



Managed Services

Our Guide to Digital Transformation



recarta

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What We Do

Capabilities & Services

Before we delve into our capabilities and services, here's a quick overview of who we are. We specialize in designing, deploying, hosting, and managing enterprise server and storage environments for business-critical applications and workloads. Recarta is one of the UK's leading IT consultancy and advisory services, and our clients rely on us to keep their systems operational, secure, resilient, and compliant.

We primarily focus on the banking, insurance, manufacturing, distribution, and retail sectors, with offices located in Dorking, Bristol, Guernsey, London and Manchester.

Since 2005, Recarta has established an enviable reputation that has fostered successful relationships deep within vendors such as IBM, Lenovo, PURE, and HPE. We believe that a successful consulting company can grow while maintaining close relationships with its major clients. Our expansion in the managed and professional services sector is based on our efficient client management, technical expertise and trust.

Recarta currently manages over 800 contracts, which includes over 40 vendors. With access to our in-depth knowledge, the team can ensure that your infrastructure and software platforms are supported to meet the requirements of your business at a very competitive cost.

Ultimately, we take the time to understand your business objectives and constraints before making any recommendations. It's one of the reasons why leading organizations choose to work with us, and we hope you do too.

Capabilities & Services

IBM Power Systems

- PowerVM
- PowerHA
- PowerVC
- IBM i O/S
- IBM AIX O/S
- IBM VIOS
- RHEL O/S

IBM Z Series

- IBM Z O/S
- LinuxONE

IBM Storage

- Storwize
- FlashSystem
- Tape
- M81 Flash for i

IBM Software

- Tivoli
- Spectrum Protect
- WebSphere

Storage

- NetApp
- Pure Storage
- HPE
- Dell/EMC

IBMi Application Modernisation

Networking

- Cisco - Switching, Firewalls, Wireless
- Meraki
- Paldata

Virtualisation

- VMware
- Hyper-V
- IBM PowerVM

x86 Compute

- Lenovo
- HPE
- Dell/EMC

Cloud Hosting

- IBM Cloud PowerVs
- Amazon Web Services (AWS)
- Microsoft Azure
- Skytap

Services

- IT Management/Strategy
- Project Management
- Co-ordination
- Cloud Billing/Subscription management
- Architecture Design (HD and Cloud)

Caas (Compliance as a Service)

- Software Licensing Compliance
- ILMT/BigFix (On Premise or Hosting)
- Hardware Audits

Managed Services

- Production and DR hosting
- Replication and DRaaS
- Remote monitoring
- DC Migrations
- DC Colocation

Linux

- RedHat Linux
- LinuxOne

Desktop

- Imaging
- Logistics
- Rollout
- Citrix

Security

- Security Audits
- Penetration Testing
- Symantec
- Microsoft

Microsoft

- Hyper-V
- Windows
- SQL DB
- Exchange
- Office 365
- Azure Active Directory

High Availability

- Mimix
- Maxava
- Quick EED
- Flash Copy/Storage

Virtual Tape Solutions

- EMC DataDomain
- FalconStor
 - StorSafe
 - VTL
 - Commvault

Backup Software

- IBMi backup, Recovery and Media Services (BRMS)
- IBM Security Key Lifecycle Manager
- IBM Spectrum Protect
- Veeam

Cyber Security Designed Around You

Importance of a Security Operation Centre (SOC)

- Identify and prioritise your security needs
- Centralised visibility of attacks
- Continuous network monitoring
- Cloud services monitoring (O365)
- Reduction of Cybersecurity costs
- Optimise your existing security solutions
- A view of risk to the business
- Compliance driver

Security Monitoring

As an extension of your security team, our experts will setup and monitor your Azure Sentinel environment, which would consist of Microsoft 365, Azure AD and other critical sources. Our analysts look for suspicious activity and indicators of compromise.

Microsoft 365

Microsoft 365 is one of the world's most widely used communications and collaborations platforms. Users of Microsoft 365 are routinely targeted by cyber criminals with over 80% of successful attacks coming via Email.



Security Reporting

Our security analysts check your system and provide you with a report every week, to give you greater visibility across your environment. We'll also provide a monthly improvement plan for your Secure Score.

