ELEVATE APPLICATION PERFORMANCE AND USER EXPERIENCE WITH EFFICIENT MIDDLEWARE MANAGEMENT SERVICES

Rapid technology proliferation and surge in data volume is pushing enterprise IT to keep pace with the transforming business environment. The growing IT infrastructure complexity is impacting Middleware service efficiencies and triggering unpredictability in application availability and hampering end user experience.

HOW WE HELP

Microland's Middleware Management services (see Figure 1) enable enterprises to secure critical data & applications and improve availability as well as performance.
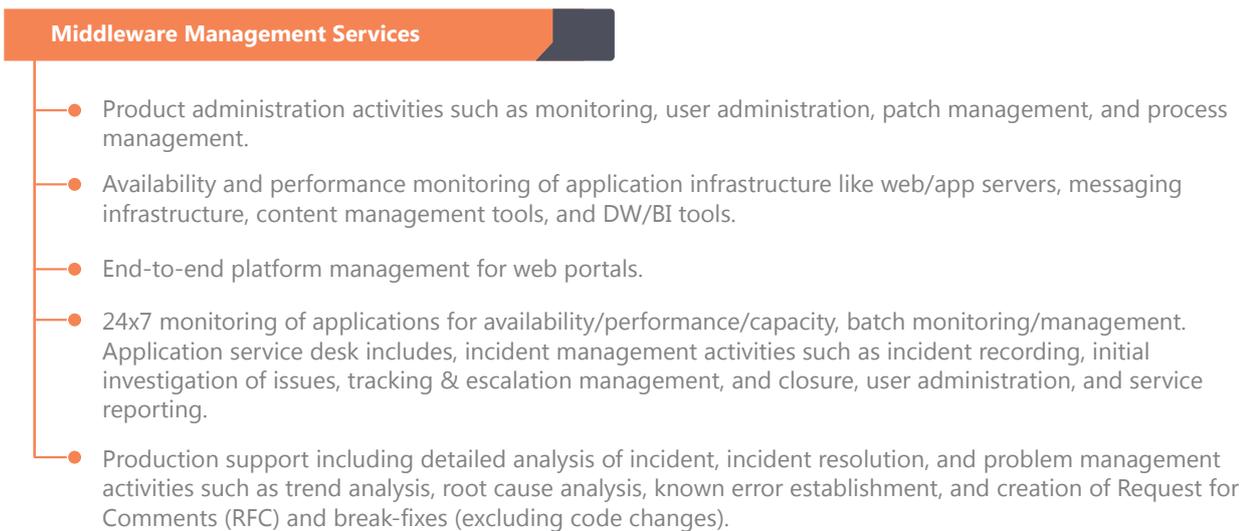
Middleware Management Services

- Product administration activities such as monitoring, user administration, patch management, and process management.

- Availability and performance monitoring of application infrastructure like web/app servers, messaging infrastructure, content management tools, and DW/BI tools.

- End-to-end platform management for web portals.

- 24x7 monitoring of applications for availability/performance/capacity, batch monitoring/management. Application service desk includes, incident management activities such as incident recording, initial investigation of issues, tracking & escalation management, and closure, user administration, and service reporting.

- Production support including detailed analysis of incident, incident resolution, and problem management activities such as trend analysis, root cause analysis, known error establishment, and creation of Request for Comments (RFC) and break-fixes (excluding code changes).

Figure 1: Microland's Middleware Management Services

WHAT YOU CAN EXPECT

Our Middleware Management solutions enable:

- **Proactive incident management**

- **Problem identification and root cause analysis** through wizards and dashboards offering drill downs

- **End-to-end automation** encompassing Build, DevOps and ITOps using Microland's IP

- **Performance and capacity management** using the latest ITOA platforms

- **Improved security and compliance**

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WHAT SETS US APART

Key differentiators include:

Proprietary smartCenter Platform

It enables:

- ITIL-based processes to manage incidents, problems, and change requests with respect to the Middleware layer

- Service assurance via SLA tracking for process adherence, escalation management, and service reporting

- **IT Operations Analytics engine** to do incident trend analysis, root cause analysis, impact assessments, predicted future states of performance and availability, detection of resolution sets, and capacity planning

- Decision-making based on operational insights and real time analytics

- **IT Process Automation engine** in automation of administrative activities pertaining to Middleware provisioning, configuration management, compliance to baselines, patch management, and releases.

Competence on ITSM Tools

- Standard Operating Procedures for incident remediation are translated to automated workflows with necessary integration with Middleware monitoring, configuration management tools, and ITSM tools

Technology Competence

- Wide-ranging capabilities across IIS, Tomcat, Jboss, Websphere, OracleESB, MQ, AdaptiveMQ, Rabbit MQ, Informatica, and Hadoop

For more information, log on to www.microland.com

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,400 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

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