

Precision Techserve - Overview

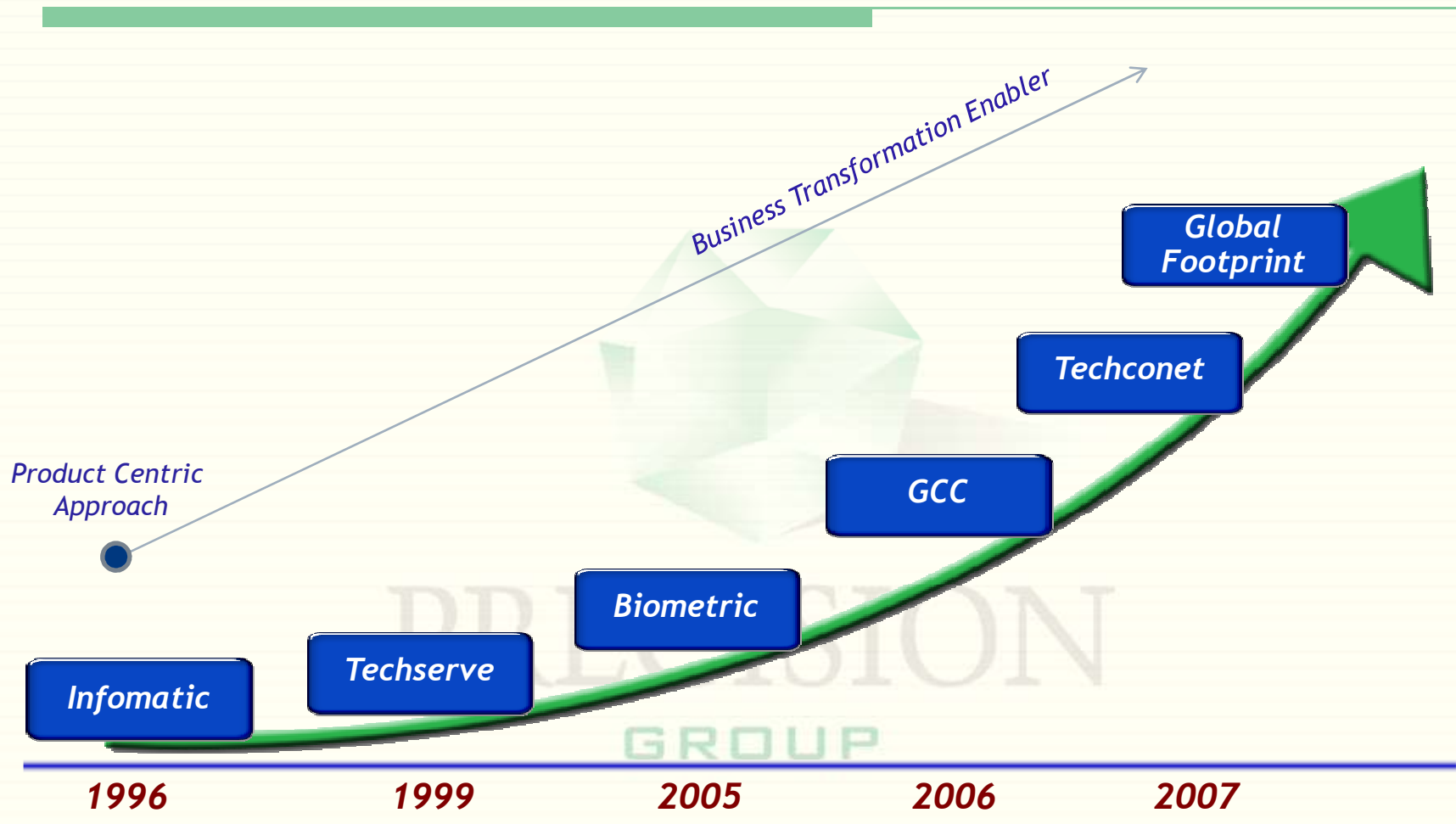
We provide customers with services to enable them to Design, Build, Secure and Manage their IT infrastructure

-from Consulting, end-to-end integration and management to ensure the continuous availability of IT services to meet their business objective

Precision Techserve - Profile Brief

- An ISO 9001: 2000 Certified Organisation, incorporated in 1999
- 8 Million US\$ company, part of 60 Million US\$ IT Group
- Team of over 700+ strong high caliber professionals
- Strategic Business Partnership status with Global IT companies such as Cisco, Avaya, Nortel, etc.
- Pan India presence with credible support network across the country
- Business experience of executing over 300 challenging projects and customer engagements.

