Who knows SERVER better than ADMINZ!
ServerAdminz is a Manage Service Provider (MSP) specialized in Outsourced 24/7 Technical Support, Web Hosting Support, Infrastructure Management, NOC Services, Server Management and Enterprise Cloud Solutions. With over 10 years experience in working with major IT/ISPs and data centers with 140+ experienced engineers, ServerAdminz continues to manage and monitor more than 51,000* servers with 800+ active** customers from 80+ countries.

Our State-of-the-art Network Operations Center (NOC) is staffed round the clock by technology experts. We build with world-class Network Operations Center, providing unmatched technical support and expertise to ensure safety, security, consistency and quality, no matter where your services are deployed.

* No. of servers as of Jan 2018
** Customer Base as of Jan 2018
OUR TEAM CAPABILITIES

**Major Certifications**
- AWS Certified Solutions Architect
- Information Technology Infrastructure Library (ITIL)
- Certified Ethical Hacker (CEH)
- AWS Certified SysOps Administrator
- VMware Certified Techs
- Openstack Certified Techs

**Microsoft Certifications**
- Microsoft Certified System Administrator (MCSA)
- Microsoft Certified System Engineer (MCSE)
- Microsoft Certified Technology Specialist (MCTS)
- Exchange 2013, SCCM2012, Virtualization
- Microsoft Certified IT Professional (MCITP)

**Cisco Certification**
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP)
- Cisco Certified Voice Professional (CCVP)

**Red Hat Certifications**
- Red Hat Certified Engineer (RHCE)
- Red Hat Certified Security Specialist (RHCSS)
- Red Hat Certified System Administrator (RHCSA)
- Red Hat Certified Virtualization Administrator (RHCVA)
We have developed a global sales network to reach out to clients across the world. As of Aug 2015, ServerAdminz has sales operations across the globe and catering to clients from 80+ countries.
BENEFITS OF SERVERADMINZ

1. 24x7 Helpdesk Management, Monitoring and remediation of servers, networks, applications, databases and workstations

2. Increased capabilities without the need to increase head count or internal resources.

3. Eliminates the hassle of dealing with every alert and to minimize the number of false-positive tickets

4. Gives you and your engineers more time for higher-margin and strategic projects

- Proactive Monitoring
- Improve Customer Experience
- SAAS providers
- Reduce Delivery Cost
- Improve IT Performance
- Rapid Time to Value
- Respond Faster to Issues
- Instant Multi-Tool Support
- Scale Rapidly
Some of the unique features of ServerAdminz includes:

- Emergency Helpline & Critical Chat Support
- Dedicated Phone Line for Dedicated & Semi Dedicated Customers
- Dedicated Skype Room for Dedicated & Semi Dedicated Customers
- White Label Support
- 20 Min Response Time
- 100% Refund Policy
MULTI CHANNEL SUPPORT SYSTEM
INTERNATIONAL QUALITY & SECURITY STANDARDS
ISO 9001: 2008
ISO 27001: 2013

DEDICATED NOC TEAM
HIGLY SECURED INFRASTRUCTURE
24/7/365 COVERAGE

7 DAYS FREE TRIAL
MULTI CHANNEL SUPPORT SYSTEM
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SCALABLE SUPPORT PLANS
DISCOUNTS FOR ANNUAL & SEMI ANNUAL CONTRACTS
SERVERADMINZ PRIVILEGE CLUB FEATURES

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SERVERADMINZ PRIVILEGE CLUB FEATURES
1. Admins who are assigned will have their own Skype logins, and a Skype room will be created to facilitate discussion and common chat.

2. Admins currently working in the shift will be online in the room - It will be made mandatory that all admins are available in Skype during their work hours.

3. Customers and their representatives are added in the Skype room for checking the activities and interact directly with the admins currently working in their shift.

4. The admins will update the shift activities like ticket ids / server on which they are currently working. This will help you to monitor the performance of each admin.

5. Customers and their representatives can check which all admins are working in your shift and can assign tasks and tickets directly.

6. One Dedicated Phone Line will be provided to each team. Customers can directly reach their team by simply using the extension code provided at the time of signup.
SERVERADMINZ SERVICES
At ServerAdminz, we don't believe there are better value for Cloud Monitoring, Network monitoring, Server monitoring, Application monitoring and Website monitoring in the industry.
The ServerAdminz team provides a complete range of server monitoring ensuring you get alerted on time, every time. Increase critical server uptime and eliminate the risk of lost revenue resulting from server downtime.

