FDS
A DXC Technology Company

Enterprise Infrastructure Services
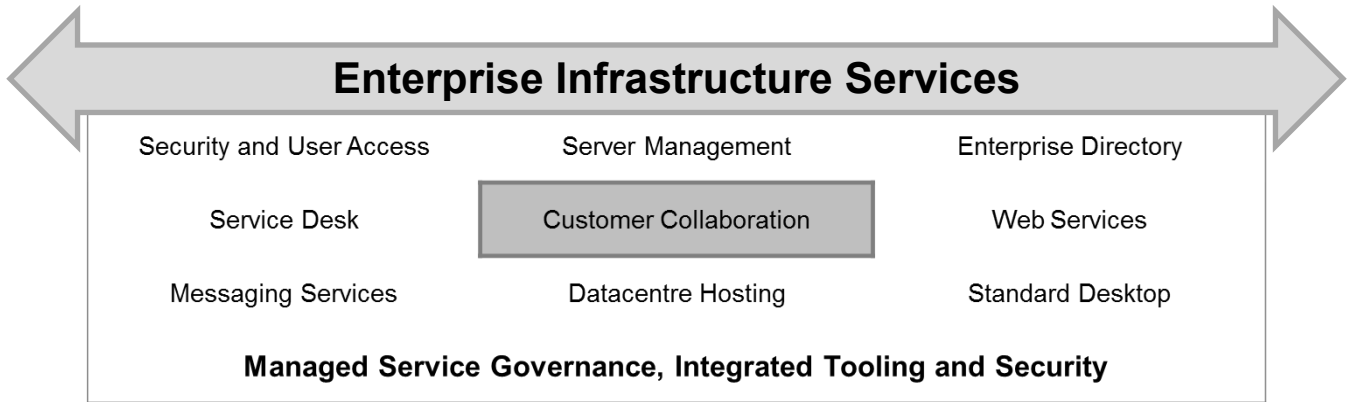
Outsourcing Services UK&I

The service components that make up FDS's Enterprise Infrastructure Services are designed for medium enterprises (or smaller operational divisions of large companies) who seek a fully integrated and flexible solution.

A key factor in the success of this service approach is the ability to work collaboratively with a customer and their staff, in order to design and support a solution which directly matches the customer's requirements.

By complimenting and enhancing IT operations, FDS can help establish and manage a more effective IT infrastructure by driving efficiencies through your business. Customers are able to complement and enhance their IT operations and governance with a flexible, configurable and scalable solution.

Using a core range of exclusive tools, FDS's standard offering can be tailored to meet your specific requirements. We will work with you to deliver and support a standardised desktop infrastructure whilst operating your server environment.

Using a tiered delivery model, base level services (Server and Enterprise Directory Management) can be enhanced to include additional key solutions.

Enterprise Infrastructure Services

Security and User Access	Server Management	Enterprise Directory
Service Desk	Customer Collaboration	Web Services
Messaging Services	Datacentre Hosting	Standard Desktop

Managed Service Governance, Integrated Tooling and Security

Introduction

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Server Management

FDS's Wintel based Enterprise Server Management is totally flexible and can include messaging and application servers, file and print servers as well as domain controllers. This service covers server and backup monitoring, out of hours alerting, server patching and server virus detection. In addition, network devices can be added to the monitoring and alerting elements.

Enterprise Directory

This fully managed core service provides domain controller (DC) design, build, configuration and support. FDS will monitor all datacentres and provide full support on a 24x7 basis. The service includes:

- Group Policy management.
- Delegation of permissions.
- AD configuration and replication.
- DC software maintenance, performance and capacity management.
- Domain trust management.

Messaging

FDS can provide email support services covering intra site and inter site email, email hub services, anti-spam, anti-virus and internet email gateway. In addition, FDS can also offer monitoring and technical support for email services and remote solutions such as Blackberry, OWA, Exchange and ActivSync, amongst others.

Standard Desktop

The standard desktop uses a set of agreed definitions, parameters, policies, processes and software applied to the MS Windows environment. Core applications can be enhanced with an agreed set of requested applications deployed worldwide down to workgroup levels. This approach standardises performance, user experience and application deployment across an enterprise.

Service Desk

Incidents and problems can be managed through FDS's UK based Service Desk. The Service Desk is typically user facing but can also interface into alternative support solutions. The Service Desk is able to escalate calls to the appropriate second or third party teams or back to the customer. All calls are logged and tracked against SLA.

Security and User Access Management

Using proprietary FDS systems and multiple key authorisation, access to data and applications can be controlled and monitored. Tasks such as password resets and account suspensions can also be manage using these systems.

Web Services

FDS provide web and network related support services which may include support of firewalls, proxy services, VPN tunnel management (edge to edge, end to edge) as well as internet services, Microsoft IIS support and network optimisation activities. The managed web service comprises of a number of core components such as security services, Microsoft ISA remote proxy, remote access services, PDA, managed internet services, web server management and network optimisation services.

An Integrated Approach

The integrated solution delivered by FDS Enterprise Infrastructure Services provides a 'fit for purpose' infrastructure that is designed and configured to suit the needs of each individual business. Customers benefit from the cost and complexity savings gained from deploying a standard, 'off the shelf' solution. The integrated solution leverages our expertise, techniques and tooling which have been developed over many years. The service components are repeatable which enables fast deployment at an attractive price. The service is delivered via a shared resource model, enabling customers to benefit from a significant knowledge base and huge technical skill base, whilst also taking advantage of experience gained supporting other customers.

Tooling and Management

FDS makes available a significant toolset covering all aspects of governance, communication and support for the enterprise-wide managed service. The toolset provides visibility and reporting across the entire service and is used by both support personnel and the customer. The utilities are interlinked across functions and services to provide leading edge cumulative benefits, and clarity of information for all teams. This toolkit is offered as part of the managed service and costs are born by FDS. There are a number of elements which facilitate efficiencies through automation and self-service including:

- Automated PC builds (to standard).
- Automated Account and mailbox management.
- Automated Active Directory group membership.
- Automated authorisations and notifications.
- Automated application deployment.
- Remote automated upgrades (patching, anti-virus etc).
- Automated asset tracking.
- Automatic software usage monitoring.
- Automated user feedback function.

To support these elements FDS provides a number of governance tools which allow the IT department to review and monitor the infrastructure including:

- Centralised change calendar.
- Real time audit reporting (users, hardware, software).
- Problem notification and reporting.
- Critical alerting.
- Incident management software.
- Call manager features.
- Security and access management.

The toolkit also includes a number of end-user tools that allow individuals to request and receive IT services in a controlled and managed environment with no intervention from the IT department including:

- Access Requests (data, applications, mailboxes etc).
- Password Reset Request.
- Log a support call.

Value through Efficiency Improvement

The integrated nature of tooling, automation, pooled skills and remote service management allows large-scale efficiencies to be derived when compared to the manual and diverse alternative. Total cost of ownership benefits of circa 25% have been realised whilst staff have been released to focus on the development and delivery of core business supporting IT projects.

Further Information

For more details please contact solutiondesign@dxcfds.com

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