Building a Resilient IT Infrastructure with Intertec Managed Services

Industry: Public Sector
Size & Revenue: *900+*

Business Problem

With both their Data Center (DC) and Disaster Recovery (DR) services housed within the data centers, client was grappling with constraints in scalability, space, and power. The hardware employed a traditional Hyper-Converged Infrastructure (HCI) model, lacking automation and encountering performance bottlenecks. The cybersecurity posture was also standard, offering inadequate protection against advanced threats and limited visibility into security incidents.

How Intertec Helped

Intertec provided a holistic approach to client's infrastructure and operations, resulting in a seamlessly integrated and optimized environment with advanced security measures, automated disaster recovery, and a user-friendly ITSM platform. Intertec helped the client:

• Establish a Tier-III certified data center

• Leverage ISP-owned facility for guaranteed bandwidth availability

• Implement hyper-converged infrastructure for virtualized, scalable resources

• Automate Disaster Recovery with SRM, Ansible, and native replications

• Deploy advanced security solutions for endpoint, network, and virtualized environment

• Enhance IT Service Management (ITSM) with automation for efficiency

• Adopt ITIL v4 framework for compliance

• Introduce Smart IT portal and BMC advanced end-user portal with enhanced UI

Business Outcomes Delivered

Intertec's solution significantly elevated the overall efficiency and productivity of client's IT landscape, helping them achieve:

• Successfully supported in ensuring on time 'Go Live' with UAE VAT Application & enhancement

• Reduced Cost of IT Operation by 10%

• Implemented IT Service Delivery framework using documented ITIL based processes and procedures

• Introduced planned Restoration , Resiliency and DR tests to improve infrastructure availability to 99.9%