

# Take control of hybrid IT services with Microsoft Operations Management Suite

## Key Features:

Manage multiple cloud platforms

Leverage cloud-scale resources

Support Linux and Microsoft

Control with a single window and drill-down views

Proactive monitoring and security

Cost efficient backup and business continuity

Assess SQL and Active Directory with dedicated dashboards

## Ergo: Future-proofing Service Management

With Microsoft Operations Microsoft Management Suite (OMS), Ergo adds to its IT Service Management capabilities by providing a single window view of hybrid services that span multiple clouds, data centres and on-premises infrastructure.

Addressing the challenge of increasingly distributed infrastructure, OMS is a hosted management solution that enables organisations to extend their estates without losing control or compromising security.

OMS provides cloud-based analytics, back up/disaster recovery, and a range of automation tools to minimise repetitive tasks and respond more rapidly to security events.

Crucially, it tackles the problems that organisations are struggling with as they try to combine new platforms and services. Here are four of them:

### Insight and Analytics

How do we keep our servers healthy and optimised in the increasingly complex world of hybrid clouds?

**Problem:** Running different operating systems across cloud and on-premises infrastructure makes it harder to manually collect the log and performance data that keeps servers healthy. Failed logins and security events are more difficult to analyse, leaving the estate exposed to technical issues and cyber threats.



**OMS Solution:** Using integrated search and custom dashboards, you can collect, correlate and analyse millions of records across all workloads and servers in real time, regardless of location and operating system. You can turn streaming log and performance data into operational insights more quickly. Custom search the entire dataset to correlate data between systems and applications; use automated tools that require little or no configuration to dig deeper into trouble spots.



A world class IT partner of choice

## Automation and Control

How do we get more value out of an IT team that spends most of its time “keeping the lights on”?

**Problem:** Repeatable day-to-day tasks – backup alerts, patching, outages – are taking up the time of IT administrators who could be adding more value to the organisation by focusing on bigger problems and more strategic projects.



**OMS Solution:** Automate administrative processes with runbooks in the Azure cloud that provide a unified capability to deploy, configure, maintain and orchestrate Windows and Linux environments. Triggered by individual events or alerts generated by rules, they can access any product or service that can be managed by PowerShell within Azure, on-premise or on cloud platforms like Amazon Web Services.

## Security and Compliance

What’s the best way to combat increased security risks that come with a mix of vendors, different operating systems and cross-platform clouds?

**Problem:** Most organisations now consume IT as a hybrid combination of services, putting pressure on IT to secure an estate that might encompass Microsoft Azure and Amazon Web Services as well as their own data centre and on-premise infrastructure. It’s a big attack surface to protect as malicious threats grow.

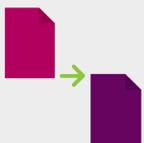


**OMS Solution:** Monitor and manage the security status of all servers at the same time through a single pane of glass. Mitigate security risks to Windows and Linux environments, wherever they are, in real time with a single solution that provides anti-malware assessments as well as security and audit monitoring. Lock down vulnerabilities and identify threats as they happen.

## Protection and Disaster Recovery

Is there a way to guarantee backup and business continuity across hybrid services that isn’t prohibitively expensive or overly complex?

**Problem:** Providing secure, reliable offsite data protection and a disaster recovery (DR) plan that guarantees business continuity becomes a bigger challenge when ICT services are more distributed. Implementing them is typically complex, requiring substantial upfront capital investment and expensive ongoing maintenance.



**OMS Solution:** Azure Backup is a simple-to-use online service that requires no initial capital expense and is compatible with virtual and physical servers as well as application workloads like SQL and SharePoint. For larger environments, Data Protection Manager is included with the price, providing enterprise-class backup, on and offsite.



Business continuity comes from Azure Site Recovery, a cloud-based DR solution that orchestrates replication, failover, and recovery of on-premise Hyper-V and VMware machines as well as physical Windows/Linux servers. For failover and recovery, workloads can be tiered across multiple machines. Servers can be replicated to a secondary data centre or directly to Azure.

## About Ergo

Microsoft  
Partner



Gold Cloud Platform  
Gold Cloud Productivity  
Gold Hosting  
Gold Customer Relationship Management  
Gold Datacenter

With over 23 years’ experience, Ergo continue to lead the way as a world class IT provider. We design, develop and deploy modern solutions for modern businesses. These solutions are built on proven Microsoft technology which provide the highest levels of security, reliability and scalability for business-critical applications. As recipients of the prestigious Microsoft Ireland Partner of the Year award an unprecedented four times, we work with customers to get the best return on their Microsoft investments.

**Contact Ergo today to find out how Operations Management Suite can help your organisation.**



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