

INFRASTRUCTURE REMEDiation

Today, the crucial importance of business continuity management capabilities is hitting home, repeatedly and on a global scale. Companies of all sizes need to be connected to their suppliers and customers to a much greater degree today than ever before. The criticality and reliance on key IT infrastructure platforms is exposed, with key services and applications being placed under significant pressures that they were not necessarily designed for.

Keeping businesses operational, employees productive and connecting with customers is paramount. Therefore, it is vital to review and understand capacity and potential performance issues throughout your infrastructure, to ensure that you can effectively operate in this highly sensitive environment.

IT infrastructures, supporting key services were designed for a previous "steady-state" of demand. With the current unprecedented situation, some platforms have become exceptionally important to maintain as operational, especially those that provide a company's core business services or are relied upon to retain customers and ultimately revenues. The increased demand may have already started to introduce capacity and performance issues for users accessing critical IT services.

Whilst there is a range of new solutions that may meet these challenges, a significant change may not always deliver the required services in the timescales required. Through analysing existing platforms it may be possible to increase capacity through optimisation or via simple enhancements and upgrades to deliver extra capacity in a very quick timescale.

IT infrastructure is under enormous pressure across the board now; key areas of focus and where Computacenter can assist include:

Performance at scale

Compute systems with relevant data throughput and adequate licensing capacity for peak numbers of users. With your core user and customer base now regarding your core services as critical, the compute capacity is being tested. These solutions should be evaluated to ensure sufficient infrastructure is in place, enough compute hosts with adequately sized memory and CPU availability. Public cloud capacity can help with speed and especially suits short-term demand.

Storage Capacity

To meet the short to medium-term growth requirements of the core systems. The increased number of users on some systems will

generate large volumes of data very quickly. By analysing the current storage allocations and rate of growth, we can add capacity while simultaneously adding to performance, choosing the right location from on-premises and public cloud tiers.

Resilience built-in to deal with failure levels.

With a dependence on a smaller number of systems to keep the business operating the importance of system uptime has changed materially. As this situation persists, the impact to organisations from services being unavailable will increase, and therefore it is prudent for any organisation to undertake a broad review of their systems capability to deal with failure at all levels. Host and system-level resilience, local cluster configurations, network, and data are all important to understand. Identifying Single Points of Failure and addressing them with amended configuration or simply the availability of replacement parts could mitigate risks of hardware failure.

Backups and Disaster Recovery to protect the business from unforeseen issues.

During times of reduced operational teams and heightened risk, it is more important than ever to ensure that all data is backed up and, of course, recoverable in the event of any system failures or locations becoming inaccessible, staff being unavailable. The key data can be in traditional arrays, application data including databases or public cloud-based. Computacenter can help with ensuring all data is backed up, archived or replicated to other systems, sites and cloud geographies to allow swift restoration of service should the worst happen.

Supportability through absenteeism due to illness, self-isolation and reduced headcount.

Businesses also face uncertainty in the number of employees at work. From necessary measures; furloughing and contractor reduction, to illness, we can look at activities to automate management tasks and introduce more self-service. We can also help to remove legacy, unsupported hardware and OS instances to ensure ongoing support and security capability.



BUSINESS CONTINUITY EXECUTION

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Computacenter has experience and capability across the IT Infrastructure landscape – from the Workplace through to the Datacenter and Cloud environment. All aspects of an organisations IT infrastructure that serves users and customers at this unusual time will be at risk from the explosion in demand. Computacenter can help to review the current state within a specific platform or at a broad IT infrastructure level, and provide pragmatic recommendations and solutions to help increase capacity, enhance performance and manage risk; all whilst optimising the commercial situation and exposure to ensure that no budgets are wasted.

COMPUTACENTER FOR IT REMEDIATION SERVICES

Computacenter in the UK has over 250 highly accredited Consultants across the entire IT infrastructure portfolio and covering a vast array of technology partners. Whether optimising a VPN, or enhancing an end user or cloud platform, we will have the skills and expertise to help you quickly review and optimise your current environment.

WHY COMPUTACENTER?

- A leading provider of IT infrastructure services across the UK and Europe
- 30-year pedigree in IT infrastructure
- Over 250 trained and certified Consultants and Technical Subject Matter Experts – across the largest array of technology partners.
- We hold all major accreditations with key partners such as Dell Technologies, HPE, VMware, NetApp, Cisco, Microsoft and AWS

NEXT STEPS

To find out more, speak to your Computacenter Account Manager or contact our Business Continuity Support team: BCSupport@computacenter.com

