

Services, Operation and Maintenance The All-Inclusive Package



Netcetera's application management blends seamlessly into the software development process. It frees the client from the large proportion of operational risks relating to hardware and software. Both individual applications and complete operating infrastructures can be easily and safely outsourced to Netcetera. Organizations with a limited infrastructure can therefore plan their IT operations and maintenance more effectively and provide a high quality service. In its data center, Netcetera hosts applications to the highest security standards, including monitoring the infrastructure and the applications themselves 24/7. In addition, Netcetera guarantees an uninterruptable power supply, air conditioning and burglar, fire and flood alarms. Netcetera offers a complete service package which covers migration, optimization and extending or developing new IT infrastructures and systems.

SERVICES

Consultancy

Netcetera's consultancy services range from analysis and planning to implementation, regardless of whether the customer needs an individual security review or a complete new data center. Netcetera also provides customers with support in evaluating and purchasing hardware and software.

Planning, Development and Implementation

Netcetera designs suitable architectures and plans entire system environments. It develops, configures and runs the systems. Netcetera's services also include developing test environments, load and performance tests, registration activities and license management.

A Netcetera service manager is available as a customer contact throughout the entire contract. The service manager produces quality and operational reports, and manages the technical and customer-specific data. If required, Netcetera offers overall project management.

Application Management

Netcetera operates heterogeneous systems which hold security-critical data with high demand for availability. These include complete data centers, networks, databases, Management Information Systems (MIS) and Enterprise Resource Planning systems (ERP). Netcetera also provides data backup and restoration services. Its data center is certified to the highest security and quality standards.

Application management involves hosting and supporting complex applications throughout their entire life cycle from development and implementation to operation and maintenance.

24/7 IT Operation

Netcetera provides 24/7 support. Its helpdesk is available round-the-clock in seven languages. Helpdesk queries and automated error messages from the monitoring systems are sent directly to the 24/7 on-call IT service for analysis and resolution. Operating support can be provided both on- and off-site.

ORGANIZATION AND INFRASTRUCTURE

Service Level Agreements (SLAs)

- Standard gold, silver and bronze packages
- Individual agreements

Processes

- In accordance with IT Infrastructure Library standards (ITIL V3)

Organization

- 24/7 helpdesk in 7 languages
- 24/7 on-call IT service
- IT service manager

Data Center and Internet Connectivity

- State-of-the-art, high-security data center
- Redundant internet connection: Border Gateway Protocol 4 (BGP4), 2x 90MBit, flexible bandwidth as required (burstable)

TECHNOLOGIES

Architecture

- Clusters, virtualization, e.g. VMware, OpenVZ

Operating Systems

- Linux, Unix, Windows

Databases

- Oracle, Microsoft SQL-Server, MySQL

Certification

- Verified by Visa
- PCI DSS (Payment Card Industry Data Security Standard)
- SFBC-compliant (Swiss Federal Banking Commission) data center at Interxion Schweiz AG

REFERENCES (SELECTION)

- Aduno / Viseca
- Avaloq
- Bluecare
- Charles Vögele
- Coop
- CSS
- European Space Agency
- Liechtenstein Busanstalt
- Menue and More
- Neue Zürcher Zeitung
- Rail Net Europe
- Scout24
- Swisscanto
- Swisscom
- Zurich Public Transport (VBZ)
- Zurich Transport Network (ZVV)
- Zürcher Kantonalbank