



morse

Infrastructure Services and Technology

Delivering multi-platform skills, services & technologies in and around the data centre

Technology Lifecycle Management

Services to optimise the procurement, management and retirement of IT assets

Smart Sourcing

- Managed procurement service
- IT procurement audit
- Technology validation
- Evaluation of technology alternatives
- Competitive procurement

Simplified Operations

- Contract consolidation & management
- Morse **ONECall** Helpdesk
- Consolidated IT support
- Multi-vendor support contracts
- Shared reward model

Proactive Asset Retirement

- Process development & implementation
- Optimise residual values
- Asset utilisation & heat/power analysis
- Data & brand protection
- RoHS/WEEE compliance

Resourcing Services

Rapidly providing highly skilled practitioners to meet technical and business needs

Engagement Models

- Flexible resourcing
- Project resourcing
- Managed resourcing ...all backed by effective delivery management

Multi-Platform Skills

Skills to cover a range of vendor technologies such as: UNIX, Windows, Linux, SQL, Sybase, Oracle, Citrix, VMware, Hyper-V, Microsoft, Cisco, HP, Sun, IBM, EMC, NetApp, Symantec, Weblogic, Websphere & JBoss

Typical Resource Roles

- Project & programme management
- Service Desk management
- Moves, changes, deployments & migrations
- Trade floor support
- Systems access management
- Desktop and desk-side support
- Technical architecture & security
- Server & desktop engineering
- End to end server provisioning
- Procurement & admin
- Data centre support & logistics
- Application support & systems management
- Network and storage management

Data Centre Services

A range of technical services to lower the cost and improve sustainability in the data centre

Data Centre Optimisation

- Sustainable capacity & cost management
- Technology adoption & decommissioning
- Migration & consolidation
- Improved service delivery & operations
- Agile architecture & arrested growth

Consolidation & Virtualisation

- Server, storage, application & network
- Application & infrastructure readiness
- Capacity & lifecycle management
- Business continuity
- Compliance & security

Service Management

- ITIL best practice & operational models
- Service Strategy, Design and Transition
- Tool selection, configuration and deployment
- Service Desk & support/delivery process modelling
- Change, Configuration & Event Management

Data Centre Automation

- Asset discovery & dependency mapping
- Policy based provisioning & patching
- Application release management
- Audit & compliance
- Task orchestration