



# Welcome to the next stage of High Performance Computing

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The European alliance that brings HPC services to a higher level

**Maintenance Services**

# Maintenance Services

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## MANAGED SERVICES

To efficiently manage systems in HPC environments, **Do IT Now offers remote administration managed services**, performed through secure and auditable mechanisms. It consists of outsourcing the whole or part of the company's infrastructure and personnel when necessary; for example, when an intensive use of the infrastructure is required to supply the needed resources to the rest of the business areas. These HPC managed services integrate the personnel, processes, and technologies required for their correct operation, remotely and via the use of monitoring software that controls the functions performed and connects to the servers and services needed by the company.

Remote administration responsibilities include **hardware and security monitoring, backups, user and group management, software installation and updating, as well as user support**, all using methodologies, procedures and programmes that help minimise service downtime and optimise IT resources. In this way, the company can concentrate on its business strategy.

In those cases where support needs to be more sustained, we negotiate support agreements (with specific **SLAs**) with the actions to be carried out by the technicians precisely defined. In this way, we offer the Client the most appropriate solution to solve the problems in the most efficient way, without the worry of having specific HPC technicians on staff.

## Maintenance Services

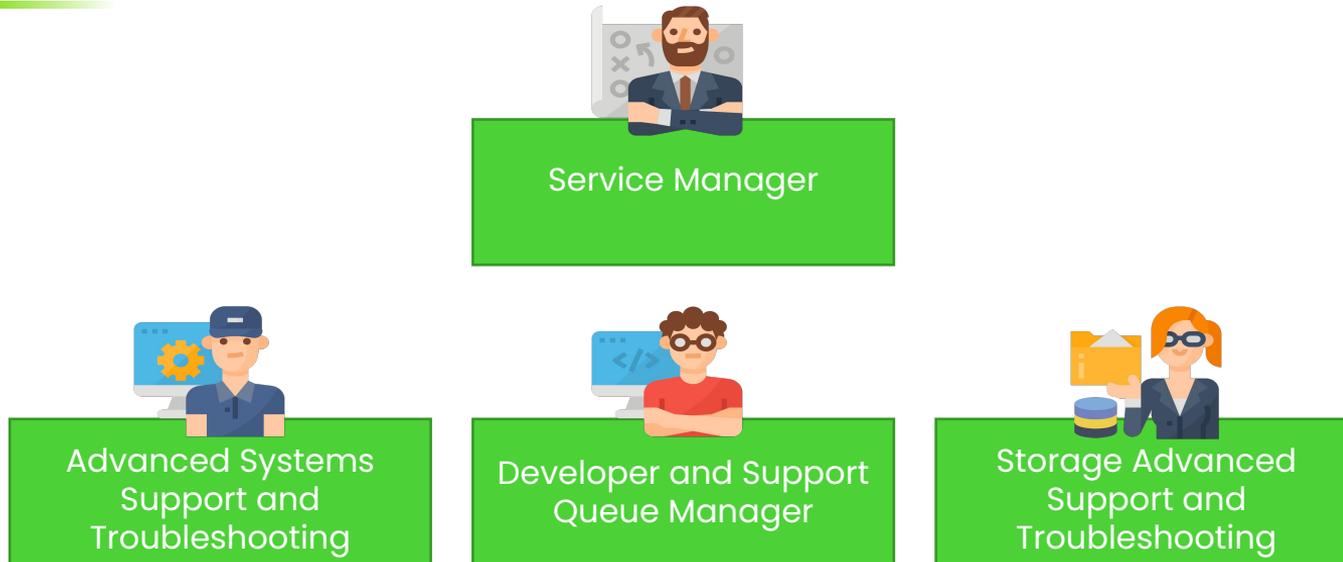
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### SUPPORT

We deliver a true end-to-end support experience in HPC environments. Our aim is to handle all support needs - one contact, one single source of accountability - so that the Client can get back up and running as soon as possible when a problem arises.

Do IT Now provides technical support for those customers who need **specific or punctual help**. By means of packages of hours, our specialised technicians offer their expertise and knowledge through ticketing tools and/or telephone support.

## Support team



**Skills are redundant within the same Team**  
**French and english speaking engineers**

# Support team skills (not an exhaustive list)





# Thank you

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Contact us:  
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