

Achieve your operational excellence

Guaranteeing service quality, customer satisfaction and respect of your SLAs

Today, in the context of digital business transformation, everything points towards the need for IT Departments to implement best practices, to ensure that IT service levels are always met and continually adapt to the needs of businesses.

To achieve this, Service Assurance offers end-to-end monitoring with capacity planning, DCIM and high availability services for mission-critical IT and facilities. Its role? To help IT Departments to guarantee the availability and performance of their infrastructures and facilities.

These guarantees - Service Assurance will ensure real-time total visibility of all elements of the infrastructure, applications, and utilities encourage greater integration of service processes and provide all the necessary expertise to help IT Departments achieve the service quality levels that the business expects.

Service Assurance offering consists of a portfolio of value-added services. All those services are delivered remotely and in SaaS mode.

Wherever you are

Service Assurance delivers remote monitoring services, including high availability and unified monitoring. Fully industrialized and secure, it offers round the clock services. Our Service Assurance Control Tower supervises the environment for maintenance and monitoring purposes only, more than 500 customers in Europe, Americas, Africa and Middle East.

Ensure Performance

As your infrastructures evolve, are you struggling to maintain clear visibility to guarantee their performance?

While technologies such as cloud and virtualization are more convenient and flexible, they also increase complexity, so operational indicators are often limited to raw technical data, isolated into silos. With Atos monitoring services, you get an integrated view of the performance of all layers of the physical, virtual and Cloud infrastructures: from data on to energy, IT and non-IT components right through the intermediate layers up to applications. You can also monitor the health of your IT in real time, Service Assurance will provide alerts, dashboards and custom reports reflecting service performance, all accessible by you via a secure portal. In addition, you have to continuously optimize SLAs. A dedicated expert helps to speed up troubleshooting, correlates data and analyzes trends in order to identify mechanisms for improving service levels.

Control operational costs

24/7 Service Assurance 'as a Service' is paid for on a subscription basis, avoiding all the costs involved in buying off-the-shelf monitoring tools, maintaining & upgrading your software solution.

Strengthen your role as a service provider

With Atos End-to-End monitoring, HA, DCIM and Capacity Planning services, you have access to dashboards to optimize your IT infrastructure alignment with your business needs and service levels.

Control your resources to match present

IT Department, becoming a true service provider, has to anticipate its needs in terms of IT resources to guarantee that it meets its SLAs. With Atos Service Assurance unified monitoring services, your capacity management can be much more precise, because you're relying on advanced production indicators, threshold setting and historical data. That enables you to link global, business-oriented performance and the performance of technical components in regard of your future or current needs. Through comprehensive status updates, you can identify overcapacity by comparing performance levels to business needs and balance your assets.

Implement best practice in Data Center

Atos Service Assurance actively helps its customers implement DCIM solutions including resource mapping, measuring real-time Data Center utilization rates and assessing the impact of a project on the available resources. Unified monitoring including IT and non-IT infrastructure is made available.

High-availability services and proactive maintenance

Atos Service Assurance guarantees the highest personalized levels of availability taking into account your production constraints. You can opt for a guaranteed repair time of less than four hours, and also

You can mix and match the different levels and the different offers in regard of how critical your IT, your applications and your facilities are.

to a minimum annual availability guarantees of 99.90% or 99.99% for highly critical activities. You can rely both on service processes and industrial resources, as well as on support teams of the very highest level. You optimize daily performance and system availability through on-going analysis of system behavior combined with 24x7 support services and proactive maintenance.

Get only the valuable information

Our Service Assurance Control Tower (SACT) system is recording, tracking and reporting events and incidents in order to notify automatically, accordingly to the procedures agreed with our customers. As a result, you will get only the relevant and valuable information. As an example, 10 events generating before 10 tickets will translate into only one ticket according to the alarm root cause. This way, you gain time and efficiency, the focus is put to implement the appropriate proactive remedial actions. Whether you have single or multiple worksites or locations, information relating to your infrastructure incidents will be consolidate all in one place.

