

AudaxSolutions

LINUX SUPPORT

www.AudaxSolutions.com

AS A LEADER IN HARDWARE AND SOFTWARE SOLUTIONS, AUDAX SOLUTIONS KNOWS THAT TODAY'S DATA CENTERS ARE COMPLEX, WITH VARIOUS OPERATING SYSTEMS (OS) RUNNING ON MULTI-PLATFORMS. KNOWN FOR ITS EFFICIENCY, SCALABILITY AND RELIABILITY, LINUX IS A STAPLE IN TODAY'S ENTERPRISE DATA CENTERS. AUDAX HAS THE EXPERIENCE AND EXPERTISE TO ENSURE THESE SYSTEMS ARE RUNNING AT MAXIMUM EFFICIENCY. WHILE OUR SOLUTION AIMS AT KEEPING COSTS AT A MINIMUM, IMMEDIATE RESPONSE AND TECHNICAL EXPERTISE ARE AT THE FOREFRONT.

The Audax Linux OS Support offering includes 24/7/365 access to our Linux Subject Matter Experts (SMEs) who immediately engage with customers, and remain closely connected during the entire problem resolution process. With their extensive Linux background, our SMEs are highly skilled in quickly diagnosing, troubleshooting, and ultimately resolving issues.

As with all of our solutions, Audax provides customers with a single-point-of-contact for data center support, keeping systems running at optimal performance, and most importantly, delivering peace of mind.

FEATURES	CAPABILITIES
24/7/365 Service Desk	<ul style="list-style-type: none">• Immediate access to Linux Subject Matter Experts (SMEs)
System administration assistance on Red Hat® Enterprise Linux® (RHEL), Community Enterprise OS (CentOS) and SUSE Linux Enterprise Server (SLES)	<ul style="list-style-type: none">• Configuration and troubleshooting assistance• Installing and/or updating packages• Virtual host configuration and troubleshooting• Crash dump analysis• Patch installation, removal and verification• Other miscellaneous Linux administration tasks
Unlimited access to Service Desk	<ul style="list-style-type: none">• All Linux administrators or consultants can contact Audax for assistance on supported systems; no registration requirements
Collaboration on third party products	<ul style="list-style-type: none">• Audax Linux SMEs work with customers and third party support personnel to quickly resolve problems
Patch identification for known issues	<ul style="list-style-type: none">• Audax Linux SMEs identify patches that apply to specific issues and inform customers of the necessary procedures for obtaining the patches from the vendor

Note: Audax does not offer support for add-on packages, products or applications that are beyond the Linux OS scope, as defined by the distribution vendor. In addition, we do not offer custom patches, personalized patch bundles, individual patches, performance consulting, development assistance or code debugging.

Support for non-standard OS packages or applications are available upon request.