



GLOBAL IT - Support Services

Helping you guarantee performance, improve IT services and reduce costs



~~Reactive~~
Proactive

Unexpected Downtime
causing you to lose sleep?

www.sipssglobal.com

“Performance without Fail – Service without compromise”



IT Infrastructure Services

Meeting the business expectation, Fast growth, Addressing the dynamic trends in business, increasing globalization and more over to get ready the organization to become a “next generation business organization” is leaving a high demand on IT infrastructure, Creating and maintaining IT infrastructure to enable the service to its end users to use the automation and increase of worker productivity is required a lot of investment and efforts, Organizations are now more prefer to outsource this most critical backbone to an efficient IT Organization with a proper Service Level Agreements and linked payment options to ensure their deploying of services, specially managing of IT infrastructure is well taken care.

Why SIPSS-GLOBAL?

Today's uncertain economy may force to reduce the IT infrastructure & management costs, But we believe reducing infrastructure & management cost is no longer enough, driving the business values with more focused and efficient use of proper solutions and performance optimization of the existing infrastructure will be an appropriate solution. At SIPSS-GLOBAL, with our 7 + years vast and deep experience in IT infrastructure deployment and managing portfolio with word class transparent process helps your organization achieve the new level of business performance, We are in business for you to enjoy the benefits of a robust IT infrastructure with proper security and performance, We also helps to identify the IT Infrastructure demand to address the growing business with the proper and efficient technologies & solutions.

We at SIPSS-GLOBAL believe the customer support and satisfaction is the core DNA of our business, Our direct support with the strong process driven structure helps the proper communication and solution to the clients in time, We value our clients every moment of productive uptime, Our clear defined SLAs and linked performance payment options for support services showcase our confidence in our robust support structure.

Solutions We Offer for Managing your IT Infrastructure

We have varies levels of solution offerings to Manage your IT infrastructure as follows, The level of commitment and deliverables enable you to get an clear idea on our capability and an option to choose the BEST FIT service delivery model for your organization.

1. Life Cycle Support- Maintenance Contract Service support which cover the IT hardware, Operating System, Application software etc
2. Facility Management Service – We will manage your IT infrastructure under the scope of Facility Management service with Resident Engineers (Option for 24 x 7 Support)
3. Managed IT Services – We will take your Entire IT infrastructure operation as our responsibility & commit the Uptime based Service Levels and provide the support resources and infrastructure to support. (Option for 24 x 7 Support)
4. IT Outsourcing Model – Managed IT services along with Solution consulting and Project management with ITIL process implemented proactive support. A high level support any organization can expect.
5. One Time Services – Have this option to utilize our expertise to assist you for IT Audit / Project Management / Asset Management / installation & implementation Services / Break fix Support etc

We wish to consult, discuss and tailor your requirements with our offerings, We are always open to customize our offering to fit your requirement, Kindly give us a chance to study, Participate and serve for your requirements.

We always believed in a clear & achievable communication from the First meeting to enable our service with highest customer satisfaction. This strategy makes our successful existence for the past 7+ Years in the industry with hundreds of happy customers across the country.

Lifecycle Support for Desktops, Laptops & Workstations

Features and Benefits	BASIC CARE	Preventive CARE	Advanced CARE	Proactive CARE
Break Fix Support For Hardware & Operating System	✓	✓	✓	✓
Application Support (All Standard Applications)*		✓	✓	✓
Antivirus Support *	✓	✓	✓	✓
Hardware Preventive Maintenance	✓	✓	✓	✓
OS Preventive Maintenance			✓	✓
Break Fix - Response Time	4 - Working Hours on Site, 2 Hours Remotely	4 - Working Hours on Site, 1 Hours Remotely	4 - Working Hours on Site, 30 Minutes Remotely	4 - Working Hours on Site, 15 Minutes Remotely
Break Fix - Resolution Time	48 Hours Maximum	48 Hours Maximum	24 Hours Maximum	24 Hours Maximum
Pro-Active Monitoring & alerts, Uptime Commitment				✓
AV, OS & Application Patch Management			✓	✓
Access to SIPSS-GLOBAL Helpdesk & Knowledge Base	✓	✓	✓	✓
Standby unit in case of beyond the committed resolution time			✓	✓
Covered under Data protection Plan (Routine Back-up & Restore)			✓	✓
Assistance in installing and configuring gadgets (such as mobile, Tablets, PDA's etc)			✓	✓
Optional Domain Hosting with 10 Mail IDs				✓
Minimum Units to qualify the Program	5	5	10	10
Approximate Price Non Comprehensive (W/O Spare Replacement)*	INR 2,000.00	INR 3,000.00	INR 4,000.00	INR 5,000.00
Approximate Price Comprehensive (With Spare Replacement)*	Option is available at extra cost depends on the configuration, will be provide the same after the assessment.			

