We manage the infrastructure while keeping the knowledge and connecting the work of dev and ops
A MUCH BROADER SERVICE

Our clients typically approach us to maintain their IT Infrastructure, provide efficient support, and help them reduce costs. What they find out is that Strypes can offer a much broader service that delivers more value than expected. We manage the infrastructure while keeping the knowledge and connecting the work of development and operations teams. Together with the client, we analyse the current infrastructure so that we can offer a complete approach and implement the latest technologies.

THE STRYPES APPROACH TO IT INFRASTRUCTURE MANAGEMENT

Empowering our clients to focus on their business as we manage their IT Infrastructure

We view IT Infrastructure management as continuous service and long-term collaboration between Strypes and our customers. At the same time, we recognise that our clients need to focus on their business. To balance between collaboration and taking full ownership of the project, our approach includes three key elements.

• Expertise and knowledge management

We keep the documentation and knowledge up to date and recommend different technologies that our clients might not have thought about. Additionally, we maintain knowledge of legacy systems and play a role in designing and moving to a new optimised infrastructure where possible - on-premise, in the cloud, or as a hybrid solution. With such a diverse team of experts, we can work with medium to large enterprises.

• Connecting Development teams with Operations

A common issue that enterprises have to deal with when it comes to the management of their IT infrastructure is the challenging communication between their developers and server administrators. Both teams work in different environments which creates discrepancies when it comes to deploying code. As a thinking partner, the Strypes’ team will include experts who bridge the gap and understand the work of developers and server administrators.

We have experience with complex environments consisting of hundreds of interdependent services. By applying DevOps practices and tools to optimise IT Infrastructures for speed of delivery, we can ensure higher security, quality, and stability. Our job is to maintain the optimal balance between the Dev and Ops objectives, create an agile development process, and keep the production environment stable and controlled.
• Scale up or down to balance the workload and manage the costs

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WHAT IS THE VALUE FOR THE CLIENT?

A significant performance increase, higher stability of their network, and better support

Our clients find that the Strypes’ IT Infrastructure Management service brings them a significant performance increase, higher stability of their network, and a better rate of support. It is important to note that most legacy systems are not supported by vendors and this is something we can help with. We also help our customers move their infrastructure to the cloud.

IT Infrastructure Management includes:

- Providing efficient, ITIL based support of the IT Infrastructure
- Optimising the IT Infrastructure
- Maintaining the knowledge of legacy systems
- Migrating from legacy to modern-day equipment or the cloud
- Securing applications and business data
- Support customer digital transformation
- Local presence and blended teams
CASE STUDY: KEEPING THE KNOWLEDGE

The client (under NDA) has a large server landscape, a complex Solaris, Linux, and Windows environment. They came to Strypes as they needed our capacity to provide software development for their machines so that they work without any disturbances. The main requirement that our client had was to maintain the infrastructure and keep the knowledge of their legacy hardware and also maintain the whole infrastructure that was used by the software development department.

In big enterprises, everyone is focused on their part of the work and this was also the case for our client. We had to maintain the infrastructure, keep the knowledge within the teams, and provide flexibility in terms of skills and resources. Our client also wanted to have a more centralised way of working. We created a solution where all the data was centralised which allowed everyone to work in the same way, regardless of their location.

In terms of Solaris and Linux, the knowledge is typically very difficult to come by as finding the right skilled engineers takes a long time. Thanks to our large pool of talent with diverse skills, Strypes had the flexibility to move professionals to different teams when their expertise was needed.

NEXT STEPS

Together with the client, we are moving to a scaled agile framework and to DevOps teams that consist of the client’s and Strypes’ remote team members. As a thinking partner, our job is to support their infrastructure until 2030, and even further. Whenever we learn that there are new technologies to be implemented, we look for a specific engineer from within our talent pool who can become the single point of contact for the specific technology.
CASE STUDY: TAKING FULL OWNERSHIP

One of the challenges we had was to improve the incident handling process as the client didn’t have enough documentation. Strypes created a service manual that contained all our agreements between our client and their customers. We managed to speak to all the stakeholders to make sure that the incident, change, and problem management process was streamlined for our engineers.

The client (under NDA) required us to overtake the infrastructure and maintenance of all the Oracle databases for their customers. The databases had stopped working and they couldn’t find a suitable replacement. Thanks to our legacy and the in-depth knowledge of the Oracle databases and the infrastructure behind them, we took over the maintenance.

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The Strypes team currently consists of three engineers, six engineers for standby duty, and a local person who visits the client’s site once a week to ensure that the transition is smooth and that the communication with the remote team is seamless.

NEXT STEPS

After working on this project for a month, we have taken full ownership of the IT and we now represent our client in front of their stakeholders. We have also agreed that there will be an engineer from Strypes who will visit the client’s office in the Netherlands every quarter of the year. The purpose of that is to talk about new improvements, the Oracle infrastructure, and the progress of the project.
REQUEST A CONSULTATION

The examples that we reviewed showcase a small fraction of how to apply Nearsurance as an outsourcing model that guarantees a solution.

The best way to show what we can do for your company is to offer a free consultation so that we can discuss your needs and show you what solutions we can build.

To request a demo, reach out to us at business@strypes.eu or call us to discuss your project needs.

Visit our website
Visit https://strypes.eu to read more about our services.

Dominique Geurts
Outsource Manager
Has been with Strypes since 2017

NETHERLANDS
Kopenhagen 9
2993 LL Barendrecht
E: business@strypes.eu
M: +31 6 156 883 17

NETHERLANDS
Prof. Dr. Dorgelolaan 30
5613 AM Eindhoven (4th fl)
E: business@strypes.eu
M: +31 6 814 081 88

GERMANY
Fraunhoferstr. 9
85737 Ismaning
E: business@strypes.eu
M: +49 89 995 29570

BULGARIA
10 A, Maystor Aleksi Rilets
Sofia 1618, Bulgaria
E: business@strypes.eu
M: +359 893516833