XLLENZA

EDITION 2026

PROFESSIONAL SERVICES CATALOGUE

Engineering services, clearly defined.

Ten service families and every service code, from first assessment to ongoing operations. Built for RFP annexes, scoping and partner planning.

01 Assess · 02 Design · 03 Implement · 04 Operate · 05 Optimise

10	74	23	5
service families	defined services	technical certifications	key partnerships

XT-CPS Consulting and planning	**XT-OPS** Operating platforms	**XT-OSS** Open-source platforms	**XT-CVS** Virtualisation and cloud	**XT-IMS** Migration services
XT-DRS Data, databases and resilience	**XT-NSS** Network and security	**XT-AIS** AI infrastructure	**XT-SRS** Support and resources	**XT-TES** Training and knowledge transfer

XLLENZA Technologies LLC · Dubai HQ · Bengaluru CoE · GCC & wider MENA

contact@xllenza.com · +971 4 336 4773

CATALOGUE AT A GLANCE

One team across the full IT stack

Every family uses the same five-stage lifecycle and the same engagement models, so you can scope precisely by service code.

XT-CPS	Consulting and planning
XT-OPS	Operating platforms
XT-OSS	Open-source platforms
XT-CVS	Virtualisation and cloud
XT-IMS	Migration services
XT-DRS	Data, databases and resilience
XT-NSS	Network and security
XT-AIS	AI infrastructure
XT-SRS	Support and resources
XT-TES	Training and knowledge transfer

How to read a service code

XT – OPS – 03

XT = XLLENZA · OPS = family · 03 = service

Standard deliverables

- **Design** · architecture & design document
- **Build** · configured, tested platform
- **Runbook** · operating & recovery procedures
- **Handover** · training & knowledge transfer

Engagement models

PROJECT · RETAINER · MANAGED SERVICE · RESOURCE AUGMENTATION · TRAINING

WHO THIS CATALOGUE IS FOR

Enterprises & government

Scope projects and RFPs by service code.

SIs, resellers & MSPs

Add XLLENZA engineering to your bid.

Technology vendors

Field implementation for your platforms.

BUILT INTO EVERY ENGAGEMENT

CIS Benchmarks · DISA STIG · UAE IA aligned · Documented handover · Vendor-neutral design

SERVICE FAMILIES · XT-CPS AND XT-OPS

XT-CPS — Consulting and planning

Independent assessment and design before you commit budget.

8 SERVICES

- **XT-CPS-01** Infrastructure assessment
- **XT-CPS-02** Technology roadmap
- **XT-CPS-03** Cloud readiness assessment
- **XT-CPS-04** Data centre strategy
- **XT-CPS-05** BC/DR planning
- **XT-CPS-06** Solution design and BoM
- **XT-CPS-07** IT governance and compliance
- **XT-CPS-08** Technical proposals and RFP support

TECHNOLOGIES

Infrastructure · Hybrid cloud · Data centre · Security · ITSM

YOU RECEIVE

- Assessment report
- Roadmap
- Solution design
- Bill of materials

ENGAGEMENT

Project · Retainer

XT-OPS — Operating platforms

Build, upgrade and run Windows, Linux and Unix estates.

8 SERVICES

- **XT-OPS-01** Windows Server deployment & upgrades
- **XT-OPS-02** Active Directory modernisation
- **XT-OPS-03** Exchange & Microsoft 365 hybrid
- **XT-OPS-04** Linux build and administration
- **XT-OPS-05** Unix support
- **XT-OPS-06** OS hardening
- **XT-OPS-07** Performance tuning & patching
- **XT-OPS-08** Scripting and automation

TECHNOLOGIES

Windows Server · Active Directory · Microsoft 365 · RHEL · SUSE · Oracle Linux · Ubuntu · AIX · HP-UX · Solaris

YOU RECEIVE

- Build standard
- Configured servers
- Hardening report
- Runbook

ENGAGEMENT

Project · Retainer · Managed service · Resource augmentation

SERVICE FAMILIES · XT-OSS AND XT-CVS

XT-OSS — Open-source platforms

Red Hat and SUSE platforms, from foundation to cloud native.

8 SERVICES

XT-OSS-01 RHEL foundation

XT-OSS-02 OpenShift platform build

XT-OSS-03 OpenShift Virtualization & RHV exit

XT-OSS-04 Ansible Automation Platform

XT-OSS-05 SUSE Rancher & Kubernetes

XT-OSS-06 Satellite lifecycle management

XT-OSS-07 GitOps and CI/CD

XT-OSS-08 Container security

TECHNOLOGIES

RHEL · OpenShift · OpenShift Virtualization · Ansible · Satellite · SUSE Rancher · Kubernetes · GitOps

YOU RECEIVE

- Platform design
- Built cluster
- Automation content
- Runbook

ENGAGEMENT

Project · Retainer · Managed service · Training

XT-CVS — Virtualisation and cloud

Private, hybrid and public cloud platforms, designed to run well.

8 SERVICES

XT-CVS-01 VMware design and build

XT-CVS-02 Hyper-V and KVM

XT-CVS-03 Citrix application delivery

XT-CVS-04 OCI architecture & implementation

XT-CVS-05 Azure and AWS deployment

XT-CVS-06 Hybrid cloud connectivity

XT-CVS-07 Cloud cost and governance

XT-CVS-08 HA and capacity optimisation

TECHNOLOGIES

VMware vSphere · Hyper-V · KVM · Citrix · OCI · Azure · AWS

YOU RECEIVE

- Cloud design
- Landing zone
- Built platform
- Runbook

ENGAGEMENT

Project · Retainer · Managed service · Resource augmentation

SERVICE FAMILIES · XT-IMS AND XT-DRS

XT-IMS — Migration services

Planned, tested moves with a rollback at every step.

