



MSys Technologies Ventures Into Remote Infrastructure Management Services for Its Clients

MSys Technologies has launched a team of experts into remote infrastructure management services (RIMS)

JOHNS CREEK, GEORGIA, UNITED STATES, March 28, 2014 /EINPresswire.com/ -- MSys Technologies is a Georgia-based company that specializes in [storage](#), [cloud computing](#), embedded systems, telecommunications, quality assurance, test automation, and technical support. Recently, MSys has ventured into a new domain—Remote Infrastructure Management Services (RIMS).

In essence, RIMS refers to remote management of a company's IT infrastructure, and it includes several subdomains, such as service desk (IT); proactively monitoring network, server, or workstation issues; management of workstations, servers, storage, etc.; application support; and IT security management. MSys's long-standing expertise in these domains enables it to provide cost-effective services to its clients.

"We have been providing these technology services for our clients for such a long time. It only makes sense to combine them together as a one-stop shop. We expect our clients to take full advantage of our RIMS capabilities, as did Teneros in the past. Teneros's appreciation of MSys's services has been highly encouraging."

--Nagaraju Sarma, Sr. Technical Manager, Engg. MSys Technologies

In IT service desk, MSys has been providing auto help, and level 1, 2, and 3 support options. These support services provide logging, tracking, reporting, and resolution of technical issues.

Services Provided in Various Sectors

In addition to IT service desk, expert services are provided in several domains, such as application management, database management, and network management. The capabilities in each domain are given below.

1. Application Management:

- _ 24/7 application monitoring and management
- _ System programming
- _ Custom data replication services
- _ Performance, version, and security management
- _ Data backup and recovery
- _ Trouble ticketing, problem determination, and issue resolution

2. Database Management:

- _ Database design & implementation
- _ Database administration, monitoring performance
- _ Database refreshes
- _ Database programming, patch management, data auditing
- _ Backup, security, and disaster recovery solutions

3. Network Management:

MSys's vast capabilities in networking domain include services for LAN, WAN, wireless networks, VPN, etc.

- _ Network building and integration
- _ Network optimization and auditing
- _ DC networking
- _ Wireless networking
- _ Desktop/application management and end-user computing services

4. Storage Management

In storage domain, MSys already has several clients. Cloud computing and storage are two expertise areas that the company provides services in.

- _ Storage solution design, management, and backup
- _ Storage resource monitoring and management
- _ System integration and administration for enterprise storage networks
- _ Performance and IO monitoring

The company has expertise in storage technology and services by industry leaders such as NetApp, Hitachi, EMC, etc. In cloud domain, MSys has expertise in Amazon EC2, AWS, Windows Azure, Google Apps, OpenStack, Rackspace, etc.

5. Server/Virtualization Management

As virtualization is an important part of storage, MSys has cultivated more than half a decade of expertise in that domain. VMware, Hyper-V, XenServer, etc., are some of the areas that MSys has worked in.

- _ Server efficiency, virtualization, and redundancy
- _ Periodic maintenance
- _ Virtual machine creation, management, replication
- _ State-of-the-art security appliance

When it comes to technical competency of MSys, the technologies include Microsoft IIS, Apache Tomcat, JBoss, IBM Web Sphere, MS SQL Server, BizTalk Server, Linux/Unix servers, Oracle, etc.

In the past, MSys has had several clients in each of these individual domains. Now, all the services are combined into the RIMS service format. MSys has scalable offshore development centers in India, where 24 hour uninterrupted power supply and seamless operations are provided. The company provides high-end servers in various platforms, international VoIP numbers, multiple ISP services, and advanced VPN. All these industry-standard services have been designed to improve the ROI of the clients.

About MSys

MSys is an innovator in offering IT services and domain-specific automation software. MSys, together with its unparalleled focus and in-depth technical expertise, delivers unprecedented value at an affordable cost in the areas of storage, servers, DR/BC, and virtualization.

For more information, please visit <http://www.msys-tech.com>.

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