

Summary

The Li9 Fusion HCI Managed Service is a comprehensive operational service for enterprises utilizing on-premise IBM Fusion HCI environments. It is designed to provide a seamless, reliable, and secure platform, enabling customer IT teams to accelerate innovation by shifting focus from infrastructure management to the rapid delivery of business-critical applications. Li9 ensures the platform remains secure, optimally configured, and highly resilient on a 24×7×365 basis.



A Powerful Alliance: The Li9 Service and Your IBM TAM

Your IBM Expert Care Premium tier includes a designated Technical Account Manager (TAM) who serves as your central coordinator for all IBM and Red Hat support. The Li9 Managed Service is engineered to integrate perfectly with this structure. We act as your operational team, taking on the day-to-day responsibility of engaging your TAM for all casework, planning, and escalations.

This synergy means you get the full benefit of a dedicated IBM advocate and support coordinator, with Li9 handling all the technical interactions and management on your behalf.

Core Service Components

- **Infrastructure Abstraction and Management**
 - Provides 24×7×365 proactive monitoring of OpenShift.
 - Manages the expert configuration, optimization, and daily operations of the IBM Spectrum Fusion software-defined storage layer.
 - Includes proactive management of Kubernetes Persistent Volumes (PVs) and Persistent Volume Claims (PVCs).
 - Manages the scheduling and application of all necessary firmware and driver updates.

- **Managed Red Hat OpenShift Platform Operations**
 - Delivers continuous, real-time monitoring of the OpenShift cluster's health, performance, and security posture.
 - Conducts meticulous planning and execution of all OpenShift platform patching and version upgrades, adhering to N-1 policies.
 - Performs regular, automated security scanning and coordinates timely vulnerability remediation.
- **Advanced Cloud-Native Capabilities: CI/CD and GitOps as a Service**
 - Offers expert assistance with integrating, configuring, and managing CI/CD tooling (e.g., Jenkins, Tekton, GitLab CI).
 - Provides collaborative support for designing and optimizing CI/CD pipelines.
 - Includes the deployment, configuration, and ongoing management of a robust GitOps control plane.
 - Delivers proactive monitoring for configuration drift and provides guided remediation.
- **Developer Self-Service and Application Lifecycle Support**
 - Provides a streamlined process for creating new application namespaces and onboarding support for development teams.
 - Offers expert advisory services for optimizing application performance.
 - Implements and manages robust backup and disaster recovery processes for OpenShift applications using IBM Spectrum Protect.
 - Establishes and adheres to agreed-upon Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO).

Operational Framework and Guarantees

- **Enterprise-Grade Service Level Agreements (SLAs)**
 - **Platform Availability:** Guaranteed 99.9% Uptime for the IBM Fusion HCI and Red Hat OpenShift platform.

- **Incident Response Times:** A 30-minute response time for Severity 1 incidents and a 1-hour response time for Severity 2 incidents.
- **Structured Operational Processes**
 - Utilizes a structured, ITIL-aligned process for managing all platform changes, including patching and upgrades.
 - A dedicated problem management process performs root cause analysis (RCA) on recurring incidents.

Why Li9

- **Dual expertise:** Deep IBM infrastructure + Red Hat OpenShift operations.
- **Built for outcomes:** Faster releases, predictable operations, and clear visibility.
- Predictable per-node base for core managed platform services.
- Flexible consumption customization available.

Getting Started with Li9 Managed Services

We make onboarding simple, structured, and fast—so you can start getting value from day one. Our approach ensures we understand your needs, match the right services to your environment, and deliver a managed platform that practically runs itself.

1. Fit Check (30 minutes)

Purpose: Align on objectives, validate your current setup, and ensure we're the right match for your needs.

- **Business Objectives Review:** We confirm your top priorities—whether that's uptime, security, cost optimization, performance, or all of the above.
- **Environment Snapshot:** We review your existing systems, integrations, and architecture to identify strengths and gaps.
- **Value Alignment:** We determine where Li9 Managed Services can have the greatest impact, ensuring you get measurable results quickly.

2. Readiness & Scope

- **Footprint Confirmation:** We inventory the systems, workloads, and applications that will be covered under the managed service agreement.
- **Service Tier Selection:** We confirm your chosen service level—core monitoring, proactive maintenance, or full-service operational management.
- **Security & Compliance Alignment:** We check requirements for data protection, compliance frameworks, and access controls.
- **Integration Planning:** We align on how Li9 services will connect with your existing tools, processes, and teams.

3. Launch

- **Onboarding & Handover:** We provision your services, integrate monitoring, and connect communication channels for support and updates.
- **Baseline Assessment:** We capture performance, availability, and security baselines to measure improvement over time.
- **Optimization Pass:** Before going live, we implement quick wins for stability, efficiency, and cost-effectiveness.
- **Operational Handoff:** Your teams gain access to dashboards, reports, and automated workflows—freeing them from daily operational burdens.

[Schedule time with a Li9 IT Strategy expert](#)

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