

# Universal Weather & Aviation



Universal Weather and Aviation, Inc. was founded in 1959 by former Air Force meteorologist and network weatherman Tom Evans, who had a vision to provide a service no one else in the world ever had before – customized weather forecasting for business aviation.

## Sample Services

- Monitoring
  - Application
  - Servers
  - Storage
- Service Desk
- Incident Tracking, Management and Resolution
- Alert Classification
- Server Commissioning and Decommissioning
- Virtualization and VM Management & Monitoring (Resources, NIC Cards, etc)
- Backup Management

- Patch Management
- DNS Management
- DB Management
- Exchange and AD Management
- SharePoint and Applications Management
- Printers and Fax Machines management
- OS Management
- Dev Ops
- Software Deployments to Servers
- HA/DR Environments
- Vulnerability Threat Management

## Some Tools Used:

- SCOM
- HPSIM
- BMC
- SCCM
- WSUS
- TPM
- Shavlik
- Veritas
- HP Storage Management
- Tivoli
- VMWare
- VSphere

## Differentiators and Values

- Flexible Staffing Model with 8X5 or 24X7 support based on need
- Conducted Virtual environment assessment and migrated 45 VMs (V-V) and 1 ESX box, with substantial savings for resources and storage
- Continuously performed root cause analysis to resolve issues and remove recurring issues
- Process and Systems streamlining
- Focus on all levels of efforts to proactively address alerts and avoid future outages – brought down outages to ZERO, saving \$75K per outage
- Save 75K per outage
- Continuously reduce incidents counts by the month
- Automation of alerts handling based on recurrence and types of issues