

IT Infrastructure Services

Amazing Possibilities ...



Executive Summary

Our Mission

To enable organizations to Generate Business Value by effectively managing different stages of design, delivery and support of IT Infrastructure programs & services with focus on Performance, Availability, Cost and Extensibility

Our Value Proposition

- End to End expertise in Consulting & Managed Services in multi-platform and multi-vendor infrastructure landscape
- Proven Infrastructure Technology management, Operations and Governance skills
- Experience with heterogeneous set of tools and Infrastructure vendor products
- Industrialized Approach -> Automation -> Productivity
- Rich experience in niche areas like Storage & Network Virtualization, MFT, Mobility, Public & Private cloud etc.
- Simplified Technology Transformation techniques

Our Methodology

- Continuous focus on Performance, Availability, Cost and Extensibility - **PACE**

Our Capability

- ITIL standardization leading to ISO 20000
- Standardized Tool & Template based monitoring & maintenance methodologies
- Delivery Centres in Bangalore & Mumbai to provide assured service
- More than 40 years of rich experience and exposure across industry sectors

Our Offerings

- Consulting, Implementation and Support services providing abilities to Design, Deploy and Manage IT Infrastructure entities
- IT Infrastructure consolidation, virtualization and transformation
- IT Infrastructure Service Assurance

IT Engineering Services – IT Infrastructure

Enterprise Computing

Storage Services

- Server Disk Storage
- Mainframe Disk Storage
- Media Services
- Data Backup

Data Centre Services

- Capacity Planning
- Refresh & Augment

Platform Services

- UNIX/Linux Support
- Windows Support
- Utility Computing

Messaging Services

- Messaging Security
- Messaging Platform Support

Enterprise Network

Managed Networks

- Managed Router
- Managed Switch
- Network Security
- Carrier Networks
- Net Ops / Advanced Monitoring

Mobility & Wireless

- Wireless LAN
- Remote Access Connection

Converged Network

- Unified Communications

Data Centre Networking

- Internet Services & Utility
- MPLS Infrastructure

Core Services

Business Service Management

- Service Management
- Process Automation

Event Management

- ITIL Ticketing System
- Monitoring related to Infra, Apps. Mw etc.
- Batch Enablement
- Event Consolidator

Business Intelligence

- IT Asset Management
- ISIS Portal
- Service Level Tracking

Client Care Centre (C3)

- Data Centre Operations
- Network Operations

Transition Management

End User Computing

Desktop Management

- Virtual Desktop
- Image Management
- Application Packaging
- Patch Management

Service Desk

- Service Desk
- Remote Resolution
- Self-Service Portal

Monitoring & Service Desk

L1 Services

Monitoring

- 24 x 7 x 365 monitoring of Network, Databases, Desktops, Servers, Storage, Email, Voice
- Ticket Management
- L1 Procedures
- L2 Escalations

Service Desk Activities

- 24x7x365 Services
- Call / Email Management
- Execute Help Desk Procedures
- Management of Incidents
 - Act as single point of contact
 - Act as Interface for other Service Support/Management processes
 - Notifications & Communications
- Keep Users / Customers informed of progress through Incident lifecycle
- Distribute Management Information Metrics & Reports
- Define SLAs & Escalations and reporting on Compliance

Others

- Batch Operations & Scheduled jobs management
- Backup scheduling and management

IMAC

Asset Management

- Asset Discovery with Component Inventory
- Software Currency Management

IMAC

- Provisioning / De-Provisioning
- Application Packaging & Software Distribution
- Access Control and Management

L2 Services

Maintenance

- Patch Notification & Implementation
- Hotfixes & Service Packs
- Standard Database activities like update stats etc.

Change & Configuration Control

- Change requests Tracking
- Configuration Control

Event Management

- Threshold Refining and management
- Fix repeat alerts / events

Technology Management

Platform Management

- Virtualization
- Upgrades & Refresh
- Rollouts
- Test/Development refresh/recreate

Build, Migration and Consolidation Services

- Requirement Management
- Datacenter consolidation
- System & Database Migrations

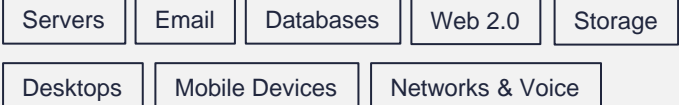
System Administration

- Storage Administration
- Messaging and AD administration
- Network, Voice and Video administration
- Server Administration

Design and Implementation

- Change requests Tracking
- Configuration Control

L3 Services



Our Approach

INNOVATIONS

- **Zero Incident Framework™**
- Design and deployment of a value for money tool for Automation
- Firewall Assurance
- **SMART** / Innovation

