

TAASHEE LINUX SERVICES

Whitepaper

Taashee Linux Helpdesk Services

Delivering Linux help desk support whenever and wherever your employees need it



EXECUTIVE SUMMARY

IT departments today face significant challenges due in large part to the constantly changing workplace environment and the constant demands for a smooth and secure end user experience. According to a recent Gartner survey, many organizations have adopted the work from home model, and nearly half of the global employee strength is working outside the office at least part of the time¹. In order to provide the level of flexibility necessary to pull this off and to maintain environments that support high-quality productivity regardless of location, IT departments have come under additional pressure. They have to ensure that their users' devices, OS-s and software are kept updated so that mission-critical workloads and data are available whenever and wherever required.

But their woes barely end with the added responsibility. Mass work from home as increased the influx of daily support issues, while the "Great Resignation" is leaving IT teams understaffed and under-skilled. Moreover, Gartner recently noted, IT is facing an "imperative to generate more business value"² as companies expect the department to take on more business-critical functions. Therefore, according to Info-Tech Research Group, IT must "mature quickly" in order to "adapt to disruptive change"³.

TOP REASONS WHY BUSINESSES USE HELP DESKS⁴



In an age of on-demand IT services, help desks, helplines and similar managed workplace services aid businesses achieve their goals while easing the burden of responsibilities placed on IT departments. These services can increase accessibility, improve processes and resolve bottlenecks in issue resolution, thus enabling IT to focus more on core business priorities at a fraction of the operating costs.

WHY LINUX?



Linux is one of the most notable instances of a collaboration of open-source and free software. Anybody can commercially or non-commercially use, modify and distribute the source code under the terms of its respective licenses, such as the GNU General Public License.

As per estimates, 96.55% of web servers in the world run on Linux⁵. Android, the dominant OS in the smartphone market, is built on a Linux kernel and holds a market share of almost 80%⁶. At least, 95% of the servers and desktops at large animation and visual effects companies use Linux nowadays⁷, while it has slowly become the OS of choice across multiple government agencies globally due to the technological independence it provides, owing to its open source nature⁸.

An extension of your Linux team

Taashee's Linux Helpdesk acts as an extension of your IT department's Linux wing. We utilize remote screen sharing and remote-control technologies to speed up issue resolution. For issues ranging from installation and deployment, Taashee provides a dedicated Red Hat certified (RHCE/RHCSA), L2 level Linux Engineer exclusively to the client on an 8x5 basis. For more complex issues, such as bug fixes, L3 level engineers are also provided on a case-to-case basis.



Key Features of Taashee Linux Helpdesk



High-quality, seamless and issue-free work-from-anywhere experiences on any Linux system



A comprehensive path to fast issue resolution with an approach designed to scale and support your most demanding Linux environments



The latest and best practices in ensuring data security











8x5 access to Linux experts with the perfect mix of skills who can address an expansive range of Linux-related issues

















Complete utilization of your technology investments along with a time-tested model for Linux related budgeting and spending

Our Services












Taashee provides technical support for all servers and systems running Linux operating systems. Support includes monitoring with response to issues and can include changes confined to published maintenance windows. Clients may request additional custom service modules which may incur additional charges. Included as part of the standard service offering are a set of fundamental services, detailed below.

-  Installing and configuring operating system software and associated patches or updates
-  Installing and configuring application software per special arrangement with the client
-  Performing standard installation verification activities and executing application installation commands that require special privileges
-  Requesting and ensuring proper backup and system firewall templates have been applied
-  Coordinating system-related activities between groups (as appropriate) to ensure the successful installation of a device
-  Installing systems and configuration management tools
-  Setting up basic monitoring probes (disk, load, swap, ping), as well as any application-specific monitoring probes per agreement with the client.
-  Configuring backups as required by the client Continual Support Services
-  Responding to monitoring alerts
-  Troubleshooting and resolving system-related problems
-  Monitoring vendor resources for any required operating system patches or upgrades

