Remote Infra Management

Wring the maximum return out of your IT investment

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Managing daily IT operations and multi-vendor relationships can be time-consuming, and deprive you of precious time to focus on what is important. Your smart alternative would be to outsource the management of your entire Data Center Operations & technology environment (or parts thereof) to a trusted service provider.

Alethe's Managed Services aim to help you extract the most out of your IT investments. With a proven track record and comprehensive suite of offerings, we are ideally positioned to assume responsibility for managing your technology needs, to better support your business.

Alethe Managed Services aim to help you **extract the most** out of **your IT investments**

We have expressly designed our suite of managed services to cater to your need for a highly flexible way to procure IT services, including:

— *Uptime Support Service*
— *Managed Service for Technologies*
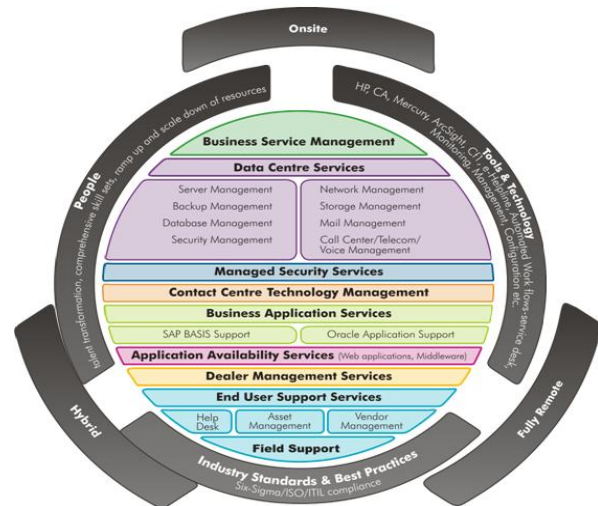— *Team Empowerment*
— *IT Outsourcing*

You may choose from our comprehensive suite of standard, pre-architected managed services, whose preset parameters can be refined to suit your unique needs. This approach is ideal if you want swifter time to-market, a proven delivery methodology & cost efficiency. Then, there may be situations wherein you require specific expertise, a highly specialised service or urgency. We will then work closely with you to tailor and develop the unique solutions that get you measurable business results and boost your long-term competitive advantage.

Global Services Delivery Centres

Through our Global Services Delivery Centre(GSDC), we deliver consistent, best-in-class quality of service to local, regional and global clients with an optimal combination of People,

Processes and Technology. Our state-of-the-art GSDC are operational 24 x 7 x 365 and ISO/IEC 20000, 27000 and 9000-certified.

Every facility is equipped with sophisticated fire protection and surveillance systems, fully redundant generator, UPS back-ups and high-speed network connectivity, they ensure seamless service delivery wherever you choose to do business in the world. This is complemented by a team of highly trained, technology domain-certified professionals specialising in technical service delivery for levels zero to three incidents across the full spectrum of technical challenges, from server or network connectivity loss to forgotten passwords. Our centralised service request management structure, coupled with a decentralised deployment model, lets us work on your service request from anywhere in the world.

- ✓ First Time Transition & Knowledge Transfer & Creation
- ✓ 24x7 Monitoring & Management
- ✓ Firewall, Citrix, Antivirus, Database Operations and Program Management
- ✓ EMS Tools for Monitoring and call logging
- ✓ Dedicated Web Portal for Online reporting & MIS
- ✓ Service Window- 24X7

Alethe's Services Continuum

plan	build	support	manage	improve	innovate
Develop plans that achieve business objectives	Deploy and transition IT architectures	Support full lifecycle of IT assets	Manage full lifecycle of IT domains	Optimise IT services	Differentiate through technology innovation

Managed Services

Alethe's holistic approach to service delivery Alethe's wide spectrum of managed services utilises our Services Continuum framework to develop end-to-end services for our clients, for whom we engage to *Plan, Build, Support, Manage, Improve and Innovate* our client's IT infrastructure.

Plan incorporates our consulting and design service elements, to help you evaluate your current environment and justify technology investments.

In the **Build** service function, we work with you to procure equipment before implementing and deploying new solutions. Our role is to reduce risk and ensure projects are delivered on time and within budget.

Support services include Uptime and Insite. Through our investment in people, processes and systems, we are able to deliver a higher quality of service at a better cost than you could in-house.