Scalable Service

This service is designed as an entry level, first step into Security Monitoring. You can increase the scope and service level as your needs grow. We help you bridge the gap between ad-hoc checking by an overworked IT team – where issues can often get overlooked, and full time dedicated Security Monitoring





Challenges of A Security Operation Centre (SOC)

- Large up-front costs for security tools
- Long timescales for setup and configuration
- Long term commitment (1 – 3 Years)
- Lack of resource and skills internally
- Outsourcing risks (Long commitment/lack of value)
- One size fits all (Never meets the needs)
- Normally a big bang approach
- No dedicated IT security team
- Cancellation of contract means they must start again
- Expensive and complex billing (Unpredictable)

Light Touch SOC For Microsoft

- Workshop to understand the business requirements
- Phased Approach
- Little upfront costs for security tools
- Microsoft Azure Sentinel setup (Theirs forever)
- Including Microsoft O365
- Predictable billing based on effort
- Scalable and shrinkable
- Weekly summarised reporting
- Security posture scoring with recommendations
- Monthly service review
- No long-term commitments
- Dedicated security analysts
- Transferable to other outsourced providers
- Little risk in terms of commitment

Light Touch SOC

A proactive light touch approach to threat detection with continuous security improvement.

- Improve threat detection and response
- Dedicated time from Security Experts
- Ease the pressure on in-house teams
- Weekly Security Monitoring with report
- Monthly Security Improvement report
- No long term commitment, based on a subscription model



Infrastructure as a Service (IaaS)

Shifting from traditional, on-premise-managed environments to the Recarta Enterprise Cloud can provide you with more horsepower, flexibility, scalability and redundancy – all at a reasonable operating rate instead of unpredictable capital expenses.

Since 2008 Recarta's Infrastructure as a Service (IaaS) has been providing the hosting of multiple operating systems (IBMi, AIX, Linux and Windows), storage solutions and application instances. Along with a wealth of complementary service offerings, we are the ideal Cloud partner for resilient, scalable and secure hosting solutions.

Cost effective consumption of Servers and Storage

Recarta's chosen locations are Tier 3 certified, ISO 27001 compliant, providing confidence in its automated, built in redundancy designs and processes. Multiple datacentre sites provide flexibility around your chosen geographical needs and ability to replicate to a second location using enterprise leading software including PowerHA, M81, Mimix and Veeam.

Recarta's Infrastructure as a Service (IaaS) can be deployed as a private, hybrid or public cloud environment. The technology is based on enterprise class infrastructure including IBM Power (AIX & IBMi), HPE and Lenovo servers along with IBM storage and Cisco networking technologies. Back up strategies include tape and disk solutions along with air gapped solutions for cyber resiliency. All services are deployed within a resilient, scalable design.

Our infrastructure provides a scalable solution for clients looking to move from a CAPEX to OPEX model, where on demand services are available to allow for limitless flexibility and cost savings.

Services are provided within a highly secure, multi tenanted infrastructure. Leading industry

standards are used around provisioned virtualized environments. This includes secure hypervisors, complete data centre network segmentation. Along with multiple remote connectivity options around Point-to-Point networks or secure IPsec VPN solutions.

Our 24/7 Service Desk provides continuous monitoring of the Recarta infrastructure to provide peace of mind. These services can also be deployed around a simply ad hoc engagement to encompass a large range of tailorable service offerings to provide proactive monitoring of your services.



DataCentre

Tier 3 certified, fully redundant, multiple sites, multiple POPS, ISO 27001 compliant

Scalability

Legacy and current IBM (AIX & IBMi), Linux & x86 (HPE, Lenovo), CAPEX to OPEX, flexibility and cost savings.

Security

Leading industry standards, secure hypervisors, DCnetwork segmentation, secure connectivity.

Services

24/7 Service Desk, proactive monitoring, bespoke & flexible support, full DC migration and project management.

Hosting from a Tier 3 Datacentre

Recarta works with several Tier 3 Datacentres – giving us the flexibility to choose the right one for your location and requirement. These Datacentres have everything you would expect from a Tier 3 environment and we choose our hosting partners based on their security and resilience.



Remote System Monitoring

Ensure your systems are always running with efficiency



High Availability using a second data centre

Our tier 3 datacentre approach ensures high availability for business critical applications and data.



Remote back-up & Disaster Recovery

Ensure your business critical applications and data can be restored.



Full firmware & patch management

Up to date patch management to ensure the latest security and performance updates.

