IT Operations Management

Comprehensive ITOM Services

Let our expert system administrators, engineers, and analysts handle the day-to-day management of your cloud infrastructure to ensure stability and performance of your critical IT assets, whether they are hosted on-prem, in a VMware environment, or on Azure cloud platforms.

Add IT Operations management to your cloud environment for a complete solution that ensures your servers and applications remain stable, available, and functioning at high performance levels. Wherever you host your IT applications, we can help manage them, with a certified staff of VMware and Azure experts ready to take time-consuming server management tasks off your hands.

Lunavi can manage as much or as little of your IT operations as you require, billing based on the number of systems in scope or as a percentage of your monthly cloud spend.

This is a hands-on engagement that will require input and regular touchpoints with your designated contact and key IT stakeholders. Lunavi assigns a dedicated Project Manager to all-inclusive IT Operations clients to facilitate regular communication, updates, and any preferences for operations like update windows, patch versions, or AV tools.

> "
> *Lunavi does not feel like a vendor. They are part of our team, and they help us stay both operationally and strategically efficient.*
>
> —MOUNTAIN WEST FARM BUREAU MUTUAL INSURANCE

System Deployment & Configuration

Ready to spin up some new VMs? We'll take care of that for you, deploying your virtual server within your environment and configuring it based on your requirements for vCPU, memory, and attached storage.

System configuration also includes the installation of a base operating system as specified, updating and patching the OS, and applying industry best practices for security and server configuration. Your new server will be security hardened and ready to use.

Monitoring & Notifications

Our 24/7 Global Service Center monitors your system and escalates any potential issues to your contacts and our engineering staff if something is affecting the health of your Windows or Linux servers.

Monitoring is performed based on configurable thresholds for the following items:

- Server up or down state
- CPU usage
- Disk usage
- Disk Performance
- Memory usage
- Network interface errors
- Network utilization
- Windows Service availability

System Patching

Whenever your servers have new patches available, we'll install and verify them. You'll be notified a minimum of one week in advance of any upcoming patch installations and cal opt-out or change the maintenance timing.

When possible, Global Service Center administrators will also perform a snapchot of your VM prior to patching.

Server Management

Comprehensive server management includes several of the above services while adding the following services:

- Backup management
- Anti-Malware
- Portal access to Configuration Manager
- Storage management
- Active Directory management
- DNS management
- Helpdesk services

Firewall Management

Our staff will deploy and provide ongoing management and monitoring of your virtual or physical firewall solution. Supported firewalls include:

- VMware vShield and NSX Edge
- Azure Firewall
- pfSense
- SonicWALL
- Cisco ASA
- Juniper
- Fortinet FortiGate
- Sophos XG and Virtual Security Appliance

ABOUT LUNAVI

As a leading managed service provider and consulting firm, Lunavi is focused on helping customers advance their digital transformation goals by modernizing business applications, migrating solutions to the cloud, designing hybrid cloud solutions, and applying Agile and DevOps engineering practices to build new, innovative solutions. Our portfolio of services is designed to provide continuous improvement along each step of the IT journey to maximize business value and success. We are a Microsoft Gold Partner and Azure Expert MSP, offering deep expertise in the Microsoft ecosystem of enterprise IT software and services. Visit us at www.lunavi.com to learn more and follow us on LinkedIn, Facebook, and Twitter.