In the **Manage** service function, we take more responsibility and ownership for the running of your IT environment throughout the technology's life cycle. Our Service Delivery and Service Support processes let us interact with your environment proactively. This helps lower operating costs, reduce the number of incidents or faults and, ultimately, minimise the cost of managing your environment while maximising return on your current IT investment.

Improve and **Innovate** are visionary services, in which we become your trusted advisor and work with you to enhance your competitive advantage through the innovative use of current and new IT solutions

Partnering with leading vendors
- **Contact Centres**
  Cisco, Genesys
- **Data Centres and Storage**
  Cisco, EMC, Netapp, Oracle, Symantec, Vmware, IBM
- **Microsoft**
  Citrix, Quest
- **Network Integration**
  Blue Coat, Cisco, F5, Juniper, Riverbed
- **Security** Blue Coat, Check Point, Cisco, Fortinet, McAfee, RSA

Uptime

Uptime is our value-added IT support service that minimises downtime and supports the resolution of specific incidents in your infrastructure. And while we take care of your network, your internal resources are free to focus on mission-critical programs and run your business better.

What makes Uptime tick?

It is the many components within Uptime, working in unison that keeps your business going – even when an incident arises

- **SLA-based incident management**
  Caters to specific needs with a flexible system that manages incidents until their resolution. The SLA clock starts the moment the problem is logged
- **Multi-vendor management**
  you with a single contract with coterminous and synchronised end dates for all devices. While on our end, we procure and manage disparate contracts with multiple vendors for issues like renewals and parts return claims

- **Flexible service components**
  Allows you to select the services that you truly require, not based on manufacturers' bundles
- **Service level management**
  Provides specialised reports and service management reviews, with recommendations on how to further minimise downtime in your environment
- **Services portal Lets you log in requests,**
  enquire and request status, and plus view contract information and reports
- **Licence renewal Reminds you**
  when "right of use" licences are up for renewal
- **SLA assessments Evaluates the**
  performance and reports the quality of predetermined, configuration items and services
- **Moves, adds, changes & deletes management- MACDs**
  Keeps your technology environment up-to-date without tying up your internal resources
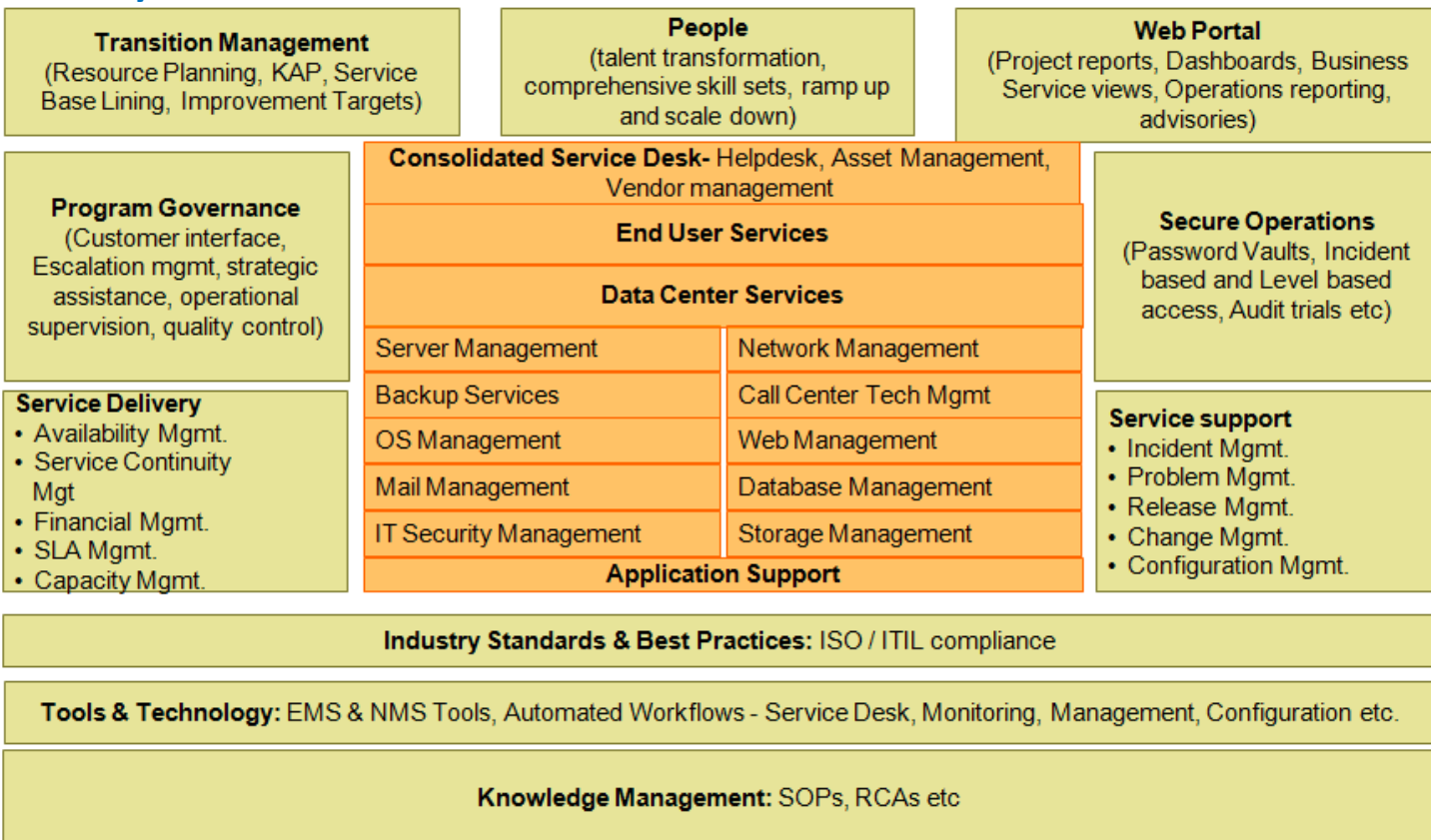- **Consultant-on-call Provides specialised** telephonic support for issues not related to a logged incident, such as configuration advice