Back-up as a Service (BUaaS)

Get your data backed up properly with multiple copies in multiple locations with all the necessary encryption and SLA requirements.

BUaaS can provide peace of mind for businesses who rely on their data for daily operations. In case of a disaster, BUaaS can provide a fast and reliable way to restore your data, minimizing downtime and ensuring that your business can continue to operate as usual.

Key Benefits of BUaaS

Recarta is well versed in the importance of adopting best practices when it comes to backup policies, procedures, and infrastructure. Our BUaaS solution allows a foundation of safety to your secure cloud environment, allowing your organisation to access and recover data from anywhere, at any given time. This means that you won't have to worry about losing important data in the event of a system failure, data corruption, or other unforeseen events.

With the elimination of physical storage devices such as hard drives, our BUaaS can save money on hardware and maintenance costs, while also reducing the risk of losing data due to device failure.

Our Backup as a Service is peace of mind for businesses of all sizes – knowing that important data is backed up, securely and safely to Recarta's Enterprise Cloud. We will help you can start protecting your business-critical data in three easy steps.



"Our Enterprise Virtual Tape Library encryption ensures uncompromised security. It also eliminates the need for you to manage your own tape-based back up and storage costs"



On-premise backup device: Recarta will provide you with an on-premise backup device which can back up a wide range of workloads IBMi, AIX, Linux and Windows.

Secure Connection: Recarta establishes a secure connection to our Enterprise Cloud for off-site data replication.

24/7 Monitoring: We monitor and manage the replication to ensure your data is available locally and off-site.

Features of our Back-Up Service



Deduplication & Compression



Frequency of Back-Ups



Flexible & Scalable



Data Retention

High Availability as a Service (HAaaS)

With Recartas HAaaS solutions there is no need to justify the cost of the additional datacentre, infrastructure and the additional care that a High Availability solution requires.

Real time replication between servers and sites using our Enterprise replication, monitoring tools and our 24 x 7 Service team, means that you can always have the utmost confidence on the availability of your mission critical data and systems.

How does HAaaS effect your organisation?

Our HAaaS solutions are available on multiple platforms including IBM Power (IBMi & AIX), Linux and x86, providing you the ability to protect all systems and data under a single solution and service agreement. It is worth noting that HAaaS is a crucial and valuable investment if your business is heavily reliant on mission-critical applications or services that undoubtedly cannot afford downtime.

A thorough assessment from our specialist enables us to confirm whether or not your business would benefit from an added layer of redundancy and resiliency that can minimize interruption, this would ensure that your business can continue to operate at maximum efficiency regardless of the unexpected event of failure.

"Many businesses have become totally reliant on their applications and the running of their servers, so downtime must be kept to a minimum."



DataCentre: Tier 3 certified, fully secure, fully redundant, multiple sites, multiple POps, ISO 27001 compliant.



Scalability: Legacy and current IBM (AIX & IBMi), Linux & x86 workloads, CAPEX to OPEX, flexible and cost saving.

Disaster Recovery as a Service (DRaaS)

Even the slightest interruptions to your business can have serious cost implications and damage your reputation.

For many organisations, thinking of a High Availability Solution raises many questions and concerns around capital costs, security of data and the need for a second centre. Recarta can provide customised Disaster Recovery plans and support services to meet your specific business needs.

What Can We Offer?

Recarta takes an environment specific, customer focussed approach to all business continuity. Recarta can provide DRaaS across a multitude of environments including IBMi, AIX, Linux and Windows from UK based Tier 3 Datacentres. Using some of the industries leading hardware and/or software, Recarta will replicate your on-premise data and environment to Recartas hosted and secure Cloud Back up Service. In the event of an invocation, Recarta will restore you onto a mirrored environment within the Recarta Enterprise Cloud.

The solution is completely scalable and our solutions have the flexibility of providing DRaaS for your systems whether on-premise or hosted in another datacentre. All options are hosted in UK Tier 3 datacentres which are highly secure and operate to ISO27001 standards. All our contracts include a minimum of one Disaster Recovery test per year, ensuring we all have this process documented along with any yearly changes and ensuring you have utmost confidence in your Disaster Recovery plan with Recarta.

Implementing a proper data recovery strategy can take time and resources that makes it difficult for some businesses to implement in-house. Big or small, Recarta will ensure that your data can be properly recovered in the event of a disaster.



