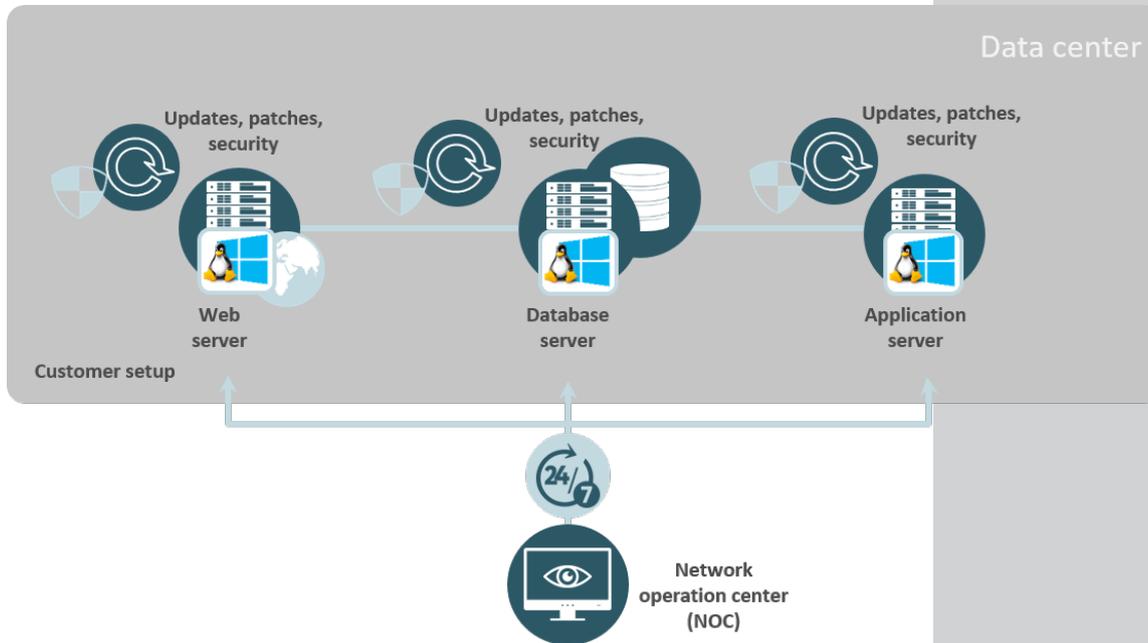


## OS Operation

More independence through the transfer of routine tasks



Hand over standard tasks such as the operation of your operating systems to our professionals. Relieve your operational teams and gain more freedom with our individual OS operation services.

### Benefits

- Relief of your teams by 24/7 monitoring of your systems with alerting to noris
- Transparent services through Capacity Management and reporting for all products in the „Operations Management“ category
- Increased operational reliability and IT security through management of updates and patches
- Secure operation in a certified german data center
- Fulfillment of individual requirements through numerous different variants

### Highlights

- Support of all major operating systems
- Applicable on hardware servers or virtual systems possible
- Recovery times for your systems with guaranteed SLA
- Documentation of version, configuration and operating parameters according to ITIL standards in the Configuration Management Database
- Procurement and lease of licenses including license management

## Details

Let our experienced and certified professionals run your operating systems in our highly secure and high-performance data centers - from OS installation, updates, patches and monitoring to Capacity and Incident Management. OS Operation can take place on both virtual and hardware servers. We support all major Linux operating systems (Debian, Ubuntu LTS, CentOS, Red Hat Enterprise, SUSE Enterprise, Oracle Linux) and Microsoft Windows Server. When operating a Windows OS on a vServer in one of our VMware farms, the operation of the virus scanner „System Center Endpoint Protection“ and the necessary license are included.

Depending on the requirements, OS Operation can be standardized in the five different versions „Auto“, „Managed“, „Custom“, „Root“ and „Patching“. The „Root“ and „Patching“ variants are „Operational Support“, while the other variants are genuine „Operations Management“, with noris also taking over the entire Incident Management. Other main distinguishing features between the variants are the assignment of administrator permissions, the specification of the patch date and the sequence in which patches are installed within a setup. The differences are described in more detail in the table below. In the variant „Custom“ you as a customer can also get root access for a limited period of time or permanently. Of course, a number of organisational measures must be taken to ensure operational safety and responsibility at all times. However, we have kept these to a minimum for you. With the „Managed“, „Custom“ and „Patching“ variants, you can predefine a specific sequence for installed patches and updates (for example, first database server, then application server). Online usage statistics provide you access to Capacity Reporting. You will be informed about any abnormalities and appropriate measures will be proposed to you. Installation of all required clients (backup, SNMP, monitoring etc.) is included in the service.

OS Operation - Type	Operations Management			Operational Support	
	Auto	Managed	Custom	Root	Patching
Root access for the customer	no		by arrangement	yes	
Patch sequence within a setup	automated without determination	by arrangement		automated without determination	by arrangement
Patch date	fixed on patch day		by arrangement	fixed on patch day	by arrangement
Monitoring of system services (e. g. Ping, SSH, RDP) with alerting via - Mail - SMS - Voice to:	noris (optional to customer)			customer	
Extended monitoring of individual services according to customer-defined methods	at cost				
Capacity Reporting	yes				
Capacity Management	no	yes		no	
Incident Management	proactive			reactive	
Standard and system services to be monitored	Ping, disk and memory usage, NTP, SSH/RDP				

## Interested?

We look forward to your inquiry!

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