

**Urnik Manage**

# Digital Service Management

Managed Infrastructure Services – Compute Network or Storage  
**WE TAKE CARE OF IT!**

Failures of IT infrastructure can and have proven calamitous for businesses. Consistent and constant management of these platforms by an operations entity round-the-clock, supplemented by seasoned professionals is the key to their regular functioning.

**15 %**

Productive Improvement

**Cost Efficiency**

**40 %**

Repairing time Improvement

**Agility**

**45 %**

Fewer Service Desk Tickets

**Proactive**

**60 %**

Faster cloud adaptation

**Rate**

## Managed Infrastructure Services

**Outfitted with sophisticated tools, adequate skills and a robust delivery framework, all meant to offer secure IT solutions; just what your business needs.**

**Complete visibility of infrastructure:** No matter what your application or infrastructure stack is built on, Urnik's CIM provides the monitoring capabilities to manage its performance

**World-Class Service Desk Management:** At Urnik, we have a special service management suite to handle all the process involved in rolling out our services. This especially includes the ITIL modules. By following the best practices ITIL outlines for your IT functions, we'll reduce your overhead, improve the quality of service, and help your business to grow.

**Network Operations Center:** Urnik's NOC solution performs customers' routine tasks with exemplary accuracy, manages alert/tickets flawlessly and has the technical experts to supplement roll-outs/solutions. The processes and tasks of NOC are integrated into our Urnik Manage service.

**Highly Skilled Engineering Resources:** We've seasoned professionals whose expertise spans, on an average, over two decades. From 10+ year CCIEs/JNCIEs to RHC Architects, VMWare/Hyper-V experts to AWS certified DevOps, storage specialists to voice/video & collaboration technologies' devotees.

# How does Uurnik Manage deliver as per your needs?

## Performance Management

Traffic Analysis, Protocols/Technologies (OSPF, BGP, MPLS, VRRP, etc.), Capacity Planning, Flow Forensics, Top Talkers, Flow Collection & Analysis, Netflow/Jflow/Sflow, Per Application Stats, Automatic Network Discovery & Mapping, Network Latency, Wireless Network Management, IP SLA, URL Monitoring, Active Directory, DB Performance, SAP, Windows Events, Services & Resource Monitoring, IPv4/IPv6, etc.

## Fault Management

Active Fault Detection, On-Screen Notifications, Root Cause Analysis, Alarms Filtering, Diagnostic Testing, Email Alerts, etc.

## Reporting

Performance, Growth & DCIM Reports, OOTB & Business Intelligence Dashboards, Mobile App, Role-based Access Control (RBAC), Logs Analytics, Log Retention, etc.

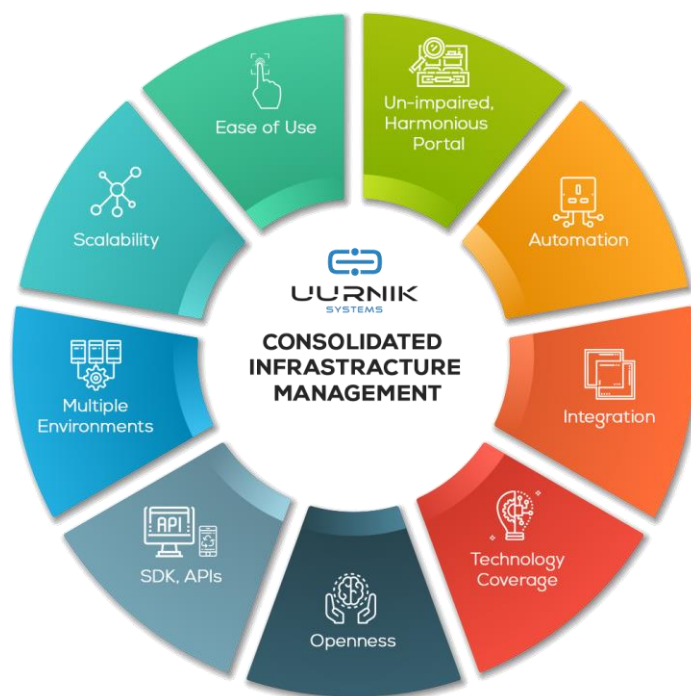
## Vendor Support

350+ Vendors, 2500+ Devices, 1700+ Vendor Certs, 400+ Metric Families, 5400+ Metrics, etc.

## Platforms

Network, Compute, Storage, Security, Data Center, Application, Cloud, Virtualization, Database, VoIP/VDI, etc.

## Help Desk, Network Audit, Dedicated Engineers, Upgrades, Service Type, Configuration Management



## Why Uurnik Systems?

At Uurnik, we firmly believe in constant evolution. We will continually communicate with and learn from our customers in order to continuously improve our services and products. Thus, keeping ourselves on top of today's and tomorrow's technology, no matter how fast it moves, ensuring our customers always have the best tools and services available to them.

### Some of the compelling reasons to join hands with US are listed below.

- Vast & extensive range of technologies and platforms supported out-of-the-box.
- Start management & get visibility in virtually no time.
- Empowering you to take decisive actions based on intrinsic details; all at your disposal.
- Don't miss out on the strategic part during all this!

### About Uurnik Systems

Uurnik Systems adopts an unprecedented approach in offering its customers a rich array of managed, professional and operational services to allow them to focus on their mainstream business.

To learn more about Uurnik Manage, visit [uurnik.com/services/manage/](http://uurnik.com/services/manage/)



Respond | Simplify | Evolve