How can your business benefit?

Uptime reduces network downtime, helping your business by:
- Offering a single point of ownership across geographies & technologies
- Providing access to the right skills with no need for hiring, maintaining and training in-house resources
- Reducing downtime
- Saving on operational and capital expenditure
- Improving visibility and providing peace of mind

Delivery Stack Overview

Transition Management
(Resource Planning, KAP, Service Base Lining, Improvement Targets)

People
(talent transformation, comprehensive skill sets, ramp up and scale down)

Web Portal
(Project reports, Dashboards, Business Service views, Operations reporting, advisories)

Program Governance
(Customer interface, Escalation mgmt, strategic assistance, operational supervision, quality control)

Consolidated Service Desk- Helpdesk, Asset Management, Vendor management

End User Services

Data Center Services

Server Management	Network Management
Backup Services	Call Center Tech Mgmt
OS Management	Web Management
Mail Management	Database Management
IT Security Management	Storage Management

Application Support

Secure Operations
(Password Vaults, Incident based and Level based access, Audit trials etc)

Service Delivery
- Availability Mgmt.
- Service Continuity Mgt
- Financial Mgmt.
- SLA Mgmt.
- Capacity Mgmt.

Service support
- Incident Mgmt.
- Problem Mgmt.
- Release Mgmt.
- Change Mgmt.
- Configuration Mgmt.

Industry Standards & Best Practices: ISO / ITIL compliance

Tools & Technology: EMS & NMS Tools, Automated Workflows - Service Desk, Monitoring, Management, Configuration etc.

Knowledge Management: SOPs, RCAs etc

How can your business benefit?

- **Reduce operating expenses associated** with the day-to-day operation of your IT infrastructure (including employee headcount and skills development)
- **Reduce capital expenditure associated** with IT operation by leveraging Alethe's remote infrastructure management platform that delivers modular, scalable, automated and consistent services

- **Improve network performance by** taking advantage of Alethe's processes, people and platforms to achieve best-of-breed IP operational capabilities for your ICT environment
- **Increase the availability** of your IT infrastructure with fewer critical outages and faster identification of incidents, thus improving organisational productivity
- Improve your **focus on strategic IT** initiatives in your business through the delegation of operational activities to Alethe, while maintaining full control of your IT infrastructure

Managed Services for Technologies comprises **Insite**, a **comprehensive, proactive monitoring** & **management IT landscape.** It enhances business agility, operational & financial flexibility and alignment with business objectives

