team
COMPUTERS

REMOTE INFRASTRUCTURE MANAGEMENT

Helping you remove the stress and strain of maintaining and improving cost-effective Remote Support.

Covid-19 has offered businesses countless lessons in IT preparedness, agility, flexibility and of course the importance of remote capabilities.

This unexpected disruption to business-as-usual practices has prompted companies to re-evaluate their IT infrastructure and how they manage them.

The future of infrastructure management will hinge on the ability to integrate innovation and advanced technologies into the IT ecosystem to support more dynamic capabilities.

As business look beyond the pandemic-induced remote-work environment, many are focusing on their abilities to remotely perform tasks - including those related to infra management. Remote DC management can offer a series of new operational and cost efficiencies.

Innovative opportunities such as virtual access to racked equipment and automated notifications can supplement these operational efficiencies and deliver valuable insights that allow businesses to quickly identify and resolve issues.

The ability to deliver this dynamic functionality at the infrastructure level will be a critical differentiator among various MSP.

Improvements in technology - higher quality bandwidth and connectivity, virtualization, greater automation, evolution of security technologies, and proactive enterprise management tools - have paved the way for more efficient and cost-effective RIM (*Remote Infrastructure Management*). Today's RIM makes business leaner and more agile.

Team Computers takes a full lifecycle approach to service management and adapts its solutions and delivery to client requirements. Most importantly, Team Computers recognizes that the best long-term partnerships are founded on shared risk and measurable performance indicators, and builds them into every engagement.

WHY RIM?

IT enterprise customers must reduce IT spending in order to remain competitive. CIOs have to redress the mounting costs of space, power and skilled staff. To this end, RIM improves on traditional infrastructure delivery because it **lowers operational costs** and by leveraging Team Computers RIM Model, costs are minimized, up front.

In addition to its ability to release immediate savings, RIM **assures process improvements**. Access to best-in-class tools and technical expertise as well as integrated processes and methodologies drives optimal service structuring and continuous improvements. Service Levels are clear and visible, consistent and predictable.

RIM also **guarantee lower risk** of IT failure with delivery network and improved infrastructure availability, 24x7 proactive, follow-the-sun monitoring. Meanwhile, enterprise-class proactive governance and contractual performance measurement targets yield consistent, ever-improving processes and delivery.

RIM drives **IT-and-Business Alignment** and instils agility through faster and more flexible IT provisioning. It has also act as a lever for continuous improvement and innovation.

TEAM COMPUTER'S RIM OFFERINGS

For most clients, Team Computers takes an operation that works and makes it work better at a lower cost. RIM Command Centers located at Gurgaon and Bangalore. It is a control room which provides comprehensive displays of the health and status of the infrastructure & networks.

Our RIM model not only guarantees 24x7 operational monitoring, 1st line support and problem escalation, it also delivers 2nd line support, base-level tech support, & automation. Persons who are part of RIM CC leadership, management and high-end service support functions look at more complex issues to add value and re-engineer client's services.

Team Computers RIM Command Center guarantees:

- Reduced management overhead
- Integrated tools to manage network & server monitoring and security
- One team shift-left approach to combine knowledge management with problem, change and incident management & to improve implemented processes and procedures.
- Fully Integrated ITIL processes for operational efficiency, combined with service level and availability management
- Integrated governance and service management for process maturity excellence, ISO 27001 certified.
- Vendor-neutral philosophy – we can assist regardless of client's vendor specificity and are not limited in what technology solutions we can support.