Our engineers work with your team and will be an extension of it, so as to proactively monitor dashboard and handle tickets. No firm has to invest on monitoring software since we have made the investment and you can pay just a small fee for our service. Our services are custom based and the engineers will verify all alert manually as they come in, and proactively deal with before they become a major issue. We protect critical areas of your servers that can affect productivity and business continuity. We also ensure the server performance; disk space, memory usage and backups are monitored and tested regularly.

1. Server up/down Monitoring
2. Performance Monitoring: CPU, Memory, Paging File & Disk Space Monitoring
3. Physical Machine Health Monitoring such as Fan, RAID Status
4. Infrastructure Monitoring
5. Website & Uptime Monitoring
6. Antivirus Failures Monitoring
7. Event log & Backup Monitoring
8. Security Monitoring
9. Directory Services Monitoring
10. Cloud & Virtualization Monitoring
11. Patch Management Monitoring
12. Critical Server Errors Monitoring
13. Immediate notification through chat/skype or mail incase of outage or performance threshold violation
14. Device Monitoring like Printer, Switch, Router, UPS, Firewall etc
15. Script/Process/Thread Monitoring
Cloud is more than just low-cost infrastructure and lightning fast applications. With the advent of robust technologies such as the Internet of Things (IoT) and M2M - an organization's cloud adaptation must become more simple, flexible, and manageable. Organizations must ensure that their applications easily integrate with the cloud environment. Do you have the resources, expertise and budget for such a transformation?

A managed public cloud provider must pay careful attention to security in the cloud, isolation and processes while offering significant cost savings. Deploying a public cloud gives your business a huge advantage on high availability and manageability. However, your infrastructure must still be monitored and managed. In a managed cloud services set up, we provide you with backup, monitoring, troubleshooting and managing endpoints such as desktops, servers, routers and switches. However, monitoring and managing these end points along with other services amounts to only half of the job.
### 24/7/365 Monitoring & Response

- Fully monitor servers, system resources, public cloud computing-specific metrics, and common applications such as web servers and databases
- Maintain detailed processes and centralized logs for quick troubleshooting
- Provide special monitoring for cloud resources such as database services, load balancing, and data warehousing
- Adhere to response time for critical events, with regular updates until resolution
- Complete Tier 3 Support and predefined events as per client requirement
- Helpdesk Support through ticketing system and dedicated phone line

### Proactive Management

- Proactive server updates and maintenance periodically
- Deliver actionable information to provide visibility on network performance management
- Handle user-requested maintenance tasks
- Automated server backup and other routine backup tasks for disaster recovery
- Monitor application performance
- Provide access to knowledge centers with documentation.
1. Handle all levels from Level 1 to Level 3 including escalations by two teams: ServerAdminz team and ServerAdminz expert team

2. ServerAdminz experts are operating from a managed NOC location while proactively monitoring and managing the cloud 24x7.

3. Monitoring of Datacenter infrastructure on various parameters to ensure that the infrastructure is up and running with minimum outage.

4. Immediate escalation to ServerAdminz expert team in case of outage or performance threshold violation by NOC agent.

5. The monitoring tool automatically logs a service desk ticket for the event.

6. ServerAdminz expert team are responsible for implementation, changes, problem management, housekeeping tasks and service requests.
7. Once AWS cloud is online over LAN/WAN, the NOC team takes ownership of the virtual machines.

8. Event log is analyzed at regular intervals for maintaining the integrity of database/servers.

9. Live protocols are monitored using monitoring tools

10. Incident tickets are created and escalated for every threshold violation.

11. Preparation of daily/weekly/monthly reports.

12. Live services are monitored

13. Immediate notification through chat/skype or mail in case of outage or performance threshold violation

14. Server Setup, Installation & re-installation of servers/OS by ServerAdminz expert team

15. Backup as per defined procedures.

16. Health checks are performed on all the VMs including OS, cloud resources etc.
ServerAdminz is proud and dependent on its extraordinary team of talented and hard-working employees. We give high priority for our employee morale, which in turn has gained us recognition as a “Great Place to Work”. Achievements encourage us to earn more acknowledgments, motivates us to accomplish more, scale greater heights in excellent client servicing and support.
THINK BEFORE BEGINNING STEPS