- All Software License will be taken care by customer, SIPSS-GLOBAL is committed to maintain only the Licensed Software
- Preventive Maintenance will be performed with user concurrence (will plan to perform during nonworking hours) with respect to mutually agreed industry standard & best practices checklist conditions
- Life Cycle support for other components like Servers, Peripherals Networking etc need to be assessed, discussed and then provide the deliverables and approx. commercials.
- Taxes are extra on Actuals
- Unit count can be the mix of Desktops, Laptops & workstations. Servers, networking & peripheral quantity will not be considered for the qualification criteria.
- Working hours 9:00AM to 6:00PM during Monday to Saturday, except public holidays
- Awareness campaign over e-mail/web to the users on the Best Practices to use the System/ Services – Periodical TIPS (Do you Know?) Circulation, Technology updates, Technical discussions with SIPSS-GLOBAL experts via- customer Portal etc. Basically to improve the usage of the systems / Services more effectively.

Facility Management Services

Services we Offer through our FMS Program (A Single Window for All Your IT Support Need)

Helpdesk

- SPOC for all IT support need
- Single place to obtain the call status
- Ticket managing / Customer feedback center
- More interaction with End user to have a better working environment
- Tracking of all calls WRT committed Resolution Time
- Arranging of back-up equipment etc
- Awareness Campaign Program cordination

Support

- Remote - Immediate
- Onsite/ Desk side
- Single ownership
- Multi-party coordination
- Integrated Service for all IT service need
- Solution in committed resolution Frame
- Technical escalation to the next Level of experts we have inside L2, L3 Specialists & experts with L4 consultants
- Consistent service delivery improvement program

Proactive Measures

- Daily monitoring of Critical Equipment
- Data Backup verification as per checklist
- Server resource utilization and reporting
- AV & OS path deployment services
- Preventive maintenance planning & Execution
- RCA (Root Cause Analysis) For all critical incidents
- Change Management process for all new implementation / planned change activities

