue Square
- BUPA
- CMS Cameron McKenna
- Entergaming
- ITV
- The Health Lottery
- Victor Chandler
- William Hill

The Ardenta difference – excellence through expertise

Founded over 10 years ago by highly skilled technicians, Ardenta's grassroots shape our culture of technical expertise and excellence today. Since our beginnings, we have flourished as a successful and growing IT consulting company, providing Managed IT Services, Hosting & Cloud Solutions and Professional Services.

Our culture of expertise and excellence helps us to deliver on our mission to ensure that customers' enterprise information systems are designed, implemented, managed and fully supported at optimum levels.

So why not get in touch and see how we can help maximise your systems?

Ardenta Limited
Saxon House
Downside
Sunbury on Thames
Middlesex
TW16 6RT

Tel: +44 20 8750 2200
Fax: +44 20 8750 2201

Web: www.ardenta.com
Email: info@ardenta.com