Our Services

-  Monitoring file system intrusions (intrusion detection)
-  Monitoring security advisories for the operating system and infrastructure software, and taking appropriate actions to safeguard resources
-  Implementing security patches as needed
-  System account management
-  Root e-mail review
-  As per client request, restoring files that have been backed up.
-  Documenting and submitting change management requests for proper approval as required. Change Management is required for any change that may impact end-users.
-  Installing security patches, upgrading software packages, and updating system configurations to meet UNIX group best practices
-  Firmware upgrades as required
-  Maintaining operating system and supported software documentation
-  Backup management
-  Requesting firewall configuration
-  Copying, moving, creating, deleting, and organizing files while working from the bash shell.
-  Managing text files from command output or a text editor.

Our Services

-  Creating, managing, and deleting local users and groups, as well as administering local password policies.
-  Setting Linux file system permissions on files and interpreting the security effects of different permission settings.
-  Evaluating and controlling processes running on a Red Hat Enterprise Linux system.
-  Controlling and monitoring network services and system daemons using systems.
-  Configuring secure command line service on remote systems, using OpenSSH.
-  Locating and accurately interpreting logs of system events for troubleshooting purposes.
-  Configuring network interfaces and settings on Red Hat Enterprise Linux servers.
-  Archiving and copying files from one Linux system to another.
-  Downloading, installing, updating, and managing software packages from Red Hat package repositories.
-  Accessing, inspecting, and using existing file systems on storage attached to a Linux server.
-  Investigating and resolving issues in the web-based management interface, getting support from Red Hat to help solve problems.

A personalized approach

Employees today require flexibility and choice in how they work. Managing their own support needs is no different. With Taashee Linux Help Desk, employees are provided a personalized experience with direct access to tools and support features. End users have the choice of connecting with Taashee's service experts through live chat, phone or any remote interaction environment like AnyDesk.



Getting started with a trusted partner

Entrusting another company with service desk tasks is a major decision, especially when those tasks directly affect end users. Taashee Linux Services has the knowledge and the experience to be an effective and valuable partner to your IT department and your business as a whole. We have decades of experience successfully delivering managed Linux-related services for end users.

With Taashee Linux Services, you gain the expertise, best practices and support technologies to provide world-class support to your end users along with an on-demand services approach capable of scaling as your business needs grow.

Our Achievements



You can count on Taashee Linux Helpdesk Services!

Provide your end users with a modern Linux support experience from a leader in Linux services. Taashee Linux Helpdesk enables your business to keep running with end users receiving the support they need whenever they need it, whether day or night. Our team becomes an extension of your IT department. With this help desk service, users gain expert help and a personalized experience through an online 8x5 remote Linux help desk platform while removing the burden of day-to-day support tasks from your IT team. A multi-tiered approach from incident to resolution is designed to resolve hardware and software issues quickly. The result is, employees remain productive, while your IT department is able to focus on the bigger picture—driving business innovation.

To learn more about
Taashee Linux Helpdesk, visit
Helpdesk - Taashee Linux Services

Write to us at info@taashee.com,
or
Call us at **+91 9154910504**



References

1. Gartner, Future of Work Trends Post COVID-19. Gartner, doc number CM_I_940587. 2020. gartner.com/en/human-resources/trends/future-of-work-trends-post-covid-cpc
2. Gartner, Top IT Challenges and Priorities: Leadership Vision for 2021. gartner.com/en/information-technology/trends/it-top-priorities-leadership-vision-2021-aoc-itcha-gb-pd
3. Info-Tech Research Group, 2021 Tech Trends, 2021. info-tech.com/sem/lp2/2021-tech-trends
4. Techaisle, 2020 US SMB, Midmarket Managed Services Adoption Trends, 2020
5. W3Cook, OS Market Share and Usage Trends, 2015
6. TechCrunch, Android Nears 80% Market Share in Global Smartphone Shipments, As iOS And BlackBerry Share Slides, Per IDC, 2013
7. WaybackMachine, Linux Movies, 2011
8. Government Technology, Linux Grows on Government Systems, 2010