

Polaris IMS - Data Centre Management for a Digital Future

In today's digital environment, the beating heart of any organisation is its data. Polaris IMS manages data centres for financial institutions and corporations across the world, handling everything from infrastructure planning to service desk management, either on our clients' own premises or at their own off-shore or near-shore ITIL certified data centres. For both models, IMS can manage all aspects of the infrastructure, including systems administration, network management, databases, middleware, security, monitoring services and performance.

Polaris IMS – Global Expertise To Manage Your Digital Future

Polaris IMS has the experience, global reach and technology expertise to help today's organisations make the transition to a digital future. We've developed an operating framework we call ISARA (Infrastructure Service Assurance Reference Architecture), designed to streamline data centre processes, and our deep understanding of the banking, financial services and insurance sector means we can deliver exactly the services you need, where and when you need them.

The Cloud – delivered

Considering introducing cloud technology? Polaris IMS has the expertise to handle the design, delivery and ongoing management of a complete solution. Our relationships with leading cloud hosting partners such as Amazon Web Services, mean we can host anywhere in the world to match regulatory requirements, while our technical expertise allows us to integrate disparate cloud services including Office 365, voice services, single-sign on and network services into a complete solution.

Support where you need it, when you need it

Whether you need us for a transformation project, to extend your infrastructure to new regions, or to provide a complete 'business-as-usual' service such as running an ITSM-compliant service desk, Polaris IMS can function as an extended arm of your in-house team. For large banks our dedicated service provides a team of dedicated professionals to support you – and only you. Other options include 'follow the sun', where your onsite team provides support during working hours, handing over to the offshore IMS team at other times, and shared services for smaller banks and corporations.

Experience and scale you can trust

For critical services such as these, you need a partner you can rely on absolutely. The 500-strong team at Polaris IMS has deep experience managing IT infrastructures around the world.

With an established focus on the banking, financial services and insurance sector, our experts have advanced knowledge of industry-specific best practice and compliance issues. To make sure we stay ahead of the technology curve we have established centres of excellence in a number of technology support areas, including systems, databases, middleware, security, network, storage, virtualisation and cloud services.

A range of service options

You can call on Polaris IMS for help with any aspect of infrastructure management.

Service desk management – IMS service desks provide both technical and non-technical support and manage the resolution process from logging tickets to ticket closure. This service consistently delivers 85% and over first time resolution (FTR) of reported issues.

System monitoring and operations – Carried out from a number of secure offshore locations, proactive monitoring activities keep applications in line with availability and performance service level agreements. IMS aims to resolve issues before they are even experienced by the end user.

Engineering services – For projects such as upgrades, migrations and patch management, the IMS engineering services team can provide expert resources for a defined period, rather than hiring new members of staff on an interim basis.

Infrastructure consulting and planning – When banks and corporations adopt new technology or build their infrastructure from scratch, IMS can support the project with consulting and planning services.

End-to-end infrastructure services – Taking advantage of IMS' infrastructure services enables customers to free up assets and resources for other tasks. These services include consultation, building and management of data centres for large banks.

Cloud adoption services – Many organisations want to adopt cloud technology but lack the necessary expertise in-house. IMS can integrate disparate cloud services, including Office 365, voice services, single-sign on and network services into a cohesive solution.

Take the next step

Visit xxx.com, send an email to xxx or call xxx to learn more about IMS.

Project Spotlight

A leading European renewable energy company wanted to migrate applications from a traditional data center environment to adopt a cloud-based services model in order to reduce IT costs and increase management control over the relevant IT assets and applications.

As well as helping the company migrate applications to the cloud, Polaris created a Virtual Private Cloud (VPC) at the partner's location in Ireland. The solution, which involved co-ordination with multiple vendors, included creating instances for the XenApp and SCCM servers as well as integrating Office 365 with the existing environment.

As a result of the project, the company achieved a 35% annual reduction in operating expenses. Users are now able to access information whenever and wherever they need it using mobile devices. In addition, incident closure time has been reduced by 22% by adopting an ITIL based framework.