Program Management

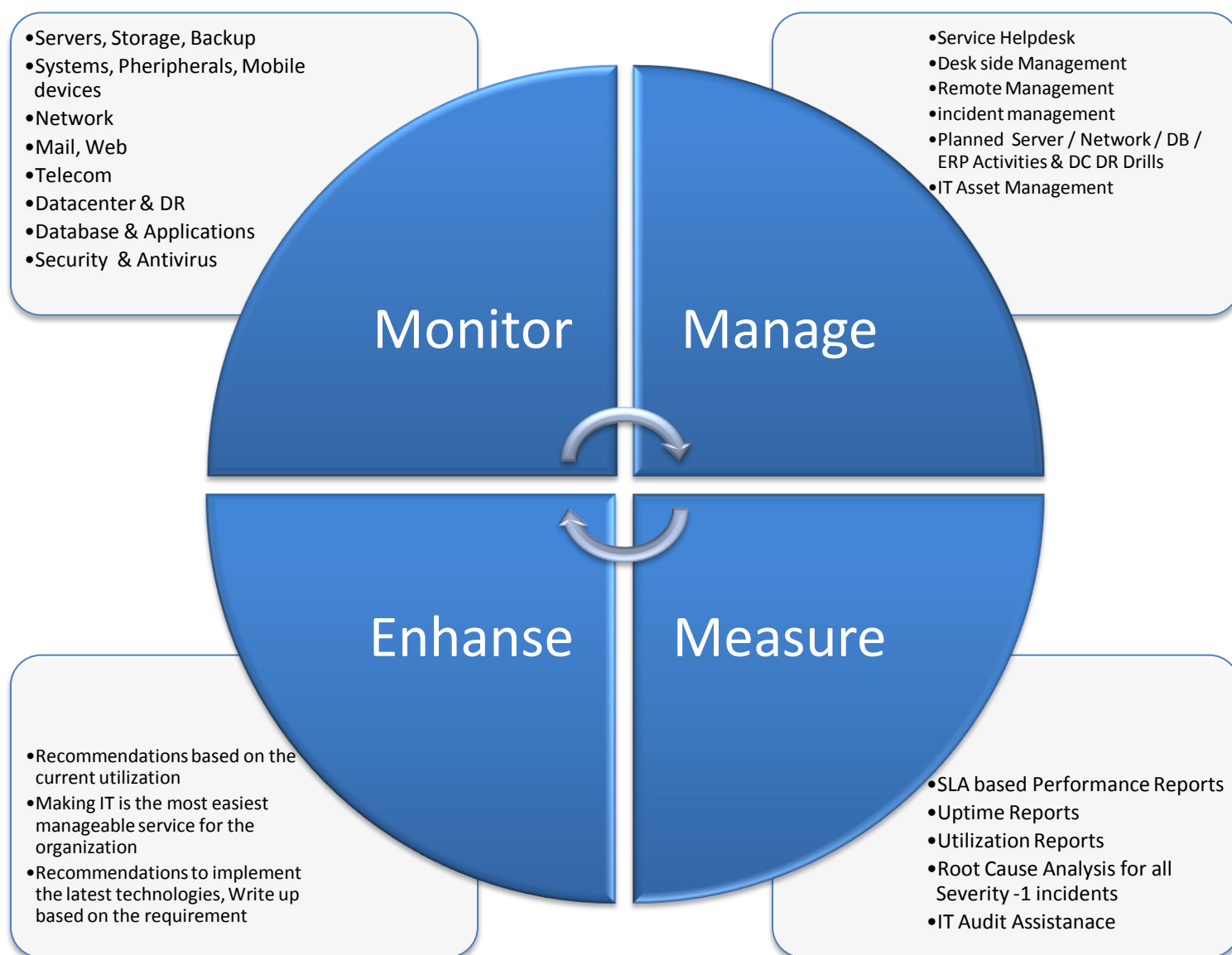
- Periodic Performance Reports
- UP Time Reports
- Quality Improvement Program
- Escalation Performance report
- Vendor performance report
- Periodic discussion with Client Representative by SIPSS-GLOBAL Project Manager & tracking the action points

Above mentioned services are in the typical FMS offerings, We can prioritize, add, delete services as per the requirement. Service Level Agreements are mutually agreed and signed before enter into the contract, Performance based Payment options are available. Approximate commercials and deliverables can be finalized during the discussion & finalization stage.

SIPSS-GLOBAL will be using its existing channel to manage Partner equipments where ever possible but we can have the back-to-back uptime based agreement on behalf of the customer for mission critical equipments such as Production High End RISC / Intel based Servers, Storage & Networking equipment etc.

Managed IT Services

IT Management Services involve an effective combination of people, process and tools to ensure that your IT infrastructure is always up and running with the peak performance. Catering to the 24x7 service demands on your IT infrastructure, we undertake complete responsibility of ensuring availability and performance of your IT Infrastructure as per SLA. Our onsite Level-1 Engineers are powered with remote L2 & L3 Experienced domain specialists and L4- Consultants and respective product development Teams



Our Managed Service Delivery Model overview as above, We are taking care of END-TO-END IT Services in a single umbrella by managing the Services and operations as per the Agreed SLA and enhancing with our professional services offerings.