Security: Leading industry standards, secure hypervisors, DC network segmentation, secure connectivity.



Services: 24/7 ServiceDesk, pro-active monitoring, skilled technical consultants for design and planning.

"Recarta can insure your business against IT disasters by providing one of our shared or dedicated environments for back-up or real-time replication."



Remote Monitoring & Management

Are you looking to outsource the monitoring and management of your business critical applications and storage systems?

Recarta's remote monitoring and management services will give you total piece of mind and assurance.

Our business is built around working closely with our clients running business critical applications on IBM or Windows servers. We are finding that many have reached the stage where they want to outsource some or all day-to-day management activities such as regular system checks. This can also be deployed short term to cover shifts or holiday cover.

Recarta's technical consultants can monitor 24/7 pro-actively with the use of monitoring tools, to ensure that your critical environments are stable, and that there are no surprises in store. Our large team of technical specialists will be available to you from basic operating system and server support to complex High Availability, Storage and Middle-Ware analysis.



Proactive Monitoring: Complete monitoring across hardware and OS



Total Monitoring: Unify complete DR, HA, OS and hardware monitoring

"Recarta give us total assurance over business critical IT environments."

- Agree elements to measure
- Remotely load monitoring service
- Alerts to Recarta and client service desk
- 24/7 service
- 1st, 2nd and 3rd line support of your choice

Complete remote monitoring & management

Service reporting and management can be tailored to suit your requirements with many system indicators and management reports available.



Back Up Alerts: Complete back up reporting across all applications & data sets



Application Monitoring: Free application alerts to your service desk

Regular System Checking

As part of our "Take-on" Recarta will remotely access your system to ensure that good practice has been adopted in the systems and operating system set-up. Recommendations will be made in a short report – with any urgent fixes being highlighted prior to the service beginning.

Once the routines are in place, we will ensure that our monitoring software is installed to ensure that your systems are being monitored 24 x 7 for peace of mind along with regular physical checks. We can monitor servers, storage, the operating system and backups. Our monitoring tools also offer the capability of monitoring many different applications – and these application alerts can be forwarded to your IT Team or Service Desk of your choice.



Recarta Token Support - Flexible IT Resource

Recarta has a team of technical consultants with a wealth of expert skills providing a wide range of services from proactive Monitoring/ Management to hosting, and from fully outsourced operations to adhoc Token Support.

1. Pay for what you need
2. Flexible specialist support
3. Predictable support costs

By pre-purchasing Token Support Tokens, you can utilise Recarta's technical resources for general day-to-day support of your servers, operating systems, storage, back-ups or selected middleware. In addition, Recarta's team of consultants can assist with the planning and more hands-on elements to supporting your infrastructure – such as monitoring, OS upgrades, audits, patch fixing or system health checks.

Our clients find that our experience around x86, IBM Power Servers, VMware, Veeam and storage extends your internal IT resource at a time of need, giving you a truly flexible on-demand service. We will dovetail into your existing skills and resources, providing our technical expertise when required.

Designed with flexibility in mind, you can convert any unused support days into valuable technical consultancy time – enhancing the technical skills within your business. Our flexible Recarta Token Support provides you with the assurance that additional support is on-hand and that your IT services will continue to meet the changing and specialist demands of your business.

Recarta Token Support primarily covers:

IBM Power Servers – (IBMi & AIX), x86, IBM, Lenovo, HPE & Pure Storage

Operating Systems – IBM AIX, IBMi, RHEL, IBM VIOS & Windows Server OS

HA and DR – Mimix for IBMi & AIX, iTera, Maxava, PowerHA, BRMS, SKLM, Veeam, EMC VTL

It can be used for operational support or proactive services such as:

- Manual Remote System Monitoring
- Health Checks and Optimisation
- Backups, DR and HA Monitoring
- Data Migrations
- Hardware and software Installations
- OS and Patch Upgrades
- Performance Testing
- Design Review and Planning
- Security Checks
- Penetration Testing
- Project Management

Contact your client manager or give us a call if you would like to find out more about our Token Support Services.





Thank you for considering Recarta.

If you have any questions at all or just want to chat through a few things, don't hesitate to get in touch.

Speak soon.

The Recarta team



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AIX

IBM
Gold Partner

Linux 