



# Sorint Red Hat OpenShift Container Platform Managed Service

Sorint.lab deliver a comprehensive support for Red Hat OpenShift Container Platform

### BENEFITS

Continuous optimization of your cluster

Coverage on extended hours

A predictable spend for managing your RHOC Platform environment

Savings on hiring and training skillful resources

### THE CHALLENGE

**Business demand Modern application development and Application modernization which rely on microservices and containers orchestrated by Red Hat OpenShift Container Platform. You need to adopt all these new technologies and methodologies quickly, but your organization lack the proper IT skills.**

- ✓ Do you need to free your IT resources from routine administration tasks to focus on the innovation required to move the business forward?
- ✓ Do you need to integrate your operations team competencies quickly?
- ✓ Do you need fast triage (both reactive and proactive) of Incidents and Service Requests?
- ✓ Do you need regular health status reporting on the health of the environment?
- ✓ Do you need 24/7 support?

### THE SOLUTION

**Let Sorint.lab expert manage your RH OCP instances professionally and efficiently**

You need the support of an experienced partner to simplify OCP monitoring, management and administration while improving stability and focus on the innovation required to move the business forward.

#### Managed Service Tasks

**SPOC:** customers can contact our Next Generation Managed Services (NGMS) Center by ticket, email, telephone.

**24x7 OCP Monitoring:** Our engineers continually control, events&alarms through specific monitoring tools.

**24x7 Applications Monitoring:** we continuously control, events generated by specific Application monitoring tools or Application Performance tools.

**Periodic Health check:** through customized scripts we check OpenShift components and resources status. Every data will be analyzed by SREs that will prepare an action plan to tune OCP configuration and resources availability.

**Configuration support** (i.e.: master configuration, node configuration, custom certificates, persistent storage, Edge Load Balancer configuration, build configuration, deployment configuration): customer can contact our NGMS Center in case of problems during change in configuration activities.

**Service Request:** customer can request to NGMS Center to change configuration on OpenShift.

**Service Management included:** Customer Relationship Engineer (CRE) will be the customer's reference to manage service-lifecycle, quality of Service, escalation.

**Monthly Service Reports:** CRE will produce reports and share them to you during periodical meetings. CRE's main objectives are:

- ✓ services quality improvement (Continual Service Improvement approach)
- ✓ proactive identification of strengths and weaknesses of the environment and proposal for actions regarding technological, operational and organizational improvements

#### Professional Services and service option available

- ✓ OCP patching & upgrades
- ✓ OCP Cluster scale up
- ✓ APM installation and configuration
- ✓ Ansible integration

## About Sorint.lab

Sorint.lab is the Next Generation System Integrator, leader in the Digital Transformation with a flexible and vendor independent approach. We provide consultancy in Agile, DevOps, CI/CD, Cloud Adoption, Modern Application Development, Application Modernization, Next Generation IT Operations and Site Reliability Engineering. With offices in Italy, Spain, UK, Germany, France and USA, we are able to deliver a wide range of professional services from architecture design, development, implementation to training, providing 24x7 support to on prem, cloud and hybrid infrastructures and Application support&maintenance.

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## About SORINT.lab Next Generation Managed Services

Our Competence Centre is an essential part of the next generation IT Ops practices, to monitor and manage 24x7 your infrastructure and your application whether on premise or Cloud.

With our collaboration, we guarantee the highest services quality, reliability and performance of your IT infrastructure and application.

- 24/7 support coverage
- Increase of IT operations agility
- Cost saving/efficiency
- Maintenance and pro-active support
- Wide vendor and opensource products support

Over 150 people, including 50+ SREs with expert-level certifications commit themselves to ensure uninterrupted and qualified support at various levels and in every technological area: Application Management, Backup, Big Data, Cloud

## SORINT.lab S.p.A.

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