Precision Group - Evolution

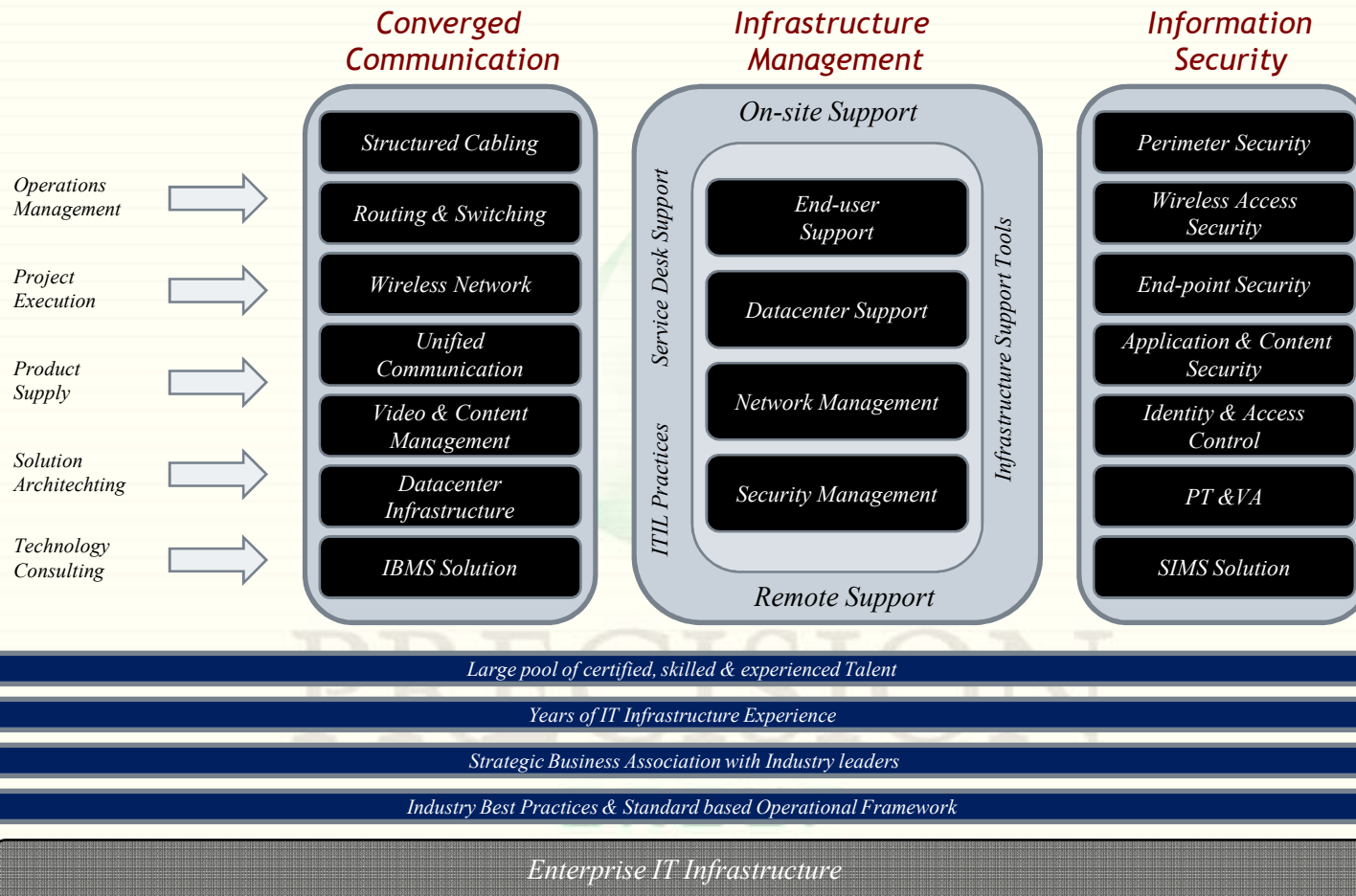


Precision Group - New Developments

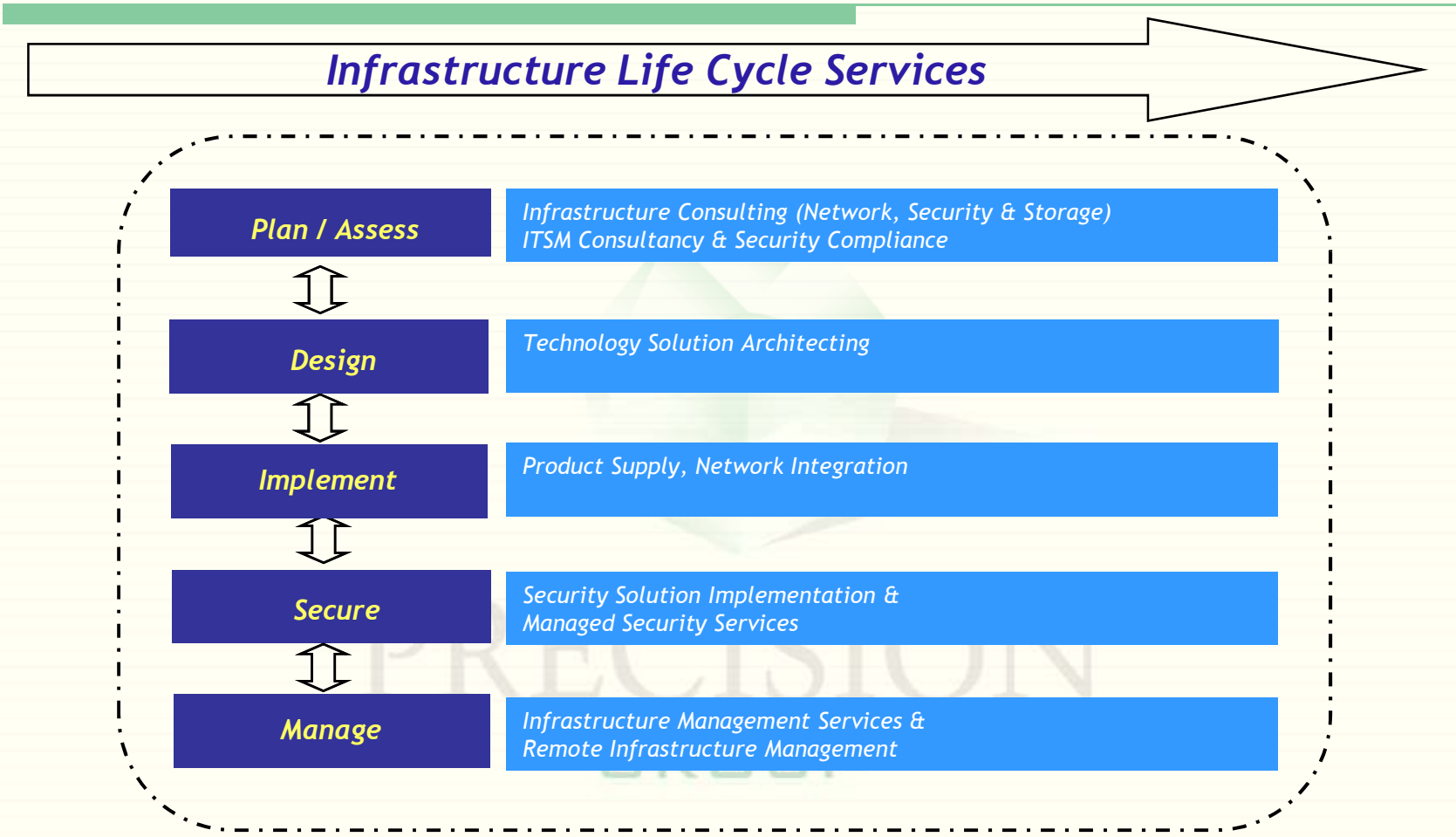
- Infodrive, an ETA Group company has entered into a pact with Precision Group for strategic investment
- ETA is a US\$ 4 Billion Group headquartered in Dubai with presence in 21 countries and over 48000 Employees
- Large growth fund infused into the group by ETA, to propel the growth initiatives, including global expansion plans.
- Started Global operations in USA, Dubai & Singapore.

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Business Profile - An insight



Infrastructure Lifecycle Services Practice



Partners in Progress

Business Technology Solution

Converged Communication

CISCO

AVAYA

Juniper
NETWORKS

NOTEL
NETWORKS

extreme
NETWORKS

3COM

tyco

CommScope company
SYSTEMAX
SOLUTIONS
Authorized Distributor

Information Security

CISCO

Juniper
NETWORKS

Check Point
SOFTWARE TECHNOLOGIES LTD.

