



Mastech InfoTrellis Data Engineering Managed Services

Mastech InfoTrellis (MIT) is a specialist data management and advanced analytics firm with industry-leading technical and strategic expertise. MIT has a track record of hundreds of successful projects, implementations, and deployments for Fortune 500 companies and public sector organizations worldwide. MIT helps clients improve customer experience, accelerate business velocity, minimize costs, and significantly improve corporate resilience through the application of data and analytics expertise.

MIT's Data Engineering Managed Services offerings provide an all-compassing approach to manage and support both Data Information Systems and related Business Data across the entire Enterprise, which allows companies to fully capitalize on all their deployed Enterprise Data Resources.

As companies implement increasingly complex solutions across multiple private and Cloud based operational environments, providing the operational environments and services required to drive business outcomes has become increasingly difficult. Relying on a trusted partner like MIT to manage and care for these environments will accelerate an organization's ability to deliver solutions and ultimately increase business value. MIT offers several Data Engineering Managed Services solutions to operate and manage a range of complex technology solutions. Leveraging MIT's Industry leading expertise in managing Data Engineering environments, clients can focus on getting the maximum business value out of their data.

MIT offers two Data Engineering Managed Services packages across a range of complex Data Information Systems and Business Data technology solutions. The Solution Support package focuses on providing comprehensive services for software solutions running in various on-premise, hybrid, or Cloud environments. With this package, customers can rest assured that MIT is making sure that their software solutions are properly setup and configured, and providing the associated business value that the business demands. For customers that would like MIT to manage the infrastructure and security of their solution environments, an Operational Support package will provide piece of mind that their environments are running in a secure, well-managed environment independent of whether it is on-premise, on the Cloud - or both.

MIT Data Engineering Managed Services packages:



Solution Support

- Manage software solutions in various on-premise, hybrid or Cloud environments
- Setup and configuration for success
- Comprehensive service offering
- Meet business value demands

Service Highlights

- Support for IBM, AWS, Azure, Google and Private Clouds
- Installation/Provisioning of all solutions software
- 24x7 ticket based support
- Monitor, administer and maintain solution software
- Backup & restore files/database, clean up disk space, delete/archive
- Infrastructure utilization review, performance optimization
- Monitor database, disk space, logs, and storage cost
- Access Management setup with optional single sign-on configuration
- Management of environment PKIs
- Certificate/DNS setup/configuration
- Monitor/apply software patches



Data Management Operational Support

- Manage solution infrastructure and security in various on-premise, hybrid or Cloud environments
- Provisioning, setup and configuration including hardening
- 24x7 monitoring, administration and maintenance
- Meet business continuity demands

- Support for AWS, Azure, Google and IBM Clouds
- Network setup, including firewall management and set up of remote access
- Provisioning/setup/hardening of all required hardware and OS
- Monitor, administer and maintain infrastructure with health checks
- Security monitoring (vulnerabilities, SIEM, Virus)
- Monitor/apply all required OS and middleware security patches
- Annual 3rd party penetration test and risk remediation
- Maintain public and private keys
- Periodic user auditing, system admin, and user activity reports
- Business continuity and pandemic/crisis response planning

MIT's managed services offerings provide a complete set of operational and application support solutions. Leveraging these MIT offerings allows a company to truly focus on its business objectives, while relying on MIT to take care of the underlying technology required to achieve those outcomes.

MIT's Data Engineering Services team has one of the world's broadest and deepest concentrations of technical and strategic talent for Data Engineering and Integration, Data Analytics, MDM, and Cloud Adoption. These services enable clients to leverage Data and AI for faster, more actionable business insights.

As more corporate data strategies are moving to the cloud with new scalable technologies for data connectivity MIT's Data Engineering Services can help manage the transition. MIT Data Engineering Managed Services have applied across multiple industry vertical industries including Banking, Financial Services, Insurance, HealthCare, and Retail.