

# Tech Support - Managed Services

Helping businesses run their systems optimally



# Managed Services

Businesses are run today using systems on cloud



We take care of Tech Support for infrastructure of any size from application support to critical business servers. Our team provides proactive monitoring, incident management and ticket handling round the clock.

With help of automation and other IT best practices, we ensure our clients' systems are running in good health.

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# Technical Expertise

## Cloud Computing

Automation, Design, Development, Business Intelligence, Data Warehousing, Application Integration, Web Applications, Mobile Technologies, Master Data Management, web security.

## Virtualization

Design, Deployment, Configuration and Management to support virtual server infrastructure, P2V and V2V migration, vMotion and Storage vMotion, Storage optimization, Performance monitoring, ESXi Servers patching and updates.

## Infrastructure Devices

Vendor and co-location data center communication for faulty device replacement/New installations, Data center migration and consolidation, Proactive monitoring of hardware devices to meet uptime standards, Work with vendors to maintain business continuity, Perform systems, storage and network analysis for usage monitoring and capacity trending.

# Platforms

## Windows

Directory Services, SQL Server administration, Clustering, IIS Web Server, Exchange Server, OS hardening, Maintain systems patch levels, User and Services management, Server deployment, Security and Server Consolidation, Performance tuning.

## Linux

MySQL and Oracle Server administration, Apache web services, LAMP configuration, Open source application, Configuration and Management of Web caching and Monitoring tools, Configuration and Management of Puppet, Chef and Github.

## Cloud Platforms

Our highly knowledgeable, certified technical staff will take care all your infrastructure needs from Website to Database, Server to Storage in cloud computing platforms and in co-located data centers. We are certified professionals of Windows and Exchange Mail servers. We also have expertise on configuration and maintenance of AWS and Azure.

# Time-tested Processes

## Assessment

### Assess Needs

Assess current and future business needs for the systems with capacity and resource planning

## Implementation

### Right Configuration

Implement systems with right configuration & resources

- Configure
- Test
- Backup

## Maintenance & Upgrades

### Round-the-clock monitoring

- Monitoring with automated round-the-clock diagnostics.
- Efficient incident management

# Impact

High quality systems with best support

