



# Redcell™ Managed Services Solution

The Redcell™ MSP Solution offers an integrated portfolio of lifecycle management services. Key services include automated discovery, dependencies (CMDB), inventory, configuration management, service and application allocation and provisioning, pro-active monitoring, health performance and change compliance, event notification and troubleshooting, remediation and resolution, OS/ firmware updates and patching.

## Key Benefits

### Manage Service Provider

- Increase Margins
- Drive stickier, more intimate relationships with customers
- Quickly Generate New and Reoccurring Revenue Streams
- Differentiate Your Business
- Reduce Operational Costs of Service Delivery
- Agentless Management
- Capitalize on Market for Compliance & IT Governance
- Deliver New & Pro-Active Services
- Improve ROI of Service Delivery
- Reseller License with Unlimited Use
- Bundled Application Pricing

### Redcell Service Portfolio

- Pro-Active Monitoring
- Configuration Management
- Change / Compliance
- Update & Patch
- Service / Application Provisioning & Deployment
- Inventory & Auditing of Assets
- Disaster Recovery

### Customer

- Maximize uptime – Proactive monitoring to resolve issues prior to failure
- Increase security – Patch management, back-up / restoration, security auditing & logging, alerting and reporting allows you to identify and rectify out-of-date OS and FW, and other security threats
- Improve performance – Identify performance issues and upgrade opportunities
- Control assets – Real time asset inventory and reporting provides deep visibility into computing and network assets' utilization and allocation

Redcell supports multi-domain technologies - security, networking, and storage devices; systems, media gateways, and applications

## Simplify & Enhance Service Delivery

While the customer demand for outsourced IT & operations functions and services continue to gain popularity to reduce maintenance and training costs, Managed Service Providers (MSPs) face many challenges to satisfy this demand:

- Differentiating themselves from hardware resale commoditization and "me too" monitoring capabilities
- Diverse service offerings requires diverse expertise, and usually a different tool for each service offered

The Redcell MSP solution offers a bundled application package for a single integrated management console that will reduce the amount of products you are using to deliver the same services. And because Redcell is quick to install and deploy, it is easily embedded into your customers' existing services and maintenance contracts.

## Portfolio of Management Services

Management Services	Features
Inventory Asset Management	Maintain a central Configuration Management Database <ul style="list-style-type: none"> <li>• Common UI for Discovery, Topology &amp; Inventory Reporting</li> <li>• Precise inventory of physical, virtual and logical assets</li> </ul>
Basic Monitoring Service	Basic Fault Management and Monitor Network Status <ul style="list-style-type: none"> <li>• Flexible alarm management and customizable event templates</li> <li>• SNMP and Syslog Event Monitoring</li> </ul>
Advanced Monitoring Service	Advanced Fault Management, Pro-Active Monitoring & Service Level Monitoring <ul style="list-style-type: none"> <li>• Alarm correlation to element, services and subscribers</li> </ul>
Update and Upgrade Services	Software Provisioning Management <ul style="list-style-type: none"> <li>• Patches/Software (OS) Management</li> </ul>
Compliance/ Change Management Services	Discovery, Proactive Scanning and Notification, Compliance Reporting <ul style="list-style-type: none"> <li>• Proactive change monitoring and enforcement of network compliance</li> <li>• Detect &amp; report changes to the IT environment</li> </ul>
Disaster Recovery	Global, template-based, configuration file management <ul style="list-style-type: none"> <li>• Configuration File Back-up, Restoration and version control</li> <li>• Firmware management</li> </ul>

Contact our sales team to learn about our Redcell MSP Solution complete with a bundled application package for hosting and options for application resale, development tools, and customer self-care portals. [sales@doradosoftware.com](mailto:sales@doradosoftware.com)