



## AGIO SERVER MANAGEMENT



The fundamentals of Server Management for hedge funds, private equity firms and the larger alternative investment industry are relatively generic and commoditized, yet critical if not performed well. This means many firms of a certain size and complexity choose to partner with a specialized provider to free up their internal IT teams to stay focused on business impacting and alpha-generating project work.

Agio is that specialized provider who understands the unique nuances in delivering this fundamental yet essential service to financial services. Ultimately, we drive a more secure, reliable and resilient server environment for our clients.

Our highly trained server engineers deliver the solution through a hybrid reactive and proactive approach, performing 24x7x365 monitoring, break-fix and administration coupled with proactive change management, patch management, and routine governance activities. This combined with Agio's integrated service platform and next gen monitoring and management tools, configured and optimized to your unique environment, mean while others are building teams to fix more problems, we're using technology and data scientists to ensure peak performance, uptime and availability. The result is a highly specialized team dedicated to maintaining a frictionless server environment with more insightful and strategic conversations around your overall infrastructure health.

### **Defining Comprehensive Server Management**

Agio Server Management is delivered by our team of certified professionals, who perform full system administration, problem remediation and root cause analysis on all server issues. In addition to managing reactive remediation, we prioritize proactive activities to keep your infrastructure running and to deliver real business value. Proper change management procedures are strictly enforced on all critical changes. We also deploy and maintain monthly patching based on cybersecurity best practices and tailored to your organization's unique needs. Anti-virus management is another key aspect of the service, and we install anti-virus agents on all systems to monitor their services, assuring full protection at all times. Finally, to ensure full business continuity, Agio manages server backups and disaster recovery. Monthly backup restore tests are performed and annual disaster recovery tests conducted.

## DAY-TO-DAY ACTIVITIES

- **Monitoring:** Agio provides 24x7x365 monitoring of your server environment, detecting and escalating service impacting events that could potentially be harmful to your business. Our monitoring service keeps “eyes” on your environment so you don’t have to knowing Agio will notify your team should events transpire requiring awareness and action. Specifically, server monitoring and reporting include the following:
  - Availability status (uptime, ping response)
  - Uptime percentage over a period
  - Syslog event feed rate and status
  - CPU utilization and utilization of specific applications
  - Local disk space and utilization
  - Hardware (processes, modules)
  - Cron Job and Windows Task Manager
  - Custom application monitoring
  - Windows services
  - Process status
  - Dynamic alert trend reporting
  - Synthetic Transaction Monitors (email round-trip, Ping, HTTP(S), FTP)
  - Monitor physical servers including ESX host, and all virtual guest hosts in the VM environment
- **Break-Fix:** When an issue is reported via either a monitoring application, system engineer or an end-user, Agio troubleshoots the server(s) and remediates to restore service and functionality. This includes troubleshooting availability, performance and capacity issues. More specifically, we:
  - Provide service ticketing and escalation
  - Provide incident remediation, and we work with you to document steps to be followed for problem remediation
  - Escalate, when appropriate, hardware and software support issues to the OEM, and manage the problem resolution process with third party OEMs
  - Escalate all system alerts and outages in agreement with your team’s documented processes
  - Troubleshoot and diagnose system alerts and outages
  - Provide detection and solutions to problems, implement workarounds for immediate resolution and provide root cause analysis with permanent solutions
- **Administrative Tasks:** Specifically, our server engineers:
  - Document processes and perform administrative tasks such as user account management, server reboot, OU management, file server maintenance, and virus scan processing and updating

- Execute basic deployment of approved software releases, effectively communicating and managing service during the planned rollout of new releases, and protecting your production environment and its services through the use of formal procedures and checks
- Review and recommend measures to improve environmental integrity and performance
- Support standard Active Directory (LDAP, DNS, DHCP, etc.) and file and print server services for Windows platforms
- Support standard anti-virus server policy management tasks

**Change Management:** In accordance with your internal change management processes, Agio performs scheduled maintenance on your servers. This includes configuration changes (registry values, config files, etc.), software upgrades/changes (operating system upgrades and application services) and hardware (physical/virtual) configuration changes (adding more compute, memory and/or storage).

**Patch Management:** A subset of change management, Agio deploys rigorous and structured patch management in alignment with your specific patch management schedule, and we make recommendations to perform updates more frequently in adherence to cybersecurity best practices, if needed. Additionally, by leveraging Agio's patching framework you expand your testing footprint across thousands of devices to reduce your risk of untested and bad patches deployed in your production environment.

## GOVERNANCE ACTIVITIES

As a part of our Server Management solution, we produce a comprehensive review of your environment within our Agio Insights report so you can make smarter decisions about your server environment going forward. This is a critical aspect of our relationship with you as our client, and we leverage this time to take the tactical and turn it into a story to make strategic decisions. Specifically, our Agio Insights report includes:

- **Capacity Planning:** We ensure your server environment is properly sized in terms of compute, memory and storage.
- **Software Licensing Assurances:** Agio highlights any instances where your firm may be using outdated software – either in patches or in full operating system versions.
- **Redundancy:** We highlight areas where there is a lack of redundancy or reduced redundancy with recommendations on how to achieve redundancy.
- **Cybersecurity:** Agio reviews your configuration, monitoring and processes to maximize your cybersecurity and ensure you maintain a resilient approach to your server environment.

### Why It's Better

Agio Server Management is powered by our next generation service framework comprised of standardization, instrumentation, optimization and automation. This means we have the people, processes and tools in place to deliver service focused on:

- **Security:** Implementing cybersecurity compensating controls
- **Reliability:** Eliminating potential outages and cybersecurity incidents
- **Resiliency:** Reducing the impact of service disruptions when they inevitably occur

We bring this framework to bear through next gen tools to monitor and manage your server environment, including monitoring agents, software distribution agents, script repositories, vulnerability scanning agents, core ticketing platform, automation routines, self-healing automation, and knowledge articles. The result is speed - speed to resolve issues and speed to fulfill requests. Over time, it is this speed that creates and fosters trust between Agio and our clients, growing relationships that result in healthier information systems.

Server Management, as we previously mentioned, is relatively generic and commoditized and yet, Agio turns it into an opportunity to drive real value for our clients with the vision of creating a more secure, reliable and resilient future for IT teams and organizations. Isn't it time you join us?

## WHY AGIO?

### #ONEAGIO

When you select Agio, you're investing in a relationship with everyone who's a part of this firm. Our teams operate in a symbiotic relationship, based on informed inputs that drive better outputs, to deliver more than just next generation service. We create an experience that reaffirms to our clients we are the partner who is here for you now, and we are also the partner to drive you to the future. From clean, concise implementations; to consistent support backed by standardization, instrumentation, optimization and automation; to value-add reporting; to accurate and timely invoicing; and thought leadership on the latest IT and cybersecurity trends, we bring the full breadth and depth of our talent to bear. We deliver #OneAgio.

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