MANAGED SERVICES

Managed Hosting services

We can simply define Managed Hosting as a form of dedicated hosting. The servers and devices are owned by the Internet Service Provider (ISP) or hosting provider and leased by a single client only. Unlike standard Dedicated Hosting, the ISP manages the day-to-day management of hardware, operating systems and standardized applications. Customers retain have root/admin access, but rarely use it. Their access to their managed hosting environment servers is typically limited to managing websites and applications through online tools.

Typically built into Managed Hosting are technical services such as hardware and software setup and configuration, maintenance, hardware replacement, technical support, patching, updating and monitoring. Also available, usually at additional cost, are advanced services like vulnerability scans, DDoS attack mitigation, data backups, load balancing, firewalls, intrusion detection and more.

In today's hyper-competitive global market, enterprises need an agile, flexible, and scalable IT infrastructure to meet rapidly changing business conditions. The problem is that building and maintaining such an infrastructure is time-consuming, costly, and difficult to maintain. That's why for many enterprises, our Managed Services offering is the solution. We provide the IT infrastructure and value-added services you need on a simple, leased basis leaving you free to focus on building your business. You get all the advantages of using a state-of-the-art IT infrastructure without having to build it yourself. You save, time, money and technical resources while enjoying world-class performance, reliability, and security.

Managed Hosting Service

We provide fully managed IT solutions that include hardware, operating system, database, and best-in-class 99.95% uptime and availability through proactive, 24x7x365 management and monitoring from our Global Service Management Centre. Your system is maintained in a dedicated, secure hosting infrastructure located in one of our cutting-edge, global Tier-3 data centers. To ensure that we meet your specific IT and business needs, you choose from a wide range of predefined, dedicated computing resources with customized resources.

Why iPrimitus ?

Reliability and Security
We've built our infrastructure to the highest technical standards, incorporating multiple levels of redundancy to ensure virtually fail-safe performance. We also employ layers of security to protect against hacking and DDoS attacks—and ensure the integrity of our infrastructure and your valuable data assets.

People, Process and technology form the core of any organization. At iPrimitus we also believe the "3i" "I" as an individual, "I" as in the team and "I" as in the organization collectively come together to enable your environments to do what your business needs them to do, keeping your success ahead of us.

Being Available, Ensuring Integrity and Building the Trust, we empower our "3i" to go a step further. As they solve problems they also seek ways to prevent them from reoccurring. Our "Proactiveness and Respond" approach will provide continuous improvement, circumventing problems or reducing the impact, reducing interruption and increasing user productivity.

Colocation Services

What is Colocation?

Colocation refers to the practice of housing your servers and devices in a professional datacenter in order to access economies of scale, advanced infrastructure, greater bandwidth, lower latency, specialist services and systems, constant security and a whole host of additional advantages.

A dedicated environment to gain flexibility and control costs.

Give your enterprise the scalability it requires using a dedicated IT hardware environment featuring colocation services and colocation hosting from Verizon. We can build a customized solution for your business, and then host it in one of our facilities. And, as your business grows, you can easily add more servers, storage, and other IT resources.

Our colocation sites and facilities feature a physically secure, hardened structure to protect your IT equipment, including raised floors and floor loading. We also offer a number of optional services, such as installation, staging, remote hands services, network maintenance, and more. Plus, we provide extensive colocation service options independent of any carrier at several of our facilities.

Colocation Configuration, Installation, and Staging Services

Relieve the burden of internally managing IT resources and systems with our services. Our technicians can handle your colocation projects at any of our data centers. We offer:

- Equipment inspection, handling, and cabling services to verify your equipment arrived undamaged and installed correctly.
- A professional and highly trained staff to consult with you during the colocation process.
- Inventory analysis with digital pictures to verify equipment location.
- A complete burn-in and verification process to confirm systems and equipment are configured and running properly.

iPrimitus colocation services offer:

- High average uptime: Our IBX data centers boast an industry-leading track record of >99.9999%.
- Proven expertise: We can help you configure and support your high-power density deployments.
- The largest worldwide footprint: We provide 11M+ ft2 of data center space .
- More than 1,100+ networks: We have got you covered for interconnection and traffic exchange via direct cross connects, peering and cloud services.

Highlights of Our Colocation Facility

- Immune from natural disaster and power outages.
- Flood protection, redundant generators and other critical electrical and cooling systems.
- Constant physical security and surveillance.
- HD colour camera system, MOD level biometrics, man trap and motion sensors.
- Massive savings in time and money.
- Share the benefits of innovation in sustainable technology.
- Flexible hosting isolation: pod, cage or private rack.
- Lowered environmental impact of server and storage deployments through our green cooling technology.
- 24x7x365 access to our facility for your staff or authorized maintenance agents without prior warning.
- Access to intelligent hands to work for you 24x7x365, including rebooting, reloading and troubleshooting.

Network Operations Centre(iMoN)

A proactive Remote infrastructure Monitoring and Management (PRIMM) service offering from us brings various engagement models that cater to company's growth as well. Be it 24x7 to hourly services we have iMoN services to match your need and provide quality services while cost effective solutions.

On a typical scenario, about 30-50% of efforts are spent on issues that are clerical in nature. If it is a production environment, every shift change brings about 2-3 hours of each shift to perform these activities such as log views, routine health checks, system check, database check etc that are duplicate and routine in nature. So why would you spend thousands of dollars yearly to perform these transactions when you can perform these activities from our Monitoring services and save YoY and invest these into new initiatives or other bonuses your team deserves.

iMoN along with enterprise management tools in industry today and subject matter expertise (SME) from our team can help you diagnose these day-to-day activities and even provide valuable feeds on how to enhance your environments from time to time.

