



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

- IT procurement validation
- Technology alternatives
- Competitive procurement
- Asset value management
- Shared service

Simplified Operations

- Morse **ONECall** service
- Consolidated IT support
- 24x7 support centre
- SLA management
- Controlled service costs

Proactive Asset Retirement

- Identify real asset values
- Optimise residual value
- Cost neutral service
- 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

Typical Resource Roles

- Project & programme management
- Service Desk management
- Trade floor support
- Systems access management
- Desktop and desk-side support
- Technical architecture & security
- Engineering/logistics & data centre support
- Application & system management
- Network and storage management

Data Centre Services

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

Design & Planning

- Infrastructure design & planning
- Business case & benefits
- Power & cooling
- Implementation advice
- Monitoring & management

Consolidation & Virtualisation

- Application & infrastructure readiness
- Capacity & lifecycle management
- Business continuity
- Compliance & security
- Service management

Operations

- Service level management
- Problem, change & configuration management
- Capacity management
- Facilities management
- Decommissioning

Automation

- Automated discovery
- Automated provisioning
- Automated configuration management
- Automated audit
- Automated service processes