SONICWALL

FORTINET

WEBSense

utimaco
The Data Security Company.

PACKETEER

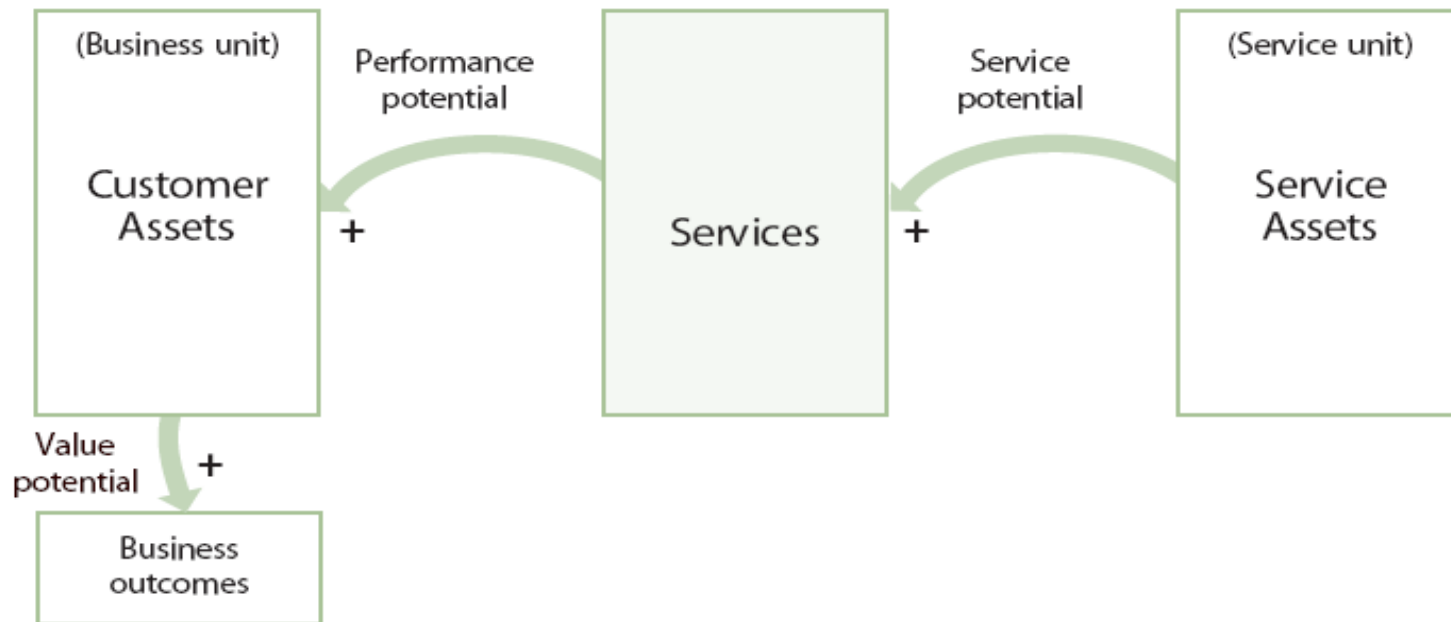
IMS - What does it mean?

Services are a ‘means of delivering value to customers by **facilitating outcomes** customers want to achieve, without the ownership of **specific costs and risks**’



IMS - Services Management

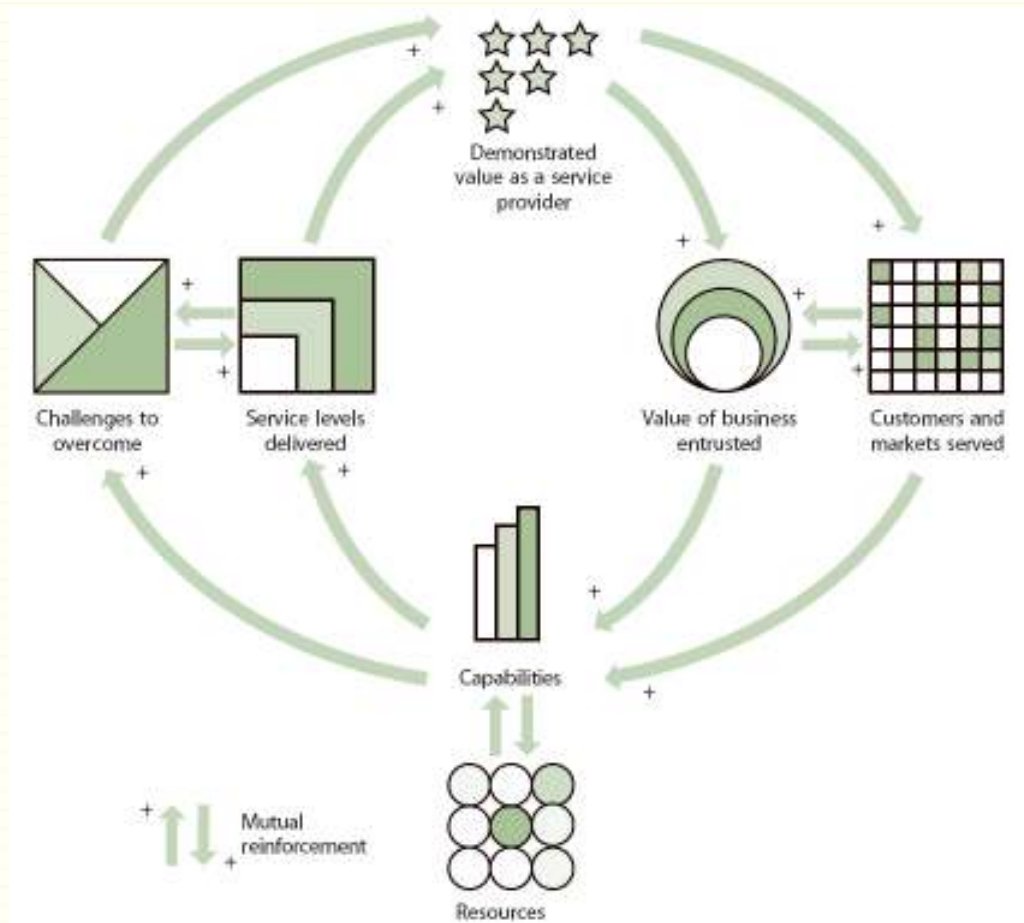
Service Management is a set of **specialized organizational capabilities** for providing value to customers in the form of **Services**