SOLUTIONS

- Simplified & New Technology Transformation Solutions
- IT Infrastructure Service Assurance solutions
- Industrialized Approach -> Automation -> Productivity Enhancement Solutions
- Strong Relationships with Technology Partners for Solution Design

Customer

DELIVERY METHODOLOGY

- Based on Industry Best Practice - ITIL, ISO-20000
- Better, Simpler, Faster –**BEST**
- Standardized Tools & Template based monitoring & maintenance methodologies
- Meaningful Dashboard, Reporting and Transparent Governance

SKILLMINE'S VALUE

- Continuous focus on Performance, Availability, Cost and Extensibility- PACE
- Fit for Purpose Solution
- Experience with heterogeneous set of tools and Infrastructure vendor products
- Rich experience in niche areas like Storage & Network Virtualization, MFT, Mobility, Public & Private cloud etc.

Our Value Adds

Carrier SLA Management

Assessment & review of carrier's bandwidth utilization, performance and SLA adherence. Relook at re-routing options to decommission unwanted links.

Backup Assurance

Automation and fine tuning of backup schedules whereby failed backups go through retry logic and fine tuning of conflicts and elimination of failures

Firewall Optimization

Design and deployment of re-configured security Zones within the Data Center . Elimination of requirement of various firewall rules proving better experience to developers. Tightened Security with rules optimization

Desktop Virtualization

Architect and implement virtual desktops to bring down costs and better manage data and end-point security. Also serves as a handy tool for Critical support and location specific Business Continuity

Voice Optimization

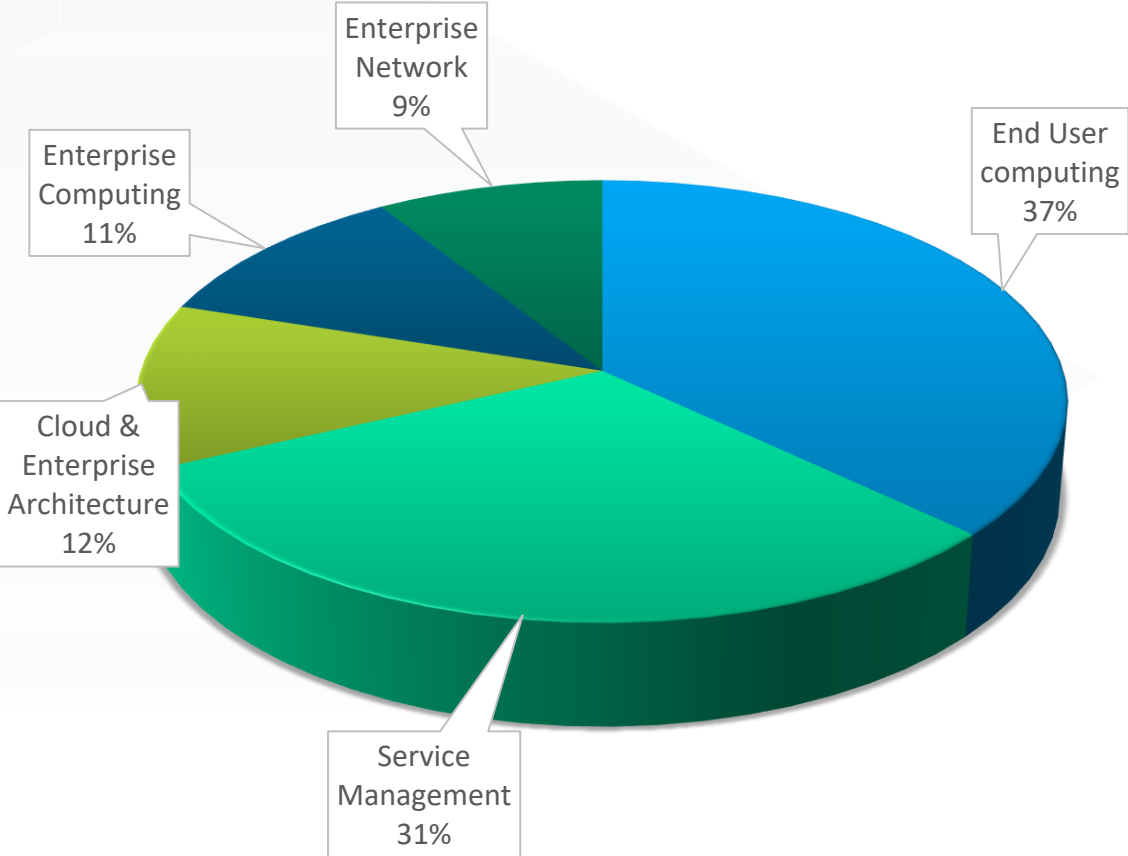
Reduction in PRI links and associated costs by implementation of Least Cost Routing and decommission of unwanted voice circuits. Also helps in better QoS