8 SERVICES

- **XT-IMS-01** Server and workload migration
- **XT-IMS-02** P2V, V2V & hypervisor moves
- **XT-IMS-03** OS upgrades
- **XT-IMS-04** CentOS and Unix to Linux
- **XT-IMS-05** Email migration
- **XT-IMS-06** Data & application migration
- **XT-IMS-07** Cloud migration
- **XT-IMS-08** Legacy modernisation

TECHNOLOGIES

VMware · Hyper-V · OpenShift · RHEL · Microsoft 365 · OCI · Azure · AWS

YOU RECEIVE

- Discovery report
- Wave plan
- Cutover runbook
- Sign-off

ENGAGEMENT

Project

XT-DRS — Data, databases and resilience

Protect data, keep databases fast and prove you can recover.

8 SERVICES

- **XT-DRS-01** Backup design & implementation
- **XT-DRS-02** DR planning and testing
- **XT-DRS-03** Microsoft 365 backup & recovery
- **XT-DRS-04** Oracle RAC & Data Guard
- **XT-DRS-05** SQL Server AlwaysOn
- **XT-DRS-06** SAP HANA migration & upgrades
- **XT-DRS-07** HANA system replication
- **XT-DRS-08** Database performance tuning

TECHNOLOGIES

Veeam · Veritas · Cohesity · Oracle · SQL Server · SAP HANA

YOU RECEIVE

- Protection design
- Configured jobs
- DR test report
- Recovery runbook

ENGAGEMENT

Project · Retainer · Managed service

SERVICE FAMILIES · XT-NSS AND XT-AIS

XT-NSS — Network and security

8 SERVICES

Secure the network edge, endpoints and platforms.

- **XT-NSS-01** Firewall and NGFW
- **XT-NSS-02** IPS and VPN
- **XT-NSS-03** NAC & endpoint security
- **XT-NSS-04** Email and web security
- **XT-NSS-05** SIEM integration
- **XT-NSS-06** VAPT
- **XT-NSS-07** CIS, STIG & UAE IA hardening
- **XT-NSS-08** Monitoring & observability

TECHNOLOGIES

NGFW · IPS · VPN · NAC · Endpoint · Email & web gateways · SIEM

YOU RECEIVE

- Security design
- Configured controls
- Test findings
- Runbook

ENGAGEMENT

Project · Retainer · Managed service

XT-AIS — AI infrastructure

6 SERVICES

GPU platforms for AI, on premises, hybrid or UAE-hosted.

- **XT-AIS-01** Workload sizing & architecture
- **XT-AIS-02** GPU platform build
- **XT-AIS-03** AI data platforms
- **XT-AIS-04** GPU VM & driver deployment
- **XT-AIS-05** On-premises & hybrid deployment
- **XT-AIS-06** UAE-hosted GPU-as-a-Service

TECHNOLOGIES

NVIDIA HGX · GPU VMs · CUDA stack · Kubernetes · High-performance storage

YOU RECEIVE

- Sizing model
- Platform design
- GPU platform
- Runbook

ENGAGEMENT

Project · Retainer · Managed service

SERVICE FAMILIES · XT-SRS AND XT-TES

XT-SRS — Support and resources

Engineers on site, remote or embedded in your team.

6 SERVICES

- **XT-SRS-01** On-site technical support
- **XT-SRS-02** Remote technical support
- **XT-SRS-03** Managed infrastructure
- **XT-SRS-04** Patch & lifecycle management
- **XT-SRS-05** Health checks
- **XT-SRS-06** Resource augmentation

TECHNOLOGIES

Windows · Linux · Unix · Virtualisation · Cloud · Databases · Backup

YOU RECEIVE

- Agreed response times
- Monthly report
- Health check
- Named engineers

ENGAGEMENT

Retainer · Managed service · Resource augmentation

XT-TES — Training and knowledge transfer

Skills transfer, so your team can run what we build.

6 SERVICES

- **XT-TES-01** Linux & Windows administration
- **XT-TES-02** Red Hat and SUSE platforms
- **XT-TES-03** Cloud and virtualisation
- **XT-TES-04** Databases and clustering
- **XT-TES-05** Handover & knowledge transfer
- **XT-TES-06** Runbooks and documentation

TECHNOLOGIES

Linux · Windows · Red Hat · SUSE · VMware · OCI · Azure · AWS · Oracle · SQL Server

YOU RECEIVE

- Course delivery
- Lab guides
- Documentation set
- Shadowing

ENGAGEMENT

Project · Training

HOW TO ENGAGE

From first call to handover, in four steps.

STEP 01
Discovery call
Your goals, estate and timeline.

STEP 02
Scoping workshop
Pick the service codes that fit.

STEP 03
Proposal & SoW
Fixed scope, deliverables, plan.

STEP 04
Delivery & handover
Design, build, runbook, training.

EXAMPLE · BUILD A SCOPE FROM CODES

XT-CPS-01	Infrastructure assessment
XT-IMS-04	CentOS and Unix to Linux
XT-OSS-03	OpenShift Virtualization and RHV exit
XT-TES-05	Handover and knowledge transfer

Illustrative example only — one statement of work, one team, one plan.

Customers
Quote service codes in your RFP or request. We return a scoped proposal with deliverables and timeline.

Partners
Bring us in at pre-sales. We scope with you, support the bid and deliver as your engineering partner.

Assess with us. Implement with us.
Consulting fees are credited in full when the engagement proceeds to implementation with XLLENZA within 180 days.

KEY TECHNOLOGY PARTNERSHIPS

Red Hat	SUSE	IBM	HPE	Ubuntu
ADVANCED	EMERALD PARTNER	PREMIER	PARTNER	PARTNER