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# Umlindi

## SharePoint Protector

Umlindi is the Zulu word for protector. GTconsult have coined their SharePoint management offering Umlindi for this very reason.

## What

A well implemented SharePoint environment becomes an essential, business-critical tool for the organization. What is the value of keeping SharePoint healthy? Is your environment supported, monitored, and proactively maintained? Umlindi provides a cloud-based, remotely-managed platform through which GTconsult provides automated, proactive monitoring and a reactive warning system for client SharePoint environments. Umlindi is a Microsoft Azure-based offering, blending internally developed tools for reporting and real-time monitoring with a dedicated team of SharePoint experts, reducing the cost of managing and developing solutions for SharePoint, whether on premises or in the cloud.

## Why

SharePoint is a complex and diverse technology that requires database understanding, web development know-how, and server administration skills. This combination of skills is a rare commodity, even among die hard system and network administrators, who are usually burdened with the responsibility of the SharePoint environment. What remains is a business-critical system left in the hands of what is often an under-skilled and over-worked resource.

## How

Through years of SharePoint deployment and support experience, GTconsult has created a bespoke platform that provides a combination of technology and services, allowing us to closely manage our customer SharePoint environments. Utilizing a world-class remote monitoring system that has been customized for SharePoint, we are able to capture real-time data and activity trends about your SharePoint environment to quickly and proactively resolve issues.

Being proactive means that we can help you better meet your defined SharePoint requirements, ensuring that your environment is optimized for the end user experience.

When an incident does occur, it is managed swiftly and efficiently within an agreed service level agreement (SLA).

## Options

### Umlindi Server Management

\$ 299 per server p/m



Umlindi takes the strain off of your IT team to manage SharePoint, providing key monitoring and support that allows them to focus on more pertinent tasks. Umlindi Server Management ensures that your SharePoint farm is running at optimal performance and peak condition at all times, thus guaranteeing any business-critical systems residing on your SharePoint farm are always available and performant. Monthly recommendations from the Umlindi team highlight potential issues and roadmap suggestions to explore through the lifecycle of SharePoint.

The Umlindi offering includes support for the 2013, 2010, and 2007 SharePoint environments. Umlindi will monitor SharePoint's Health Analyzer rules, server performance, SharePoint up-time, and all backups, providing daily reporting, proactive alerts, monthly recommendations for improving both system performance and other enhancements to refining the end user experience. Umlindi options include additional consulting services on-demand, and enhanced SLAs to meet your corporate and IT governance requirements.

# Umlindi Standard Support

\$ 699 p/m



10 hours of pre-booked support per month allows for peace of mind that, at any point in time, a helpdesk representative can respond to a query quickly and efficiently to any SharePoint query, without the worry of additional costs at the end of the month. These queries can range from WSP deployments, restoring sites from backup to resolving unknown errors that may occur.

- Service Pack Upgrades
- Cumulative and Hotfix updates
- Helpdesk
- Disaster Recovery
- Backup/Restore
- Configurations
- Backend Customisations