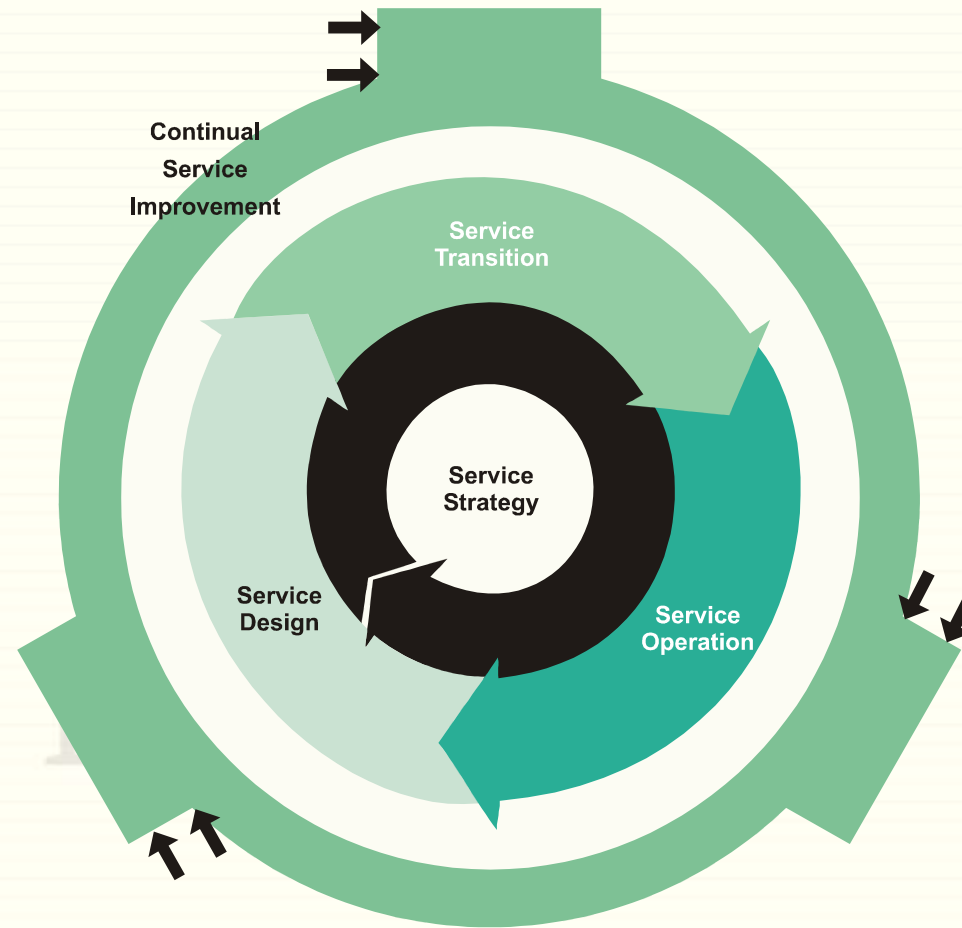
IMS - Services Asset

Capabilities		Resources	
A1	Management	Financial capital	A9
A2	Organization	Infrastructure	A8
A3	Processes	Applications	A7
A4	Knowledge	Information	A6
	People	A5	People

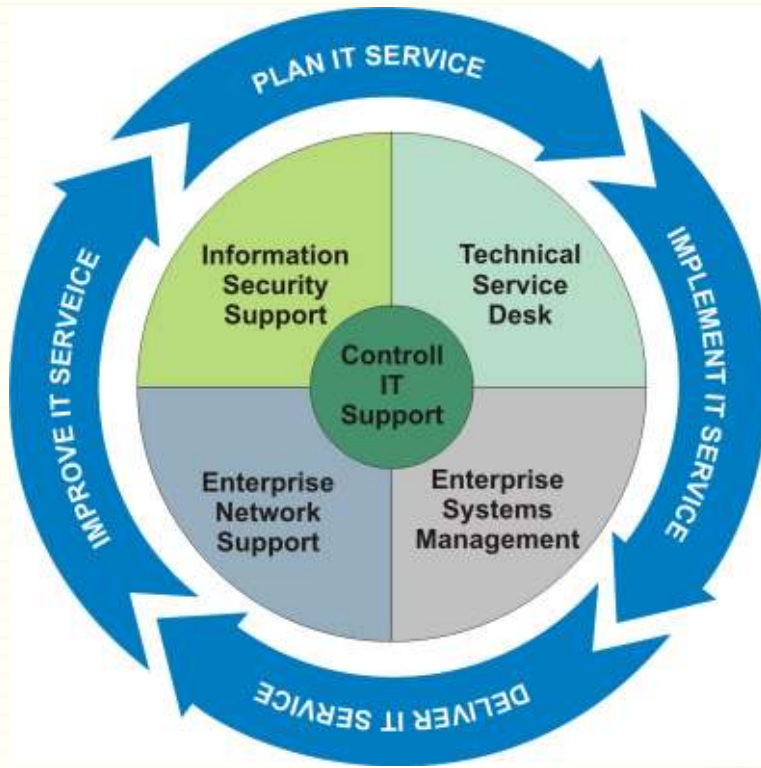
IMS - Value Proposition



IMS - Service Life Cycle



IMS - Service Implementation



Plan IT Service

- *Service Scope Definition*
- *Service Level Agreement Definition*
- *Process definition for Service Level Management*
- *Process definition for Availability Management*

Implement IT Service

- *Building Configuration Management Database*
- *Planning and implementing successful rollout*
- *Designing and implementing efficient SOPs*

