

## Gulf News outsource IT infrastructure management to driver operational efficiencies.



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### About Gulf News

Gulf News, published by Al Nisr Publishing LLC, is the flagship publication of the group. Gulf News is the leading English language newspaper of the region and has the highest circulation & readership figures.

### Requirements

BIOS had previously built Gulf News a private cloud on Cisco UCS and NetApp. In an effort to drive operational efficiencies, Gulf news choose to outsource the ongoing infrastructure management and preventative maintenance to BIOS.

### The Outcomes

- ✓ Real time monitoring for critical IT infrastructure
- ✓ A measurable SLA
- ✓ Auto alerting and ticket creation for issues occurring on critical IT infrastructure
- ✓ Access to Highly skilled engineers for a fixed monthly fee
- ✓ A scalable solution that removed the need for Gulf News to hire more IT staff



- ✓ Monthly reporting showing the resource utilization and tickets open/closed in the previous quarter.
- ✓ Reduce mean time to ticket closure

## **Solution**

The solution consisted of placing agents on all critical VMs and Hosts and storage. This provided real-time information as to the health of Gulf News's IT. This was integrated into BIOS's ticketing and alerting system. Managed Services was provided by BIOS's ITIL compliant NOC for a fixed monthly fee.