Our Comprehensive, Industry leading portfolio of Managed IT services guarantee the high availability, reliability and scalability, Our back-end technical specialists and experts to ensure the proactive & cost effective services & IT solutions to ensure a quick return on your IT investments

IT Services Under Outsourcing Model

SIPSS-GLOBAL 's approach for the IT service Outsourcing business model specifically designed to benefit the customers in 3 major Areas

- a) Operational Benefits
- b) Technological Benefit
- c) Financial Benefit

It's a combination of a strict project management with Managed IT services; here we are not talking anything about IT equipments uptime. We are committing uptime for the service with certain measurable performance indicators. Transaction based billing option is available in this model.

Our Process Model








Our Technological Partners



Logos are the properties of the respective owners

One Time IT Services

We kept this bucket to expand our offerings to the customers and build a strong perception about our services which we believe as the first step ahead a strong everlasting relationship, Also we will be very competitive and non-compromising service provider to ensure your end-end objective is met, Please find the summary of our One-Time Services offerings as follows.

<p><u>IT AUDIT Services</u></p> 	<p>We have several programs in IT audit, Security Audit, Performance Audit, Asset Audit, Best Practice Analysis etc- Our strong process, Tools and methodologies to ensure the IT implementation / Operation is happening 100% fool proof. We will assess, understand, run some test cases identify and report the loop halls and recommend the best practices. We will perform tests like Stress test, Deep penetration test, External penetration test, Load balancing test, Network bandwidth utilization analysis tests, Treads analysis etc with the help of industry leading tools</p>
<p><u>Project Management Services</u></p> 	<p>Project Management services to extend our project management experience to customers to execute the project at the optimal cost, We will take care of the smooth execution of the projects with committed deliverables within the defined timeframe. We deploy a part time or full time available Project manager depends on the need, We assist right from identifying the solution for the planned service to the final audit. We have strong experience in the following. RFP, Extend assistance to make the comparative statement, assisting to observe the best practices & standards, Proper agreement execution, Project schedule and cost finalization, Coordination between different parties, Follow up with the respective owners, Periodic project updates to the key stakeholders of the project. Final project report submission and clean exit, We will be signing Non Disclosure Agreement in the beginning of our engagement to protect the privacy about the project, We follow Project Management process based on the PMI guidelines</p>
<p><u>Asset Management Services</u></p> 	<p>We assist organization to build a strong asset plan, Onetime assistance to identify and streamline all the IT assets, Streamline all information with respect to the Asset category, Life span, Technology benefits, Disposal plans, migration plans etc.</p> <p>We undertake the disposal of e WASTE to help the organization to be more efficient IT deployed organization, We recommend the latest Green Computing technologies, help the organization to perform the IT usage in more efficient manner to conserve the energy with high productivity</p> <p>Licensing compliance audit & recommendation, Assist organization to run with minimal licensing cost etc are included in this service.</p>
<p><u>Installation/ Implementation Services</u></p> 	<p>Our system integration experience, professional services and engagement with the global technology providers made us capable to extend our assistance to clients when they required. Let it a simple PC installation or a Huge Data Center setup we are proficient enough to undertake the services. We assure the deliverables and get into a secure agreement then install, implement, make it online and extend our support for some extend period like a warranty.</p> <p>We follow industries best practices during our implementation, We deliver the service up to the satisfaction, Final exit will make only with the proper documentation with the final report</p>
<p><u>Immediate Rescue / Break Fix Assistance</u></p> 	<p>We are there to help you for any assistance under the IT service portfolio, We are ready to extend our workforce when you are in trouble. Let that be a Virus attack, Data Loss, Network problem in a vast unmanaged environment, Security tread, information loss, Performance degradation or even a PC not booting. We are there to assist you. We deliver this service through our</p> <ol style="list-style-type: none"> 1) Immediate Remote Support 2) On-site Support <p>We believe as an IT organization it's our social responsibility to assist for any IT service need. Kindly keep it in mind and alert us for an Emergency.</p>



IF YOU WANT TO KNOW MORE ABOUT SUPPORT SERVICE SOLUTIONS WHICH CAN
ENHANCE YOUR PERFORMANCE, SECURITY & PRODUCTIVITY PLEASE CONTACT US



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