Our teams and tools can monitor and minimize time-consuming issues. With iMoN, It relieves administrators and other technical managers from having to perform mundane tasks, and empowers them with valuable information that play a critical role in troubleshooting applications or IT Infrastructure.

Key features of iMoN

- Monitor and alert due to uptimes/downtimes or slow servers.
- Monitor system health of various hardware devices.
- Monitor and account bandwidth and network device usage.
- Monitor applications.
- Monitor virtual servers.
- Monitor Service Level Agreement (SLA).
- Monitor system usage (CPU loads, free memory, free disk space, etc.).
- Monitor performance of databases as well as monitor databases directly.
- Monitor email servers and use this feature to monitor various backup solutions.
- Monitor the environment.
- Classify network traffic by source/destination and content.
- Discover unusual, suspicious, or malicious activity with devices or users.
- Measure Quality of Service (QoS) and Voice over IP (VoIP) parameters and control service level agreements (SLA).
- Discover and assess network devices.
- Find unexpected relationships between your network components to detect potential security issues and to explore the real usage of your network and hardware.
- Monitor fail-safe using a failover cluster setup.
- Data Reporting
- Bill Customers
- Alarms
- Logs
- Tickets

iMoN Network Monitor Security Features

A strong focus is especially on the secure connections to and from the iMoN web server, but iMoN also includes many other security mechanisms to protect against potential attacks.The list below shows us sample security features of iMoN Network Monitor:

- The iMoN web server supports SSL encryption (HTTPS, TLS, Elliptic Curve Cryptography, Forward Secrecy) with OpenSSL libraries of the 1.0.1 branch.
- iMoN only accepts the most secure ciphers for SSL connections
- All communication between iMoN probe(s), iMoN core(s), and clients is secured by SSL encryption.
- iMoN uses a RSA certificate with 2048 bits as default certificate.
- iMoN uses unique pre-defined Diffie-Hellman (DH) parameters with a 1024-bit key by default.

Traffic Monitoring

Customized Maps

Management Dashboards

Security Operations Centre(iHacK)

Counter threats with advanced security monitoring and analytics expertise. Because vulnerabilities, threats, and attack tactics continue to increase and frequently change, comprehensive security monitoring and analytics can be complex and time-consuming. Our managed approach helps offset the time and control the cost you could spend performing these functions with experts who monitor countless threats across many systems using the latest technology.

Our Managed Security Operations Center (SOC) Services experts remotely operate and monitor your on-premises Security Information and Event Management (SIEM) and Security Analytics platforms. We can customize a dedicated platform to help you better utilize your current monitoring and analytics technology and provide on-site data control. With 16 years of security monitoring experience and security intelligence gathered from a wide range of sources, we can deliver tailored services to better monitor, analyze, and protect your assets.

We Deliver – Security Operations Services & Benefits

Security operations services for the enterprise that:

- Manage and thwart security threats and attacks on an enterprise's digital perimeter and applications
- Provide ongoing security expertise to keep pace with changing compliance requirements, emerging threats, and changing business demands
- Provide capabilities to effectively monitor and manage your security infrastructure
- Take care of day-to-day operational security issues 24×7
- Provide the right IT security tools to solve security issues

The key technologies and services required in an SOC are as follows:

Security Operations Services Offering

Managed Services for Security Operations:

- 24x7x365 security monitoring
- Security monitoring and incident management
- End-point monitoring — anti-virus and malware
- Security reporting – both real-time and periodic
- Compliance reporting (PCI, DSS, HIPAA)
- Managed security devices
- Security devices management – firewalls, IDS, IPS, secure web gateways, WAFs
- SIEM (security information and event management) & log management
- Identity and access management

Professional Services for Security Operations:

- Vulnerability management
- Security configuration management
- Vulnerability assessments
- Penetration testing
- Web application security testing

Key Outcomes of Our Security Operations Services:

Improved ROI:

- Optimize and save security costs by outsourcing security operations that are both capital- and labor-intensive.

Enhanced security posture:

- Leverage comprehensive managed security services to manage security risks effectively
- Leverage skilled resources, well-defined processes, and leading edge security technologies to respond swiftly to all security threats

Regulatory & policy compliance:

- Comply easily with applicable security policy requirements and regional regulations relating to issues such as log retention, data protection, data privacy, etc.,

Business aligned reporting:

- Obtain an integrated view of all threats and vulnerabilities in environment
- Leverage performance and compliance dashboard for effective decision making relating to security

Our Key Difference:

Security Operations Center of Excellence:

- Security operations manned by highly skilled and experienced certified security experts 24x7x365
- Integrated performance management system to manage all security experts effectively and efficiently

Robust process framework:

- Strong process framework in governance, operations, and ITIL to deliver effectively on security operations lifecycle

Best in class technology:

- Use of latest and best-in-class technology in security operations to ensure that clients always enjoy cutting edge innovations and advantages in security
- Scalable architecture

Flexible transition methodology:

- Flexible transition methodology to transition security monitoring and management streams from a variety of technologies, devices, and tools in environment
- Process maturity that provides world class security monitoring and management of security infrastructure, while ensuring risk and compliance are managed effectively.

Conclusion:

It is evident that enterprises need to implement the right set of security technologies and have a robust Security Monitoring Framework in place in their SOC. By adopting the proposed framework, enterprises stand to gain significantly — they choose the right set of technologies and hence secure their organization effectively. By doing this, they also invest wisely and this is critical in today's tough market conditions.