Database Performance

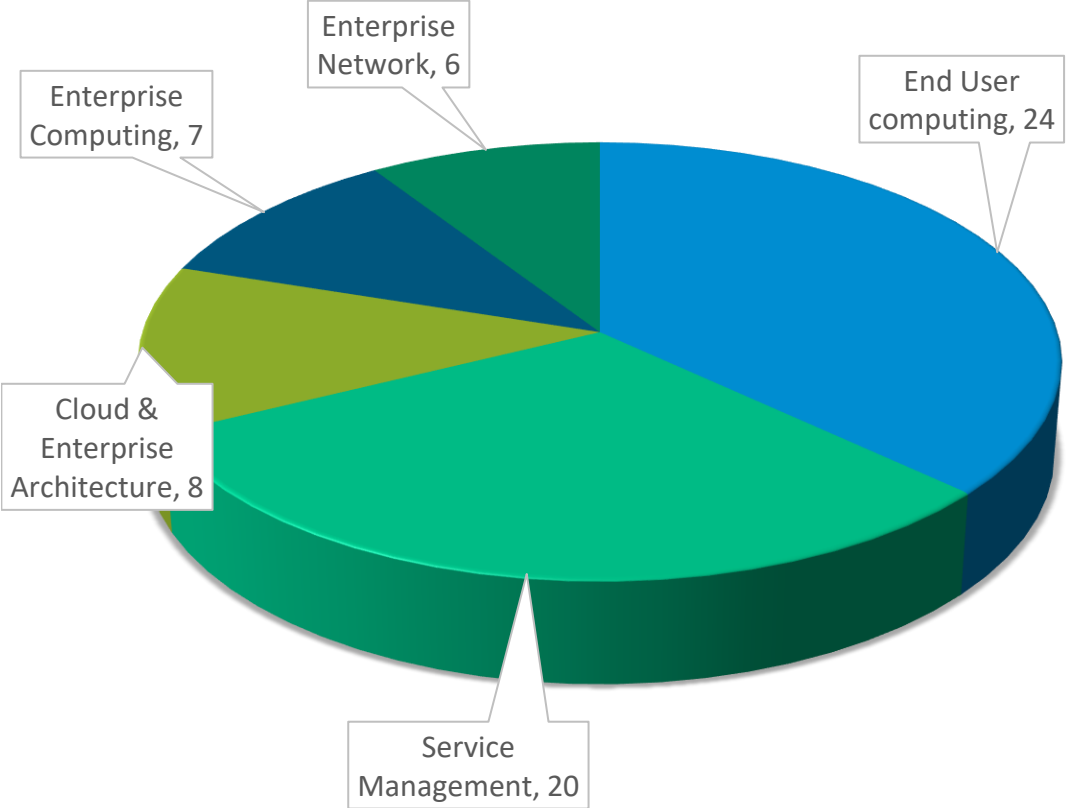
Automation of standard DB Maintenance activities like update stats, refresh of indices, mgmt. of Integrity and ref Checks, data refresh etc. to reduce effort and induce consistent database performance & availability