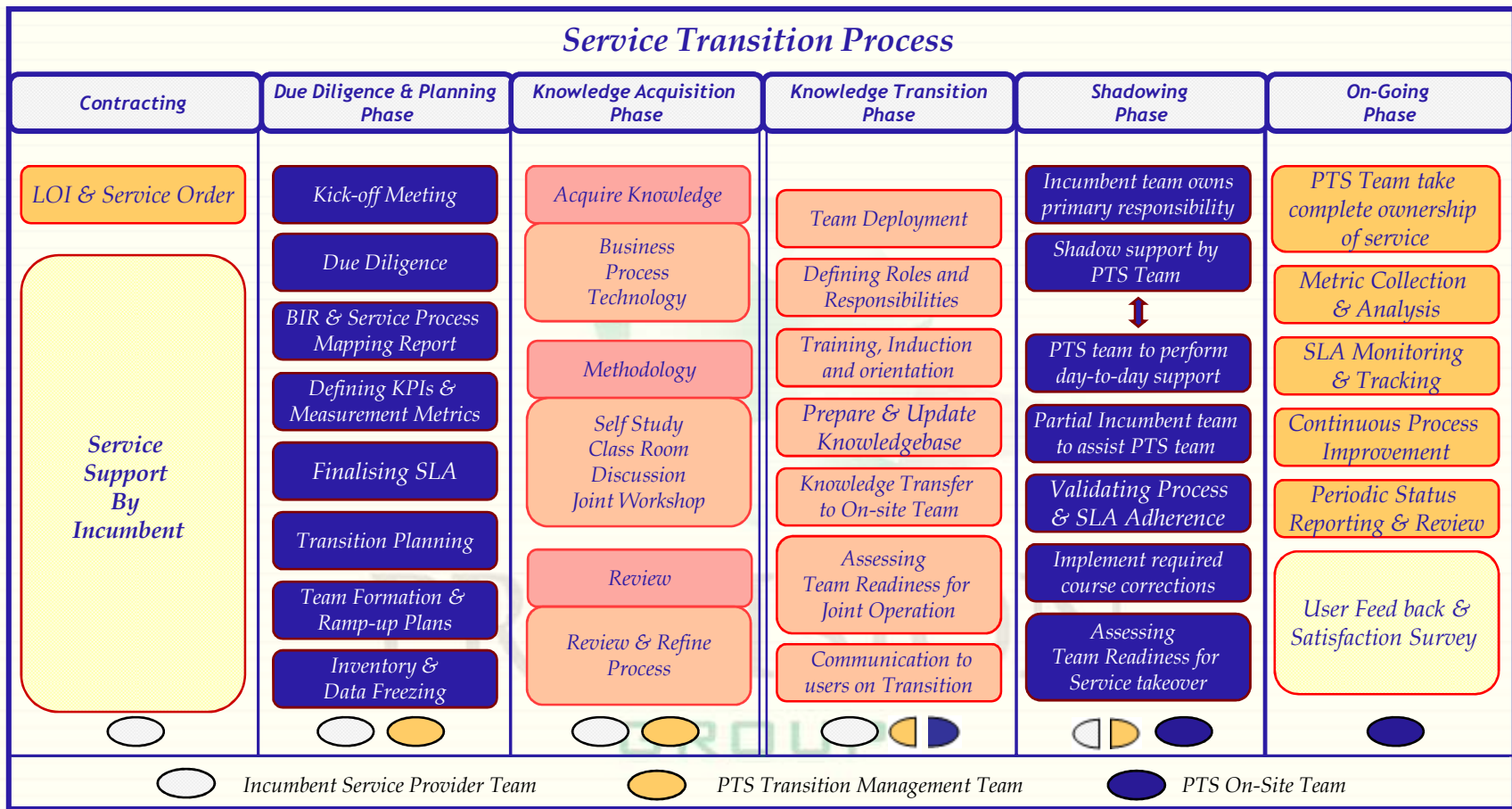
Deliver IT Service

- *Service Desk Operations Management*
- *Incident Management*
- *Capacity Management*

Improve IT Service

- *Problem Management*
- *Continuous Process improvement*

IMS - Transition Management



IMS - Service Level Management

Deployment

- Training
- Induction
- Orientation

Reporting

- Daily/Weekly / Monthly
- Performance
- Availability
- SLA Compliance

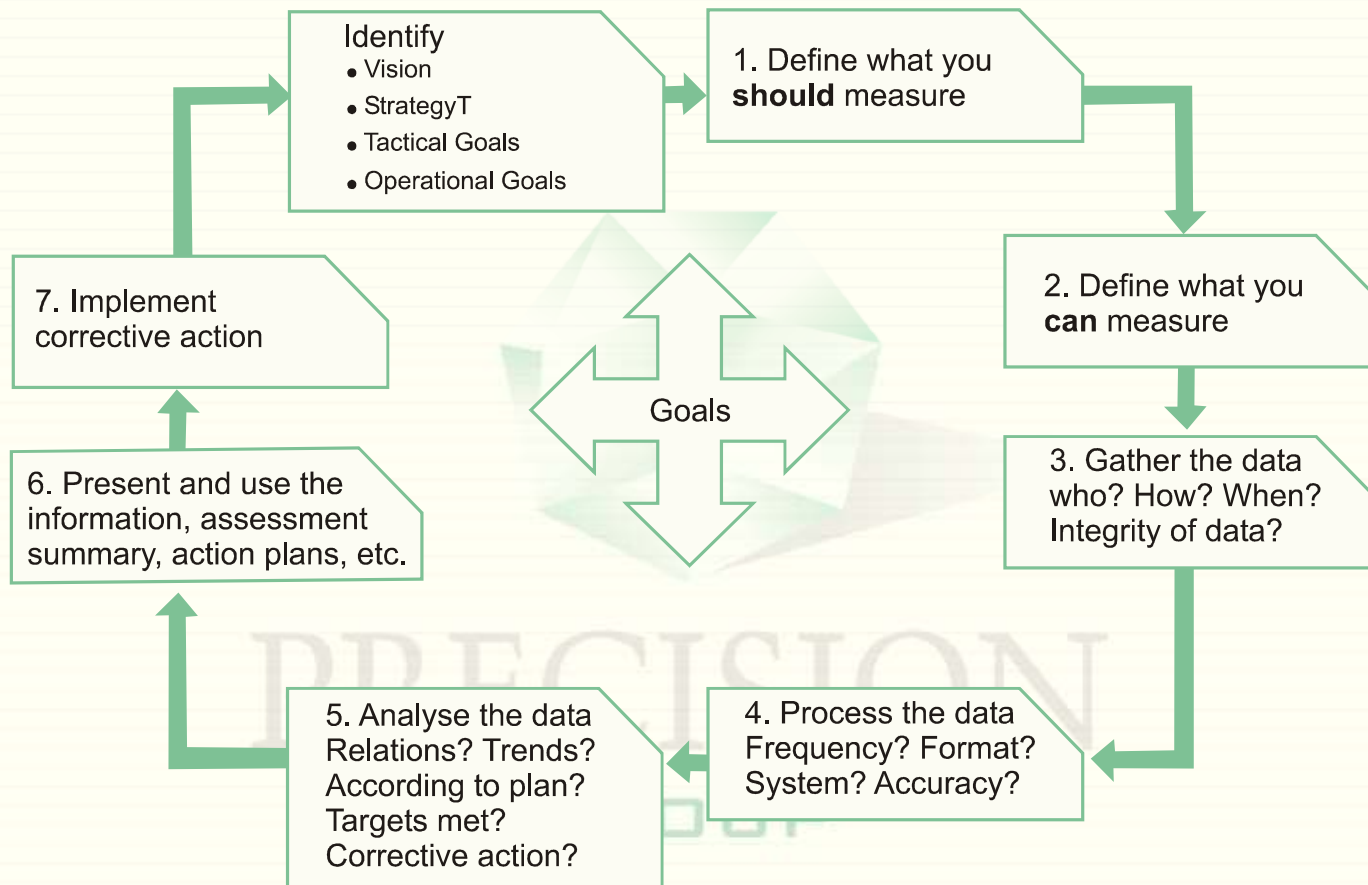
Review

- Service Support Performance
- SLA Slippage Reasons
- Suggested Corrective measures



