

*“Harbour MSP had all of the answers when it came to designing a highly secure, high available online trading exchange”*

Head of IT -  
Financial trading environment

*“We had very clear views on how our managed services should be delivered and Harbour MSP was flexible enough to fit in with our requirements”*

IT Director -  
Listed Property Management Group

#### Contact

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**Don't waste your precious IT resources managing infrastructure. Create a logical extension of your IT department with Harbour MSP managed infrastructure services.**

**We'll show you how to fulfill your IT needs - and save money at the same time.**

As IT dependency grows, managing infrastructure becomes increasingly complex. Yet doing the job yourself doesn't really add any value to your business.

More and more organisations are looking to out-source elements of their IT management, so they can focus on improving the performance of their infrastructure.

Our managed infrastructure services are an on-demand extension of an enterprise IT department. We take care of:

- Initial configuration of devices to an agreed design, 24 x 365 monitoring, operational maintenance and patching, and incident resolution if something goes wrong.
- Support for a broad range of data centre infrastructure including servers, operating systems, virtual servers, storage, switching, firewalls, load balancers, routers, tape and virtual tape devices.

We can also mix and match support levels depending on your needs and budget – from full management, to operating system level management, to lower cost, hardware-only level management.

#### Why use managed services?

##### High availability and security

To maintain highest availability, our team of experienced engineers, system administrators and technical architects is available throughout the design, build and operate lifecycle on a 24 x 365 basis. If something goes wrong, they're there to fix it.

We apply best-practice ITIL operational processes. Plus, Harbour MSP is in the final stage of certification for the coveted ISO 20,000 quality certification.

##### Flexibility and scalability

Our services can be combined to support nearly any web or enterprise infrastructure you can imagine. They're also built to fit in with our on-demand utility storage, back up and network services – so if you don't want to own your entire infrastructure you can rent on a pay-per-use basis.

You can mix and match service levels to make the best use of your own internal resources. For example, you may employ Harbour MSP to manage Linux servers and network devices, but manages your own Windows devices. The choice is yours.

##### Lowest, fixed cost of ownership

Managed services can be 30% to 50% cheaper than hiring a dedicated team.

How? We run a 24 x 365, highly automated operation for more than 100 customers – giving us incredible economies of scale.

You'll also save by freeing up internal resources to focus on adding value to the business.

#### Contact us

To learn more about our managed infrastructure portfolio or design, build and hardware procurement – please contact Harbour MSP today.

**Benefits****Flexible**

- \* Mix and match components
- \* Full OS or hardware only management

**Scalable**

- \* Data Centre team on demand
- \* Consistent "Lego Blocks" work together

**Highly available**

- \* 24 x 365 Data Centre experts
- \* ITIL backed service process
- \* Online monitoring

**Secure**

- \* Best practice design and operation
- \* Robust patching schedule
- \* Compliance friendly

**Affordable**

- \* Leverage economy of scale
- \* Pay for what you use

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Physical and virtual servers	Hardware Operating systems	IBM, Sun, Dell and HP Microsoft - Windows server family from 2003 to 2008 R2 Solaris - Versions 9 and 10 RedHat - all vendor supported versions Suse - all vendor supported versions Debian - all vendor supported versions Ubuntu - all vendor supported versions HA, Clustering
	VMware virtualisation	Version 3.5 and onwards Standard, Advanced, Enterprise and Enterprise plus
	Xen virtualisation	Oracle commercially supported versions
Ethernet switches	Hardware Feature options	Cisco, Juniper, Linksys, Proliant Jumbo frame and VLAN tagging (802.1Q, QinQ)
Firewalls	Hardware Feature options	Cisco, Juniper, Checkpoint Multiple security zones, VPN and SSL connections and HA
Routers	Hardware Feature options	Cisco, Juniper EIGRP, OSPF or dynamic routing, AAA, BGP, VLAN tagging and traffic shaping
Load balancers	Hardware Feature options	F5, Foundry Multiple virtual addresses, sticky session, cookie persistence and HA
Fibre switching	Hardware Feature options	Brocade Zoning and ISL Trunking
SAN/NAS	Hardware Feature options	HP EVA and MSA, NetApp, Sun Open storage and Dell Equallogic Snap-shooting, Virtualisation and replication support
Tape	Hardware Feature options	Quantum, Storage Tek, Dell Commvault and Symantec back up and restoration support
Harbour MSP responsibilities	Install and configure	Installation of device in customer racks Connection to monitoring system Configuration of operating system and included features
	24 x 365 Monitoring	Device and service availability Resource utilisation for CPU, memory, disk and network Predictive utilisation Resource performance for CPU, memory, disk and network Alarm and event notification by SMS or email with user definable thresholds
	Operational maintenance	Configuration updates - typical package included Firmware upgrade - annual included
	Operating system patching	Flexible, device specific patching schedule to be agreed Externally exploitable vulnerabilities will be patched at earliest possible agreed time
Customer responsibilities	Incident management	Proactive monitoring or customer submitted support ticket 24 x 365 Priority 1 incident management Hardware and operating system level restoration
	Infrastructure	Delivery of devices to data centre All operating systems license obligations.
	Operational maintenance	Interface via online portal and ticketing system Interworking with ITIL based processes
Optional services	Incident management	Valid vendor hardware support agreement
	Infrastructure	Colocation, internet or on-demand utility services
	Advanced Configuration	High availability configurations Clustered configurations
	Advanced Monitoring	System level Application monitoring Synthetic transaction monitoring
	Professional services	Design, migration and configuration