Service Aggregation

Alethe's IT Outsourcing service includes Service aggregation which offers you a single point of contact to address all support concerns and technical problems for levels zero to three incidents across a range of infrastructure, network, business and end-user applications. Managed by our onshore, near-shore and offshore GSDC, with ITIL-defined processes and systems, this best-in-class service is delivered consistently to your local, regional and global operations. You can access its innovative, web-enabled self-help feature or contact live agents via dedicated service desk hotline. Every channel is equipped with the appropriate tools to resolve all your defined IT support needs regarding business applications, DC Infra & IT administration

Our IT Outsourcing service is **aimed** at supporting your IT strategies **where** and **when** you require that support – and where you are **able maintain** management control.

How does Service Aggregation deliver results?

The Alethe difference lies in our customised solutions. Rather than impose a "one size fits all" solution, we adopt a consultative approach. First, we take the time to understand your business and technology needs to arrive at a solution that meets your requirements. The next step is helping you make the transition from your existing support structure to our solution. Our support services are delivered through our network of onshore, near-shore and offshore GSDC. Should an incident arise, simply contact your dedicated service desk. Our agents will then quickly diagnose and remedy the problem using remote diagnostic tools and a detailed online knowledge base.

How can your business benefit?

Tailored to meet your needs, Service Aggregation can transform your support into a value-added business feature with these benefits:

▪ **Expertise at lower costs** You have access to current and relevant expertise delivered by a dedicated team of professionals thanks to Alethe's economies of scale

▪ **Fewer calls** We strive to proactively identify and resolve repeat incidents to prevent future issues. By automating processes, tool usage and IT satisfaction surveys, we can reduce call volumes and improve the user experience

▪ **Faster call** resolution We strive for first-contact resolution to prevent issues from repeating. By analysing the top service requests and informing users proactively, we can manage your requirements efficiently

▪ **Growing** with you As your business evolves and priorities shift, Services Aggregation adapts to support your changing needs

▪ **More profitable** By focusing your employees' priorities on core business goals, you can increase revenue and profitability while enhancing their productivity

▪ **Our promise** You have our guarantee that our service adheres strictly to committed SLAs

Quality	Cost	Performance
▪ 100 % customer satisfaction	▪ 50-60% savings in operational costs	▪ 90% incident resolution at L1 & L2
• Reduced risks	▪ Better ROI & Reduced TCO	▪ Speedy delivery
▪ Industry best practices (e.g., ISO 27001-certified security practices), a business-focused approach, and rich domain expertise		▪ Easy access to reports via our web-based real time client portal
• Faster Resolution		▪ Auto triggering of events/failures
• Enhanced SLA		▪ Global knowledge base
• Integrated Helpdesk with Center of Excellence		

Why Alethe ?

Why do almost 80+ clients entrust Alethe with over 30,000 service requests every year? It starts with our passion for IT services. We believe in its ability to shape business growth. Our Managed Services, founded on ITIL best practices, are designed to ensure your IT investment is closely aligned to your business needs. partnerships with leading technology vendors that grant us unrivalled access to the industry's top engineers and technical expertise. Our technicians are certified on major technologies & are hands on experienced resources. All of which enable us to support and manage multi billion of DC equipment 24 x 7 x 365 globally.

Let Alethe help you develop a holistic sourcing strategy that enables operational efficiencies and lower infrastructure TCO. Contact our IT Services Specialists today via **manage-services@aletheconsulting.com or visit www.aletheconsulting.com**
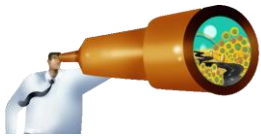
- 80+ Customers; Largest Telecom ISP & their 100+ DC hosted customer
- Telecom, Healthcare, E-commerce, Automobile, Manufacturing etc

Customers

- 2000+ Network devices
- 1200+ Servers across multiple platforms
- 80+ Databases
- 280+ Security devices
- 18+ SAP Instances
- 50+ Other applications

Assets

Domains

- Data Center Services
- Messaging & Database Support Services
- Data network services
- Voice network services
- End User Support services
- Application Support & Management Services
- Enterprise Security Management services
- End User Application Response Monitoring Services
- Hand-held devices Support Services