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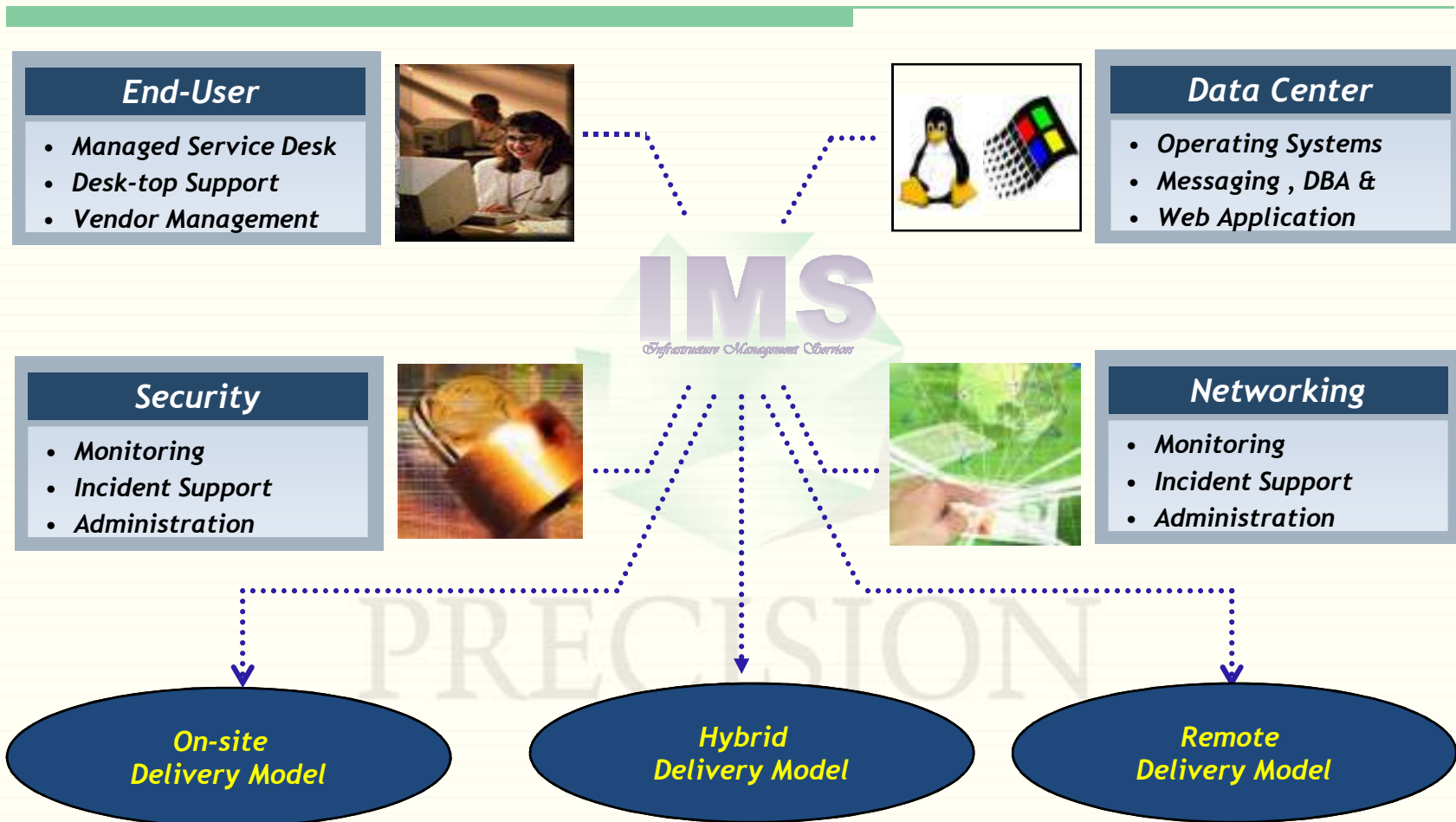
IMS - Service Level Improvement