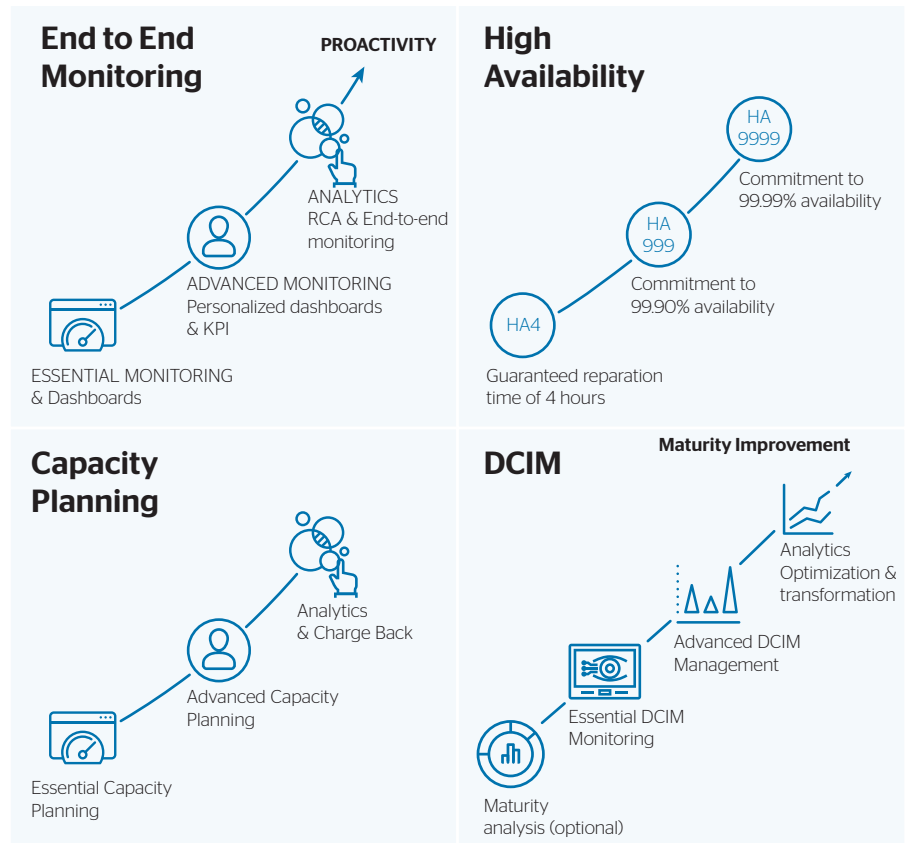
Prevent instead of cure

This is the essence of the Service Assurance services. Analyzing events and trends can indicate that a component, a part of the infrastructure or the utilities is going to fail. Repairing or replacing it before it fails, analyzing the capacity and the possibility to better balance the load are some examples of what Service Assurance can bring.

Service Assurance prevents operations problems (response time, operational failure) which translates often in loss of customers, loss of revenues and security issues.

A pool of experts at hand

They are involved throughout the lifecycle of various IT and non-IT infrastructure from the definition of KPIs and indicators right through to recommendations on how



best to evolve with a constant focus on simplification and managing complexity. You benefit from an exclusive point of contact to ensure effective governance of the contract, to manage the project and to ensure that all commitments are met to provide high value, preventive and proactive business and technical advice. Depending on the levels of service subscribed, it can be a Single Point Of Contact (SPOC), a Technical Account Manager (TAM) or also a Business Account Manager (BAM).

Tangible and intangible ROI

Our customers states that their first benefits were the structuration and streamlining of their operations processes. In addition, our competitive 'as a service' prices are designed

purely OPEX. Finally, these services provided from our Service Assurance Center, are issued 24/7 by experienced experts and with a high level of specialization. This enables you to shift your current on-site human resources towards businesses of higher value added and services, and thus, optimize your local costs. Your risk is reduced through rapid alerts and prioritization based on the possible impact for the company and the SLAs. Maintenance and updates of the monitoring solution are managed externally by Service Assurance avoiding you long and sometimes painful lab tests.

For more information: atos.net/technology-transformation-services

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