Capability Matrix – Technologies & People

Infrastructure Services



People Capability



Infrastructure Skill Matrix

Microsoft	SAN	Virtualization	Networks	End user compute	Miscellaneous & Project Services
<ul style="list-style-type: none"> • Microsoft Exchange design & implementations • Windows Active Directory Design & Implementation • Microsoft 2003 to Windows 2012 Migrations • Microsoft Terminal Services / RDS • Microsoft Clustering • Automated Desktop Migration • Microsoft System center Solutions • Microsoft Hyper V • Microsoft Sharepoint • Microsoft Skype for Business Solutions Design & Implementation • Microsoft Rights Management • Microsoft Office 365 	<ul style="list-style-type: none"> • Design & Implementation of Fibre Channel Storage, including Switches & Fabric • EMC Storage Solutions • EMC Replication Solutions • HP Storage Solutions • Hitachi Storage Solutions & Storage Virtualization • Storage High Availability Solutions • Netapp Solutions • Storage Mirroring • Virtual SAN • NAS • DAS • Object Level Storage Design 	<ul style="list-style-type: none"> • VMware vSphere • VMware SRM • Enterprise Design & Architecture • Migration Planning • Citrix Virtualization Solutions • Citrix VDI Solutions • Microsoft Hyper • Virtualized DR Solution • Hyper-V Automation & Orchestration 	<ul style="list-style-type: none"> • Network design, planning and implementation • Network and Communication troubleshooting • Routing LAN/WAN Interconnectivity • Network Access/Distribution & Core switching design & implementation Firewall & VPN Technologies • Wireless Networks & Encryption • Cisco Nexus Switching • Cisco Wireless • Juniper Solutions • Citrix & F5 Content switching ,Load Balancing • Cisco & Avaya Voice Solutions. 	<ul style="list-style-type: none"> • Desktop Migration • Package Automation • Endpoint Security & Management • Symantec • MacAfee • Dhruva • Endpoint Encryption • Microsoft System Centre Client Management Solution. 	<ul style="list-style-type: none"> • Project Managers • Service Delivery Managers • Programme Managers • Technical Design Architects • Solutions Design Architects • Cloud Services • Enterprise Mobility Management • Datacenter Optimization • Cloud Readiness Assessment • Infrastructure Gap Assessment • Enterprise File Transfer & Collaboration Solutions.

Success Stories- Global Automobile Manufacturer

Client

Client is a leading Global Automobile Manufacturer with a revenue of 250 Billion US\$. The Company operates across all global countries and employs more than 330,000 Workers.

Business Challenge

- Obsolete and non supportable End user Computing Equipment and Operating systems
- No End User Compute management and Automation system
- Legacy Email & Document management System
- Degraded Support levels and Huge cost on management of Legacy systems.

Skillmine Solution

- Upgradation of End user compute systems and operating systems across all locations of client in India in record time of 04 Months.
- Implementation of SCCM and other Automation tools for Endpoint Management
- Migration of User's from Lotus Notes to Microsoft Exchange and Microsoft SharePoint

Benefits

- Reduce overall maintenance and support costs .
- Unified Client Management with better SLA and customer satisfaction Levels.
- Scalable and stable Solution with Enhanced features and better user experience .
- Increase in overall user productivity.
- Overall improvement in Security posture of End user compute environment.

Success Stories- Indian Multinational Bank

Client

Client is a is an Indian multinational banking and financial services company headquartered in Mumbai with a revenue of 13 Billion US\$. The Bank is a Largest private sector Bank in India with over 4000 branches across India and abroad.

Business Challenge

- No Visibility/Centralized View of Infrastructure
- Adhoc Monitoring/Alerting
- Multiple & non standard tools used
- Adhoc Processes for Incident handling and escalations
- Reactive and firefighting mode
- No Problem Management & Knowledge Mgmt.
- Service reporting and metrics are adhoc and inconsistent

Skillmine Solution

- A 24X7 Command Centre Setup with Relevant Monitoring Tools
- Formulation Event Management and Escalation Process.
- Incident Mgmt. process
- Major Incident Mgmt. & Recovery process
- Priority Definitions and SLAs
- Change Mgmt. process refinement
- Problem Mgmt. process
- Service Review metrics, dashboard and Reporting

Benefits

- Higher quality and reliability of IT infrastructure services
- Proactive Monitoring of Critical IT systems
- Faster response and resolution to IT incidents resulting in lesser revenue loss.
- Improved quality & reliability of Service Desk
- Improved overall operational efficiency and SLA achievement

Success Stories- Central Asian Bank

Client

Client is a leading banking and financial services company in Republic of Kazakhstan and headquartered in Almaty with Revenue of 1.2 Billion US\$. The Bank is one of the Largest private sector Bank in Kazakhstan and leaders in digitization with over 300 branches across Kazakhstan and abroad.

Business Challenge

- Over sized infrastructure at DC & non standard architecture
- Security tools are not enabled with all features posing high risk.
- Site level redundancy was missing resulting frequent outages.
- Integrated & Consolidated monitoring is not in place .
- Team members require frequent Skill upgrade trainings

Skillmine Solution

- Enterprise Architecture was proposed in DC with fit to purpose sizing.
- Fine tuning of the existing tools and features.
- HA/clustering for hardware and application is proposed for business critical Apps.
- Monitoring tool is integrated with ticketing tool.
- Required skills are identified and cross skill training is proposed.

Benefits

- Improved efficiency, and DC hardware cost reduced by 25%
- Existing features are better utilised and discouraged the procurement of extra tools.
- Improved availability, and efficiency.
- Faster response and resolution to IT incidents resulting in lesser revenue loss.
- Existing resources are utilised efficiently and cut the need to extra resources.



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