OCF MANAGED SERVICES: REMOTE HPC ADMIN

NAMED REMOTE ADMIN SERVICES

CONTINUOUS PROACTIVE MONITORING

PREVENTATIVE MAINTENANCE

USER & ADMIN HELPDESK

FOCUS ON WHAT IS IMPORTANT

OCF plc offers a fully managed Remote System Administration capability, allowing our customers to focus on their work and letting the administration of your HPC resources become our work.

OCF's Remote System Administrator will become an extended member of your team ensuring the smooth day to day running of your HPC cluster, storage and associated services as well as dealing with support issues, user requests and keeping on top of software updates and security/feature updates.

OCF

WHAT WE OFFER:

OCF Remote HPC Administration gives our customers:

Named Remote Administrator
With an intimate understanding of your system and environment

Straightforward Model
'As much as you need' Business Hours support and assistance model*

'AS MUCH AS YOU NEED'

Continuous monitoring
Your remote administrator will manage your environment and pro-actively respond to issues/failures

Call Management
Call management of support issues with Hardware & Software Vendors

Monthly On-line Meetings

All of your system covered
- Operating System
- Cluster Management System
- Scheduler
- Storage
- Network
- Hardware
- User applications
- User management
- Firmware updates/patching

Optional uplift to on-site hands CRU service

* 9am - 5pm Monday - Friday, ex Bank Holidays, Service does not include major upgrades or major configuration changes etc.