Create a secure, scalable and compliant IT infrastructure with Wiki Labs

Take the time and complexity out of IT infrastructure management

IT environments have become increasingly complex and difficult to manage. Most modern IT teams now have a myriad of responsibilities — from managing system configurations, to patching software, maintaining security, and provisioning resources.

The global talent shortage means it's difficult to find IT workers with the necessary skills and expertise to keep IT environments operating efficiently. Without the right systems in place, ensuring the compliance and security of a growing technology estate can become tedious and time-consuming. When executed manually, vital infrastructure maintenance tasks can quickly exhaust the capacity of an IT team, detracting from other valuable initiatives.

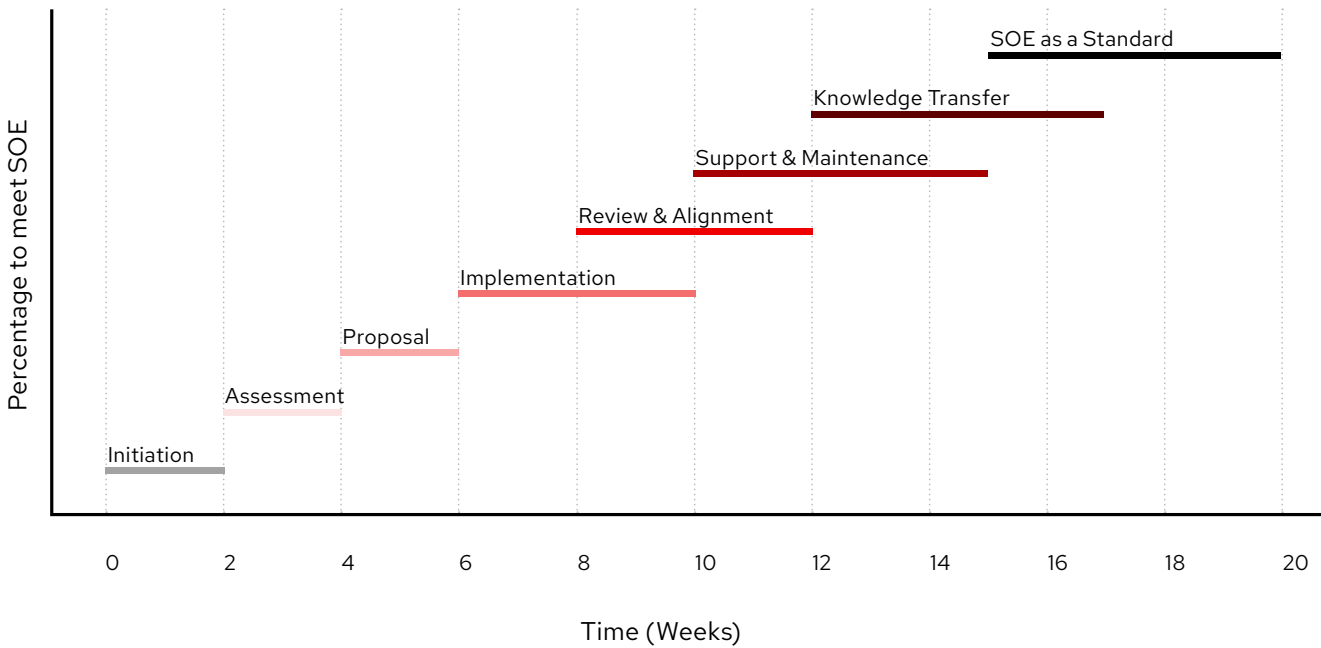## Discover a more predictable, repeatable and reliable way with Wiki Labs

Wiki Labs' Standard Operating Environment (SOE) is an all-in-one, fully customisable solution that delivers automated, efficient, end-to-end infrastructure management and maintenance.

- **Increased IT efficiency** — reduce workload for your IT team with optimised assessments and standardised processes that reduce costly downtime.

- **Improved customer satisfaction and trust** — ensure adherence to industry regulations and security requirements with centrally-managed subscription licensing and in-built compliance checks.

- **Fully customisable** — the highly interoperable framework is adaptable to any business needs and requirements, and can work with public, private, multi-cloud or on-premise environments.

- **Proactive fault management** — maintain system availability by rapidly detecting and resolving problems.

- **Increased reliability** — ensure the responsive, resilient, and efficient resolution of system faults based on committed SLAs.

- **Improved security** — reduce the incidence of shadow IT, and create a more robust framework with in-built security monitoring and automated incident resolution.

- **Accelerated application deployment** — get applications to market quickly with automated provisioning of IT resources.

- **In-depth insight** — get a clear picture of what's happening across your infrastructure with sophisticated analytics and observability.

- **Seamless infrastructure** — ensure consistency across all network components, including physical, virtual, container, or cloud environments.

The Wiki Labs SOE solution can include a combination of any of the following components, depending on your organisation's needs:

Inventory and log management

- Real-time inventory assessment
- Component standardisation
- Ongoing maintenance

Software lifecycle management

- Patch management
- Version upgrades
- Content management

Fault management & Incident response

- Break-fix issues
- Bug fixes
- SLAs for system uptime

Subscription management

- Consumption reports
- Utilisation reports
- Cost insights

Provisioning

- Rapid deployment
- From-scratch provisioning
- Post provisioning

Configuration & compliance management

- Security configuration management (hardening)
- System configuration management

Time to value with Wiki Labs

Percentage to meet SOE

SOE as a Standard
Knowledge Transfer
Support & Maintenance
Review & Alignment
Implementation
Proposal
Assessment
Initiation

0   2   4   6   8   10   12   14   16   18   20

Time (Weeks)

Wiki Labs | Solutions Overview

Why Wiki Labs?

As one of Malaysia's leading open source solution providers, Wiki Labs has 15+ years' experience providing IT solutions to a range of sectors, including financial services.

We have over 30 professionally trained, certified, and endorsed engineers on our team. We also listen closely to our clients' requirements and design fully customised solutions that exceed their goals.

Technology used

- Red Hat Enterprise Linux
- Red Hat Satellite
- Red Hat Insights
- Red Hat Discovery
- Red Hat Enterprise Linux Add-On

Key benefits

- Improved manageability
- Enhanced security and compliance
- Fully customisable
- Rapid incident resolution and system availability

Helping a local ISP regain control over its IT

For close to a decade, we have been providing ongoing managed services for a prominent Malaysian ISP. Recently, the business engaged us to complete and entire refresh of their infrastructure by implementing our Wiki Labs SOE. The solution has significantly enhanced the organisation's infrastructure security and compliance, raised productivity, and reduced the workload for their IT team by approximately 25% ~50%.

Delivering IT efficiency and simplicity for an insurance company

For over seven years, Wiki Labs has been providing managed services and support for a major Malaysian insurer. We were engaged to improve the organisation's overall IT processes and capacity to meet demand for more efficient and secure operations, and began by conducting an in-depth evaluation of the organisation's environment, before developing and implementing a fully customised Wiki Labs SOE.

The new solution has enabled precise monitoring of IT assets and application tiering; ensures timely patch updates; establishes greater IT control within a standardised and secure environment; and supports continually governed post-provisioning processes.