



integrated intelligence

technical operations

Many companies rely on outsourcing to deliver flexible, cost effective IT solutions for their Technical Operations. The ability to focus on core business activities and the achievement of business targets to reduce operational costs and provide better services through rationalisation, consolidation, virtualisation and standardisation initiatives has put pressure on limited resources.

Businesses looking at upgrading, extending or even building new Data Centres have to think about how they are going to deliver their existing services as well as provide staff with the right skills to meet the ever changing needs of the business, possibly in a new location entirely.

Ari's Data Centre Management Services developed to meet the demanding requirements of today's Data Centre environments. We have a broad portfolio of services, covering all aspects of Data Centre Management from Intelligent Hands and Eyes, Media Management to Policy Procedural Audits and will tailor our solutions to meet our clients needs.

Working to stringent Service Level Agreements, usually under a comprehensive Scope of Works (SOW), at Ari we deliver efficient and flexible services to our clients in key areas (see opposite).

Remote (or onsite) System Management

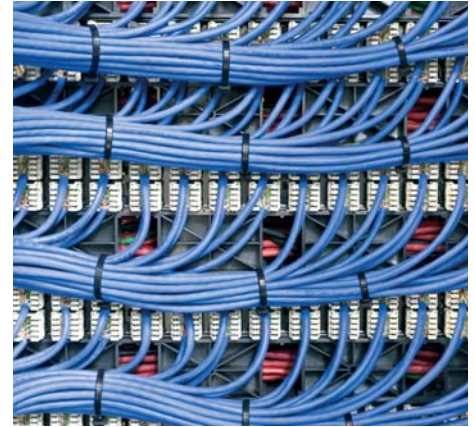
Ari can provide all levels of System Management including, but not limited to:

- > First level support/help desks
- > Creating and implementing back-up strategies
- > Designing and implementing disaster recovery procedures
- > Providing system support to user and development groups
- > Providing support to Operations departments

Monitoring and Back-up Management

Ari can provide highly skilled technical operations personnel to manage your back-up environment. This includes:

- > Incident management, system administration and change management technical support
- > Scheduled back-ups
- > Ad hoc back-ups
- > Full system restores
- > Monitoring batch processes
- > Identifying and resolving failed back-ups
- > Managing off-site storage of back-up tapes



At Ari we deliver a cost effective, quality led portfolio of services covering Data Centre Management, Staffing Services and Project Management.

We have a vision to do more for our customers than just provide staff to deliver hands and eyes services. We believe that the key to success is, in fact, the success of our customers. This approach has led to many years of steady growth and profitability with many satisfied customers.

Technical Operations is just one of Ari's areas of expertise. We can also help you with:

- > Data Centre Management
- > Data Centre Audits
- > Project Management Services
- > Operators on demand
- > Data Centre Shut Down
- > Intelligent Hands and Eyes
- > Media Management
- > Policy and Procedural Audits

Visit our website at www.arilimited.co.uk or call us on **01962 828888** to find out more.