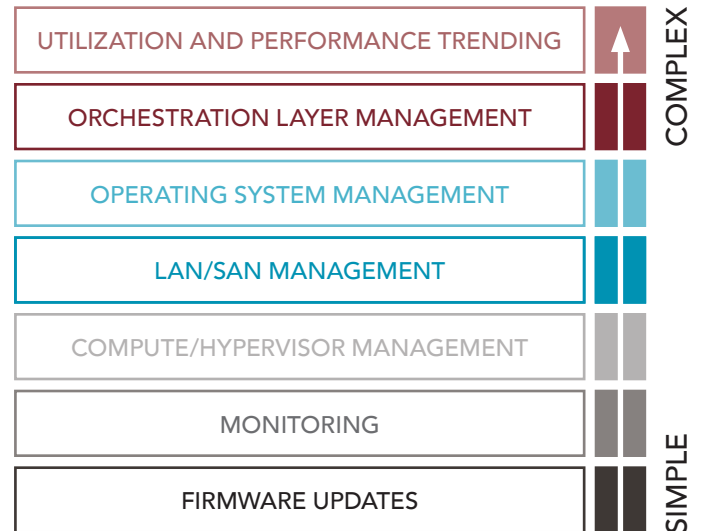# ViON's Managed Services Solutions

Streamline Management of Your IT Infrastructure

ViON®'s Managed Services removes the burden of managing your IT infrastructure – whether it is simply managing the physical hardware or implementing complex virtualized systems. ViON assumes the responsibility of infrastructure management to:

- Save time and money
- Provide focused expertise on premises via remote service
- Optimize operations and gain efficiencies
- Deliver customized Service Level Agreements (SLAs)
- Provide 24x7 availability
- Ensure current technology
- Mitigate escalating workforce costs
- Securely support diverse customer environments

UTILIZATION AND PERFORMANCE TRENDING

ORCHESTRATION LAYER MANAGEMENT

OPERATING SYSTEM MANAGEMENT

LAN/SAN MANAGEMENT

COMPUTE/HYPERVISOR MANAGEMENT

MONITORING

FIRMWARE UPDATES

COMPLEX

SIMPLE

MANAGED SERVICES USE CASE #1
Storage Infrastructure at a Large Federal Agency

Business Problem

This federal civilian agency had multiple challenges that cost time and money:

- Lengthy acquisition process
- Overprovisioning of storage
- Vendor lock-in
- Unnecessary and costly outages & downtime

- Inability to monitor and track storage utilization and management
- Unnecessary expenses and higher cost of operations

Solution: Managed Services, Storage

ViON enabled an Infrastructure as-a-Service environment by providing up-front investment in equipment and technology, mitigating the financial risk to the agency. In this fully managed service environment, ViON personnel were directly responsible for the provisioning, management and reporting infrastructure. Our team of more than 20 onsite personnel eliminated unplanned and planned outages, successfully migrated petabytes of data and saved the customer time and money. ViON's vendor-agnostic approach to the contract provided a technical solution that complied with the stringent Service Level Agreements (SLAs) demanded by the agency.

Customer Benefits

ViON's on-premises Managed Services freed the agency from the burden of day-to-day storage management and allowed its IT team to focus on the needs of its end-users and mission demands. With this service, the customer was able to:

- Reduce storage footprint by more than 70%
- Decrease delivery times by more than 75%
- Save millions of dollars through efficiency improvements and right-scaling the infrastructure

MANAGED SERVICES USE CASE #2
Data Analytics at a Large Investment Bank

Business Problem

A large investment bank required transition support to offload their structured data from a traditional data warehouse to a Hortonworks Distributed File System (HDFS) and create an online archive. Their goal was to control the size of their data warehouse while still being able to query historical data.

Solution: Remote Managed Services, Data Analytics

Our team of experts are knowledgeable in executing day-to-day management responsibility to improve data analytics, workload assignment and the deployment of Hadoop tool sets. When IBM BigInsights was termed end-of-life and a migration path was not fully defined, as a Hortonworks Managed Service Provider (MSP), ViON took the lead in testing and validating the Hortonworks Data Platform in our internal product management labs to provide a seamless and successful migration path for our customer. The customer wanted to incorporate ViON's fully remote Managed Services within this contract, freeing their resources from the burden of day-to-day operating system and software management. The customer's ability to transfer IT requirements to a remote Managed Services team allowed them to focus on developing their big data workflows and analytics, helping them make faster, more informed decisions.

Customer Benefits

By leveraging ViON's remote Managed Services, the customer was able to:
- Focus resources on the more strategic endeavor of customer data analytics
- Gain access to data at any Hadoop distribution
- Consistently exceed Customer Service Level Agreements

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