

Datacenter Shared Infrastructure as a Service

Flexible SLA guaranteed outsourcing of fundamental IT infrastructure

Outsourced IT infrastructure

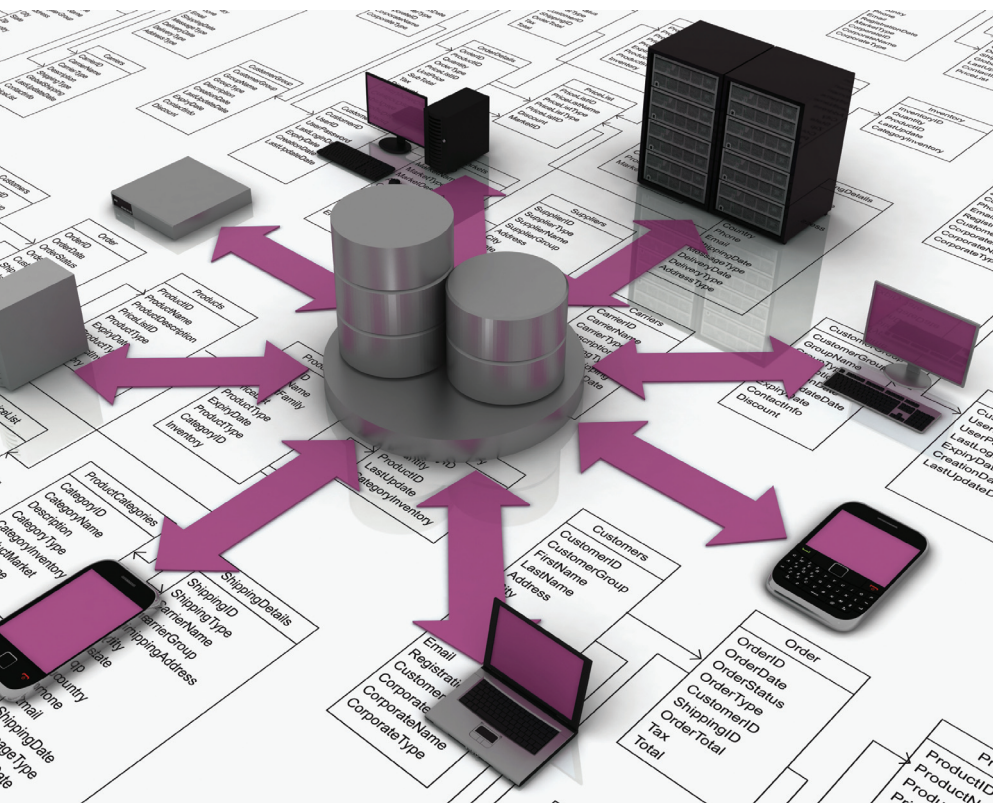
The outsourcing of non business-specific utility infrastructure has been the norm for decades and is now also an accelerating trend within IT. In recent years this trend has gained a high profile by the leveraging of virtualization, instant provisioning, and inexpensive communications in cloud based IT infrastructure offerings. But when considering the outsourcing of Datacenter infrastructure there are many options to be considered. One size certainly does not fit all, especially when considering advanced infrastructure availability services that must be an integral part of a complete outsourcing package.

Challenges

- Long lead times for approving, purchasing and deploying new IT infrastructure
- Yearly planning cycles for appropriate CapEx and OpEx
- Optimizing TCO for fundamental IT infrastructure
- Exploiting the commoditization of IT infrastructure components
- Building and retaining a skilled IT staff capable of maintaining all aspects of the IT infrastructure around the clock
- Justifying expenditure on the bricks and mortar needed for IT business continuity facilities

S&T has the solution!

S&T offers a wide range of outsourced Datacenter Infrastructure Services customized to individual client requirements. The emphasis is on flexible provisioning of highly available IT infrastructure to provide the fundamental building blocks for the client's critical IT services.



The S&T solution in detail

S&T's Datacenter Shared Infrastructure as a Service is comprised of two complementary solutions, Cloud based and Traditional Datacenter solutions.

Cloud based Datacenter services are appropriate where commodity servers accessed via highly available Internet based communications fulfill client requirements.

Traditional Datacenter services are more suitable for customized, high performance solutions where Internet based communications do not provide sufficient speed and quality of service or where legislation or business requirements require data to be stored within defined geographical regions.

S&T offers a range of cloud based and traditional Datacenter services, including infrastructure hosting, infrastructure outsourcing, IaaS, PaaS, managed infrastructure, and BC/DR outsourcing.

Datacenter outsourcing phases

1. Analysis of the client IT infrastructure, identification of components and IT services suitable for outsourcing.
2. Basic Business Impact Analysis (BIA) on business processes to determine the SLA availability levels appropriate for the outsourced IT infrastructure
3. Definition of the client's desired SLA levels
4. Design of the outsourced IT infrastructure (including S&T's standard Monitoring, Alerting and Reporting outsourcing service)
5. Definition of the required infrastructure related managed services
6. Negotiation of SLA contract
7. Migration services to transfer functionality and IT services to the new outsourced infrastructure.

Experience – a crucial factor in the provisioning of outsourcing services

S&T is an established outsourcing provider with many years of experience with SLA based service provisioning and management. Customized Datacenter infrastructure outsourcing combined with S&T's availability and managed services provide the client with the fundamental IT infrastructure and pro-active infrastructure services needed to provide business critical IT services.

Business benefits

1. Pay per use principle
2. Complete cost transparency
3. Flexibility
4. Guaranteed service levels
5. Support and operations in the local language
6. Datacenter facilities monitored and run by infrastructure specialists
7. No need to train internal IT staff for new technologies
8. Reduced on-call duties for staff
9. Data located outside company but within defined geographical regions
10. ITIL based support structure, ISO 27001 certification

CUSTOMER'S STATEMENT

"S&T has proven to be exceptionally professional, both as an IT integrator and as a service provider and also by their ability to understand the dynamics of IT projects; projects that demand adaptability, responsiveness, and the ability to understand the nature of business processes.

The S&T solution allows us to quickly adapt to new technical and end-user requirements. By choosing an outsourced solution we have a clear path ahead with great potential for upgrading and expanding the solution."

Barbara Matelič, Branch Manager of Zveza Bank, and **Ivo Pilič**, Head of Informatics at Zveza Bank:



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