



Mastech InfoTrellis Data Management Cloud Solutions and 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.

As companies embark on their journey to the Cloud, implementing technology solutions and providing the operational environments that are 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 the company's ability to deliver solutions and ultimately increase business value. MIT offers several Managed Services solutions as part of its Data Management family of offerings to operate and manage complex technology solutions in the Cloud or on premise. Leveraging MIT's Industry leading expertise in managing Data Management environments, clients can focus on getting the maximum business value out of their data.

MIT offers two types of Managed Services packages across several applications:



Data Management Solution Support

- Manage software solutions in various 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
- Configure single LDAP based sign-on
- SSL private certificate setup/configuration
- Certificate/DNS setup/configuration



Data Management Operational Support

- Manage infrastructure and security for solution 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 offers these Managed Services packages for several applications:



MIT Enterprise Intelligence Hub (EIH)

- Enables the data-driven Enterprise across all data
- Leverage AI/ML models for real-time intelligence



IBM Watson Knowledge Catalog (WKC)

- Power Data Governance solutions
- Intelligent self-service discovery of data, AI models



Master Data Management

- Industry leader in MDM
- Graph-based intelligent exploration with AI/ML



IBM Cloud Pak for Data

- Collect, organize, and analyze data - infuse AI
- Access Cloud and on-premise resources

MIT's managed services offerings can be combined with our CoE implementation offerings to provide a complete operational and application support solution. Combining 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.