



Staying in Control of Your **HPC** Red Oak Managed Services



Red Oak Consulting
Expert advice, exceptional delivery

RO
MS
MANAGED
SERVICES



Red Oak Managed Services Your HPC

Emergency Service

Building a team of skilled HPC experts to run and maintain your HPC solution can be challenging. Finding resources that hold that critical skill of HPC knowledge is getting harder every day.

Lack of skilled HPC support will negatively impact:

1. User Experience and Innovation:

- Limited access to complex simulations and data-intensive tasks
- Reduced competitiveness and innovation in critical fields

2. Research and Productivity:

- Constraints on research scale and complexity
- Delayed results and insights, affecting productivity

3. AI and Emerging Technologies:

- Bottlenecks in AI-driven research and data analysis
- Limited access for SMEs, hindering growth and innovation

Robust HPC support is crucial for advancing science, driving innovation, and ensuring global competitiveness.

"So impressed with the user service provided. Thank you so much!"

HPC user,
HE Customer

Our Managed Service team will use their diverse backgrounds to provide highly skilled unique insights into the needs and challenges of the user, business, and researcher.

The ROMS Impact



Peace of Mind:

Focus on your core business



Increased Efficiency:

Reduce costs, maximise resources



Improved Productivity:

Minimise downtime



Elevated User Experience:

Swift, efficient problem-solving



Collaboration:

Our team works with yours, as one unit



Expert Guidance:

Leverage our HPC, Research & Cloud expertise



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Powering Your HPC Future

ROMS: Beyond Traditional Support

- Proactive cluster optimisation
- Augment existing HPC/IT capabilities
- Promote learning and upskilling
- Diagnostic problem-solving
- Research Software Engineering (RSE) support
- Storage access optimisation
- Automation, monitoring, and financial reporting

Red Oak Managed Services will augment with your existing team applying skill and knowledge to drive you forward. Understanding your users, working in partnership, to build a solid infrastructure of HPC skill.

Remain in control with your resource being the driving force

- Work as part of your business
- Elevate internal skill and knowledge
- Ensure knowledge remains within your organisation
- Keep you updated on latest technological developments
- Agile approach to meet business and user demands

How it works:



Defined SLAs & KPIs.



08:00-18:00 | Mon-Fri.



Tickets managed via portal.



We interface with Cloud providers.

"Khaled did a great job in finding a solution to the problem. He was very proactive and responsive in the process."

HPC user,
Transport and Logistics Customer

Retain your internal expertise with support from ROMS to deliver excellence in HPC services.



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Elevate Your Business Capabilities

Amplify your team's potential with ROMS working alongside you to drive future innovation

Say Goodbye to unwanted skills challenges

What ROMS Brings to Your Team:

Effective problem solving, solution provider
Bridge a layer between technical IT teams and users
Filling resource gaps to deliver consistency in user support
Enhanced user experience
A reliable support resource in the event of any unforeseen issues
Support internal resource to remain at the forefront of industry
Established positive rapport with users
Extension of your internal team securing confidence
Work with you to retain in-house knowledge
Injection of hard-to-find skill and expertise

Key Benefits:

Improved efficiency of use
Increased productivity
Software Optimisation
Collaboration and Training
Performance Tuning and Benchmarking
Enhanced Financial Planning
Performance Evaluation
Improved Budget Allocation

Why Choose Us:

Certified HPC and Cloud experts
Customer focused, working with you
Computing Specialists with proven capability
Quality Assurance: ISO27002/9001
Unrivalled knowledge of HPC solutions
Proven skill with the intersection of technology and research
All-encompassing system administration services
Team of multi-Cloud vendor certified solution architects
Speedy ticket resolution for incidents and service requests
Specialist incident analysis and reporting
Service level and KPI performance guarantees
Multi lingual team
ITIL® Framework

“ I highly recommend ROMS for their exceptional HPC support. Their level of engagement and commitment to delivering high-quality results matched our expectations. And have proven to be a reliable and knowledgeable partner in the realm of HPC, and we continue to benefit from their valuable support.





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