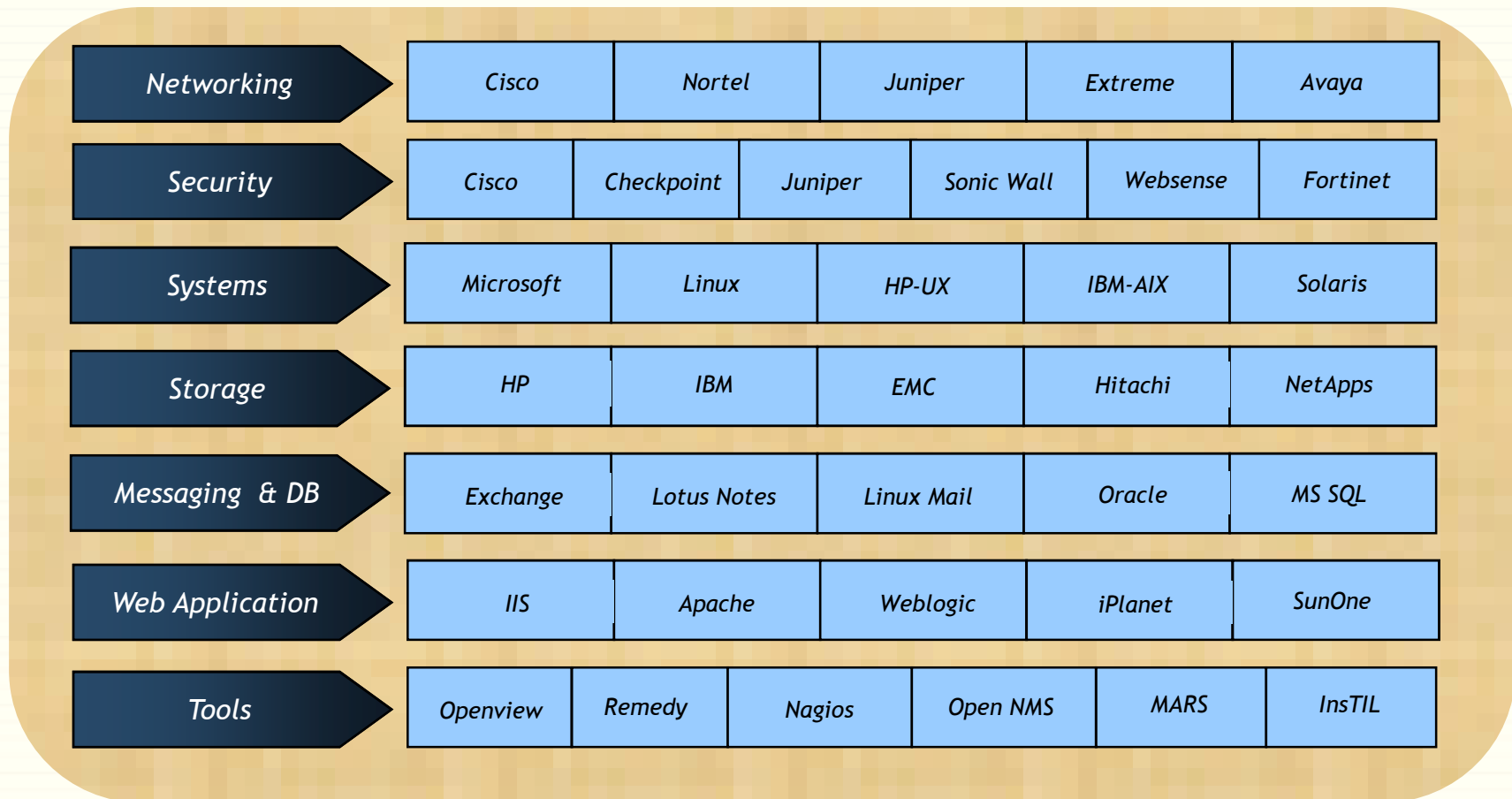
IMS Business Practice - Strengths

- Years of IT Infrastructure experience working with some of the big corporate entities in India.
- Large pool of over 500 cross skilled, experienced & certified talent
- Learning through, successful execution of over 300 projects and customer engagements
- Industry standard, best practices & best-in-class processes for IT Infrastructure services support & Services delivery
- An impressive list of, 100% Referable clientele

IMS Business Practice



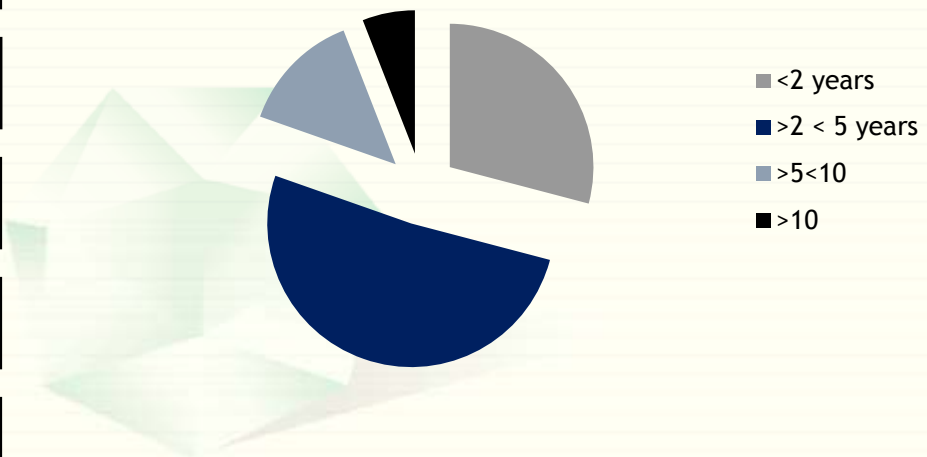
IMS Practice - Expertise Spectrum



IMS - Skills Matrix

Service Desk / Desktop	400 +
Microsoft/Linux/Unix	175+
IP Networking	75+
Information Security	20
Messaging	25
DB/Web Application	12
Storage	6

