

# SOLUTION

## MANAGED SERVICES FOR ALFRESCO



*Your mission critical Alfresco deployment, expertly managed in a **secure and reliable** environment, at a **fraction of the cost!***

*Organizations are increasingly turning to the Cloud for their enterprise deployments to reduce cost, increase performance, and develop greater flexibility to provide services, all the while freeing up IT resources to focus on strategic initiatives. However, just because your enterprise systems no longer live on premise doesn't mean they don't still require maintenance and management.*

*Rivet Logic's Managed Services for Alfresco provides a secure and flexible, yet cost effective way of managing mission critical Alfresco deployments in the cloud. Through our tested and proven approach, our customers have experienced a rare combination of better service levels, greatly reduced risk, along with significant cost savings.*

**30%** **SLASH YOUR IT SPENDING BY >30%!**

### WHY SHOULD YOU CONSIDER MANAGED SERVICES?

Managed Services adoption has recently become more widespread, as more organizations are realizing its many benefits, from reducing costs to increasing operational efficiency. Migrating your web applications to the Cloud can yield a tremendous positive impact on your business, including:

- Reduced costs
- Increased operational efficiency
- Flexibility and scalability
- Increased security
- Reduced risk
- Freeing up IT resources to focus on strategic projects

### BENEFITS

- Reduced Cost
- Flexible & Scalable
- Secure Infrastructure
- Backup & Restore
- Disaster Recovery
- OS and Application Monitoring
- Best-of-Breed Technology
- Customized SLAs
- Freeing of IT resources
- Automated Processes for Risk Mitigation
- Alfresco Application Support

### ALFRESCO EXPERTISE

- Platinum Partner
- 10+ years experience
- 100+ Alfresco-based implementations
- Awards: Innovation, Solution of the Year, North American Partner of the Year

## WHY CUSTOMERS TRUST RIVET LOGIC'S MANAGED SERVICES

Cost reduction is a big selling point for Managed Services. However, the greater the cost reduction, the higher the chances that something else is being sacrificed, such as service quality or risk level.

Customers trust Rivet Logic because we're able to deliver high quality managed services at a lower cost, combined with reduced risk, and without sacrificing any of your security concerns. Our secret sauce? Our Managed Services team has developed a set of automated processes that are typically performed manually, including processes for monitoring, penetration detection and prevention, backup and restore, as well as disaster recovery. Streamlining these traditionally manual system administration functions means minimizing human error and increasing process reliability and repeatability. In addition, malicious behaviors can also be detected before they happen instead of after, helping to greatly reduce your exposure to risk.

Rivet Logic's Managed Services offers a complete solution on the trusted AWS platform, including:

- **Security** – Intrusion detection and prevention, multi-factor authentication, and routine security audits
- **Monitoring** – Active OS and application monitoring through Zabbix
- **Support** – Zendesk web support portal with SLA support options for SEV 1-3
- **Disaster Recovery** – Option available with 8 hour Recovery Time Objective (RTO) and 48 hour Recovery Point Objective (RPO)
- **Security Breach Process** – Verify, Scope, Escalate and Notify process ensures complete transparency and communication with the customer in case of security breach

### MANAGED SERVICES DEVELOPMENT OPERATIONS

Application Support

Application Administration

Configuration

Minor Enhancements

### MANAGED SERVICES TECHNICAL OPERATIONS



AUTOMATED PROCESSES

- Monitoring
- Penetration Detection / Prevention
- Backup & Restore
- Disaster Recovery

### CLOUD HOSTING PLATFORM

API



Global Footprint

Scaling Flexibility

Easy Backup & DR

## DELIVERING MAXIMUM VALUE THROUGH AWS, A BEST-IN-CLASS CLOUD PLATFORM

We understand your enterprise systems should only be trusted on a secure and reliable cloud platform so you can go about your business worry-free. That's why we've partnered with Amazon Web Services (AWS) to help our customers deliver sophisticated applications with increased flexibility, scalability and reliability.

From our experience, we see that AWS delivers the most value – from a best-in-class API, to scaling flexibility, global footprint, and easy backup and disaster recovery capabilities.

## LOW COST, LOW RISK LIFT-AND-SHIFT MIGRATION APPROACH

Our migration process includes a proven lift-and-shift approach, helping our customers mitigate the operational risk of moving to the cloud. We start by taking an inventory of the existing system, then deploy and configure the application after building the AWS infrastructure. After thorough unit testing and validation, we perform a soft launch, where any gaps are identified. Prior to final deployment, we develop a launch plan, followed by final data transfer and testing.

## WHAT'S INCLUDED IN MANAGED SERVICES FOR ALFRESCO?

Traditional Managed Services Providers don't have the necessary expertise to provide application specific support. This means your IT staff needs to be trained on Alfresco to properly configure and administrate the application.

Rivet Logic's Managed Services for Alfresco removes this need and simplifies your Alfresco deployment. Our team of Alfresco experts provide Alfresco application support that include configuration, administration and enhancements. Installing a new Alfresco server, for example, can be performed quickly in a matter of hours through our pre-configured server, versus days to complete with other Managed Services Providers.