

MANAGED VIRTUAL MACHINE SERVICE

G-CLOUD FRAMEWORK SERVICE DEFINITION

Company Overview

Make your complex, simple

Brightsolid is a Scottish privately owned and operated organisation specialising in providing managed hybrid cloud solutions to medium to large size enterprises in Scotland across Public Sector, Oil & Gas, Financial Services and more.

We've been successfully delivering and managing cloud services for Scotland's public sector for 25 years. So, when it comes to securely managing your hybrid cloud environment, you're in safe hands. We ensure your environment is performant, resilient and secure, but is also a catalyst to drive transformation.

Our managed hybrid cloud solutions are unique to Scotland, spanning on-premise expert colocation, private cloud and our public cloud solutions. We look after the basics, such as backups, patching, monitoring and alerting as well as ensuring your services are secure, networked and optimised to ensure value for money.

A decorative graphic at the bottom of the page consisting of several overlapping triangles in a solid orange color, creating a stylized mountain range or abstract geometric pattern.

Service Overview

Getting the basics right is one of the most effective ways of protecting your organisation. Protecting from security vulnerabilities, limiting the impact of data loss and ensuring you have the right tools in place to notify, diagnose and navigate issues are some of the core day-to-day activities IT teams must undertake.

Patching, backups and the right alerting and monitoring are three powerful ways that you can protect cyber security. These tasks can take a great deal of time and resources, but are critical hygiene factors for your business, especially as the discovery of, and number of attacks exploiting, vulnerabilities continues to increase exponentially.

Brightsolid's **Managed Virtual Machine Service**, can simplify the complex patch management lifecycle for you, ensures your critical business data is protected and ensures that your teams are free to concentrate on the most critical tasks by providing meaningful and actionable alerting information.

Benefits of this service

- Prevent downtime and incidents by being ahead of services issues or vulnerabilities.
- Controls aligned with Industry Best Practices such as ISO 27001 and Cyber Essentials.
- Reduce the time your teams spend on checking for software patches, or dealing with noisy alerting.
- Improve productivity, patches often include improvements in how your services run.
- Protect your vital business data from data loss, ensuring you can recover quickly.
- Effective solutions to ensure you deliver against your RTO (Recovery Time Objectives) and RPOs (Recovery Point Objectives).
- Ensure that your teams can keep accessing the up-to-date data they need, even when the worst has happened.
- Aggregate metrics and events to enable a full operational picture and enable speedy diagnosis of issues.
- Fully managed service, supported 24 hours by Brightsolid's Service Desk and Cloud Engineers.

Our Deliverables

Brightsolid's Managed Virtual Service* delivers:

Managed Patching:

- Licensed enterprise grade patch client for installation on all your virtual machines.
- Automated installation of critical and security **Operating Patches**.
- **Scheduled patch windows and prioritised patch deployment** to match your business needs.
- **Multiple installation** attempts and follow up process to ensure patches are regularly updated.

Managed Back Ups:

- Backups performed using market-leading software agent with snapshots taken at the virtual machine level.
- **Daily back-ups as default** (alternatives available on request).
- Stored on and **off site**.

Monitoring & Alerting

- **Performance monitoring** of a wide spectrum of workload metrics including CPU, RAM, Disk, Network Interface and so on.
- **Event Monitoring** of a wide spectrum of Windows and Linux based events including system services, object modification, application and security policy events.
- Alerts triaged through Brightsolid service management and **incident-managed** according to severity levels.



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