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Moro Hub Managed Services



Cloud Managed Services?



Largest Sustainable, Carbon-Neutral Data Center in Middle East & Africa



Free you from operational tasks.



Manage your services 24/7 proactively.



Reducing complexity and cost.



Provide end-to-end solutions.



24/7 NOC and SOC services ensure top-tier security & peak performance.

According to PWC **67%** of top performing companies are using managed services for strategic advantage or to close capability gaps

Moro Managed & Professional Services



Cloud Managed Services



We allow you to focus on your core business. We manage your services 24/7 proactively, reducing complexity and cost. We provide end-to-end solutions. From migration and integration to continuous management and optimization, we've got you covered.

- Fail proof cloud migration
- Hybrid and Multi-cloud management
- Cloud monitoring and reporting
- Cloud managed security services, end-to-end security protection
- Dedicated DR on Cloud offerings for heterogeneous, complex environments with automated recovery-backup, failback-failover mechanisms
- Industry standard SLAs



Cloud Managed Services

Hosted Cloud Offering



(DESC) Dubai Electronic Security Center Certified

vmware®
by Broadcom

ORACLE®
EXADATA

RED HAT
OPENSIFT
Container Platform

SAP
RISE WITH SAP

Public Cloud

Microsoft Azure

Microsoft 365



aws

Alibaba Cloud



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Cloud Managed Services



IaaS Workload Management

- Virtual Machines
- Virtual desktop infrastructure
- SQL Servers running on VMs
- Infra Resource Configuration & Policy Mngt
- OS & DB Updates, Upgrades & Patching
- Logs and Audit Trails Management



Network / Security Management

- Virtual networks
- Landing zone
- Load balancers & Cloud DDOS
- Application Gateway and WAF & Firewalls
- Native Network & Security Services Operations
- Vulnerability Scan
- Anti-virus/ Anti-malware Management



Database & Applications

- DB Management: SQL, MySQL, Azure SQL / MySQL / MongoDB / Postgres / MariaDB / Oracle.
- Application services, Activities & Operations Automation
- Database Native Backup & Restore
- Advanced DB & App Monitoring & Alerting



Consultancy / Advisory Services

- Assessment & Discovery
- Migration & Onboarding
- Application Modernization
- cloud Security Policy, compliance & Governance
- Cloud Security Services & Monitoring



Backup & DR Management

- DR Drills
- Cloud VM backups and files backups
- Automated Failover & Restore
- Data Retention & Capacity Planning
- Backup & Restoration Operations
- On-premises VMware/Hyper-V/Server/Windows endpoint Backup



Cost Optimization Analysis

- Spend and Usage Reporting
- Resource Tagging and Costing Centers
- Resource Capacity Planning & Optimization

Managed Infrastructure Services



Service Offerings



Monitoring & Management

Continuous monitoring of infrastructure components to identify & address issues proactively. This includes performance monitoring, alerts, & reporting.



Security

Implementing and managing security measures, such as firewalls, intrusion detection systems, and regular security updates to protect against threats.



Backup and Disaster Recovery

Ensuring data is regularly backed up and establishing disaster recovery plans to minimize downtime in case of a failure.



Patch Management

Applying software patches and updates to fix vulnerabilities and improve functionality.



Capacity Planning

Analyzing current usage and predicting future needs to scale resources appropriately.



Technical Support

Ensuring data is regularly backed up and establishing disaster recovery plans to minimize downtime in case of a failure.

Our 24/7 NOC & SOC Support



Network operation

- Network fault tolerance
- Troubleshooting
- System Monitoring
- Switch/ router configuration and more



Security operation

- Network behavior anomaly detection
- Intrusion detection
- Log management
- Identify process gaps
- Cloud Security
- IAM and more



Managed Applications & Database service



We take on the responsibility of managing, maintaining, and optimizing application software such CRM, ERP and database systems. These services are designed to ensure that critical business applications and data management processes run smoothly, securely, and efficiently.



SAP managed services

Application Managed Services (AMS) for SAP, providing comprehensive support and maintenance for SAP environments.

- SAP S/4 HANA
- SAP Process Orchestration
- SAP SRM

Following modules are included as part of our AMS:

- Finance and Controlling
- Material Management
- Supplier Relationship Management
- Sales and Distribution and Customer Management
- Project System
- Human Capital Management
- Process Integration / Process Orchestration
- ABAP
- FIORI



Database administration

Includes planning, coordination on all activities related to server, installation, daily operations, troubleshooting and maintenance of the database. Scope of service will include delivery of base system with DB, standard utilities, & tools.

- Configuration of database replication (clustering, as applicable).
- Issue resolution with database replication sets or mirrors.
- Perform backups and restores (on demand).
- Database health monitoring.
- Restart / Stop / Start services.
- Coordinate database patching with customer during maintenance hours.
- User administration (creation & management user accounts).
- Security administration (user access controls & privileges).



Managed Oracle DBaaS

Offers database with storage, data, and compute services, managed, and maintained by Moro Hub. We are responsible for the setup, management, security, and scaling. Following is part of our offering.

- Provisioning Autonomous Database resources
- Backing up databases
- Recovering a database
- Patching and upgrading
- Monitoring service health
- Scaling