

Infrastructure Center of Excellence (iCOE)

by

MBI Solutions, LLC



Executive Summary

Modernize your IT Infrastructure, Scale your business, Secure & Reduce Cost. Indeed, this is possible due to Infrastructure Center of Excellence (iCOE) by MBI Solutions, LLC.

MBI will extend and manage a wide variety of support services to include Web Apps & Platforms, Middleware, and Databases. We provide modernized solutions by utilizing latest & greatest technologies with dedicated resources providing savings via onshore & offshore Data Center Operations. Our consultants work within client's advisory framework. We provide services to support forthcoming maintenance, patches, releases, upgrades, performance tuning, and functional processing enhancements. DBA Services support Networking and Applications Services Teams with expert technical and functional knowledge of applications, databases and servers using public/private; Cloud/Hybrid Linux/Windows Operating Systems.





Application Infrastructure Support by MBI

The size and complexity of the infrastructure required to support critical applications has grown dramatically, creating unique challenges for IT organizations tasked with managing and supporting this environment. MBI Consultants have expertise and in depth knowledge in both functional & technical support of the Application Infrastructure Layer and ancillary integrations. This covers all key components of the layer including but not limited to:

OS Administration	Database Administration	Web & Application Server Administration
<ul style="list-style-type: none"> ➤ Windows ➤ Unix (AIX, HP-UX, Solaris) ➤ Linux (Red Hat, SUSE) ➤ CICS ➤ Cloud – AWS, Azure 	<ul style="list-style-type: none"> ➤ Oracle ➤ Oracle RAC ➤ Microsoft SQL Server (Azure) ➤ Sybase ASE & IQ ➤ IBM DB2 z/OS & LUW ➤ MySQL ➤ Netezza 	<ul style="list-style-type: none"> ➤ IBM WebSphere & Portal ➤ Microsoft IIS ➤ Red Hat JBOSS ➤ Apache Tomcat ➤ Oracle WebLogic ➤ IBM DataPower, IIB, APIC
Monitoring & Metric Collection Administration	Replication & Messaging Administration	Big Data/Business Intelligence
<ul style="list-style-type: none"> ➤ Aurea CX Monitor ➤ BMC ➤ Tivoli ➤ TeamQuest ➤ Splunk 	<ul style="list-style-type: none"> ➤ Aurea CX Messenger ➤ Aurea CX Process ➤ Sybase Replication ➤ Oracle Replication ➤ SQL Server Replication ➤ DB/2 Replication ➤ IBM & MS MQ Series 	<ul style="list-style-type: none"> ➤ OBIEE ➤ Pentaho ➤ Informatica ➤ Microsoft SSIS ➤ Cloudera ➤ Hortonworks ➤ Netezza ➤ Hadoop

Our skilled teams have experience handling activities like Request Processing, Scheduled Task Support, Alert Response, Monitoring and Escalation, Incident Resolution and Software Management in delivering services to a variety of IT organizations. We provide multiples levels of support:

- ⇒ **Operational Support** – Restarting components, routine admin tasks, code deployment support, service restoration
- ⇒ **Engineering Support** – Administration and configuration, troubleshooting and problem resolution, scripting and automation, migrations
- ⇒ **Infrastructure Support** – Patching, monitoring, validation, migrations
- ⇒ **Management Support** – Process improvement and streamlining, project management, metrics and reporting, issue resolution using flexible approaches like: Tired Support, Dedicated or Shared Resource, Available as a Service



Our Core Competencies Includes:

- 1 Technical Support
- 2 Installations, integrations and configurations
- 3 Testing and monitoring of both Production and Test Environments
- 4 Monitor and update solutions quarterly

As Client, you have may pick any combination of MBI Services, utilizing our tiered & flex staffing models. We are committed to meet your ASKs.



Patch Management Support

In recent years keeping up with the latest patches has become one of the most important tasks facing IT organizations. MBI provides patch management for a variety of platforms and technologies across the enterprise technology infrastructure. From major operating system patching to vendor software updates we can help keep your organization up-to-date and compliant.

- ⇒ Security Patches – Applying regular updates to operating systems and other software to ensure compliance
- ⇒ Software upgrades – Handling major and minor revision upgrades
- ⇒ Process Management – Streamlining the patch processes, establishing repeatable processes, and implementing best practices
- ⇒ Reporting – Aggregating data and producing meaningful reports

Our Competencies Includes

- ⇒ We can handle individual components or the entire IT stack
- ⇒ We use a tiered model that leverages our subject matter experts
- ⇒ We can integrate with your existing team or manage the support independently as a service
- ⇒ Periodic System Restarts and Troubleshooting

Using a tiered & flex model that leverages our subject matter experts, we can handle patching of individual components as well as the entire IT stack. We can integrate with your existing team or manage the support independently as a service.



Why MBI for iCOE?

MBI Infra COE caters to 4 Domains to get focused and customized solutions i.e.

- ⇒ **Productivity** – let us take on the repetitive work and free up your team to focus on more critical tasks
- ⇒ **Coverage** – During the day, let your team focus on business impacting activities. During the off hours, let our team keep things rolling (and let your team get some sleep!). We shall be available for weekend work or off-hour maintenance including 24x7 on call support, advanced scheduled support on weekends, holidays and in emergencies
- ⇒ **Responsiveness** - Ability to respond to ad-hoc and project related inquiries or issues in 4 hours or less.
- ⇒ **Stability** – let us maintain your infrastructure to keep it up to date and ensure compliance
- ⇒ **Hybrid** – Cloud is the future but Hybrid Cloud Architecture is both Secure and Sure way of future
- ⇒ **Capability** – We have experience & deep ability to provide Remote DBA and application support services (patches, upgrades, installs, refresh, maintenance and provisioning, etc.)

Infra - Help Desk & End User Computing (24X7)

Infra - Data Center Capacity Planning & DC Operations (24X7)

Infra - Cloud Migration & Hosting (Private - Public - Hybrid)

Infra - Security & Compliance (GRC - SOC)



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