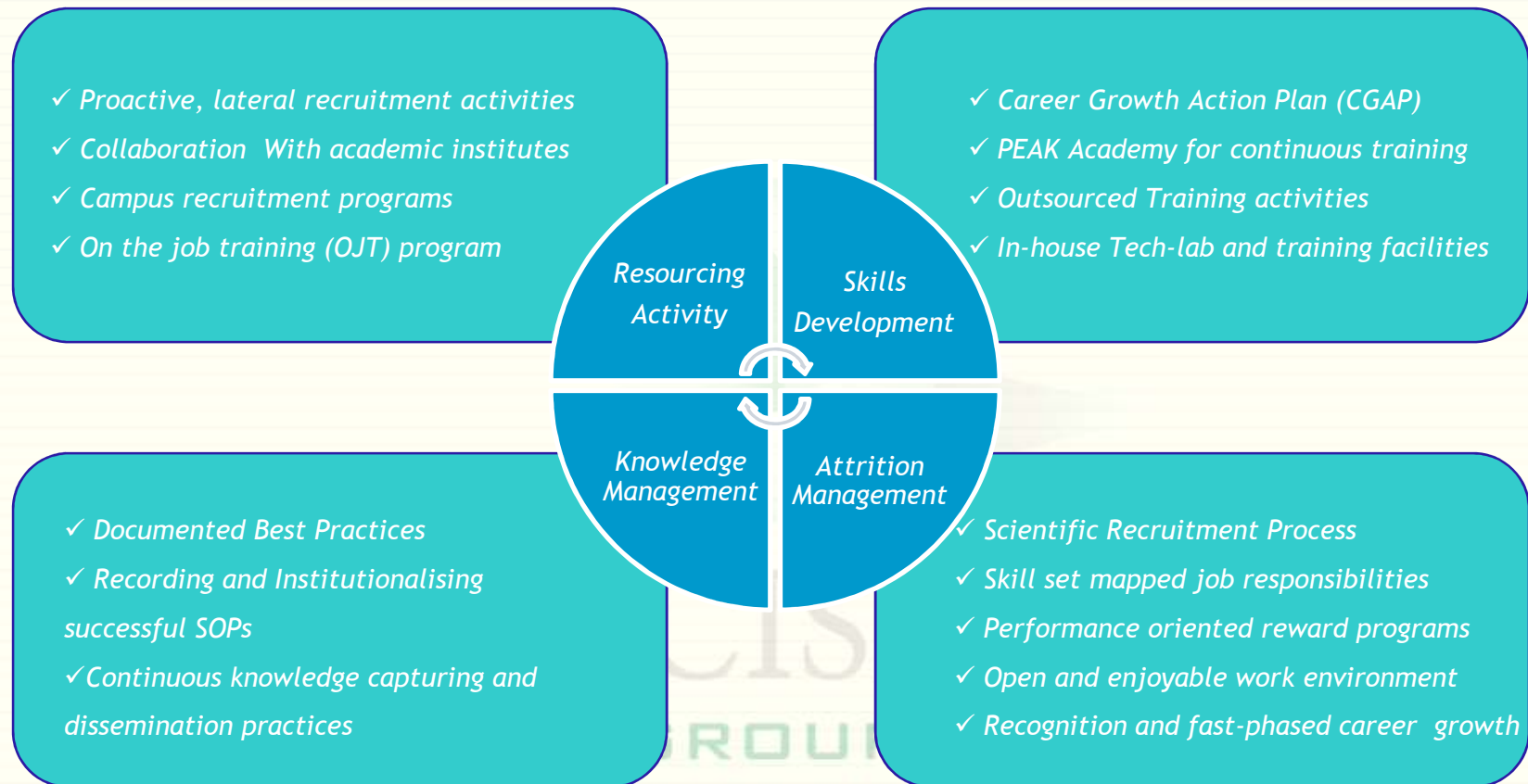
Years of Experience



Certifications

Networking : CCNA / CCNP / CCVP / CCDA
 Systems : MCSE / RHCE / SCSA / CLP
 Security : CCSP / CCSA / CISA / CISSP
 Process : ITIL / PMP

IMS - Competency Practice





Global Competency Centre

- 14000 Sqft. World class facility to provide 24 x 7 Remote Infrastructure Support
- 100 Seater facility equipped to provide Voice, E-Mail, Portal & Chat Support
- Encompasses a Network Monitoring Theater, Remote Support Center & a Datacenter, built as per Tier 3 Datacenter Standard
- An ISO 9001 : 2000 Certified Facility
- Initiated Process get certified for ISO 21000 & ISO 27000

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Infrastructure Overview



Physical Infrastructure

- ✓ 14000 Sft world-class facility
- ✓ State-of-the-art HVAC System
- ✓ N+1 UPS Redundancy
- ✓ Automatic DC Genset
- ✓ Separate NOC & Datacenter
- ✓ Designed to seat 100 pros.
- ✓ Equipped run 24 x 7



Technology Infrastructure

- ✓ Fault tolerant network design
- ✓ Multiple ISP connectivity
- ✓ Cluster Server architecture
- ✓ IP Telephony for voice support
- ✓ World Class infra-support tools
- ✓ Web based Dashboard options
- ✓ Plasma Screens for Dashboard

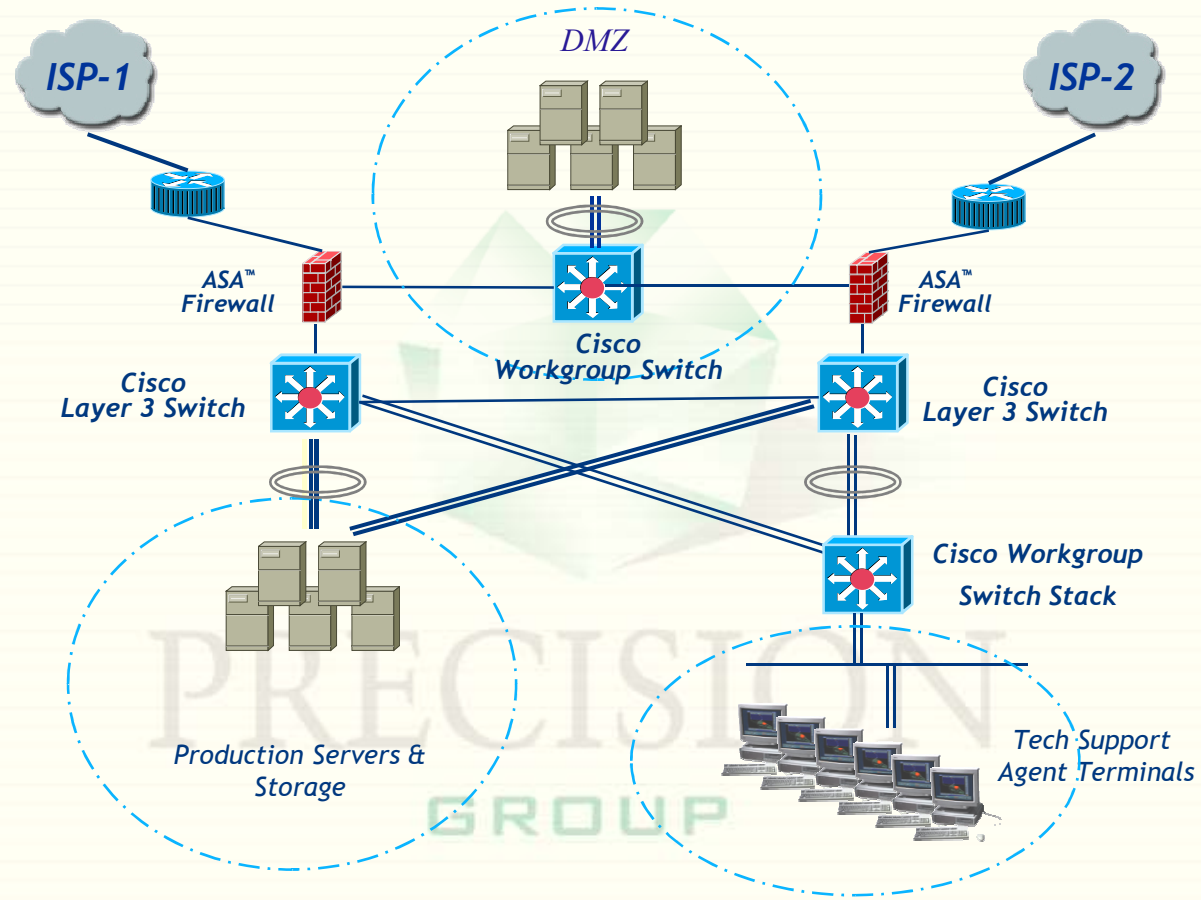


Security Infrastructure

- ✓ 24 x 7 Physical Security
- ✓ Biometric based access control
- ✓ IP Surveillance System
- ✓ Authenticated Access
- ✓ Firewall Friendly Infrastructure
- ✓ Encrypted Data Transfer
- ✓ Customer Controlled Access

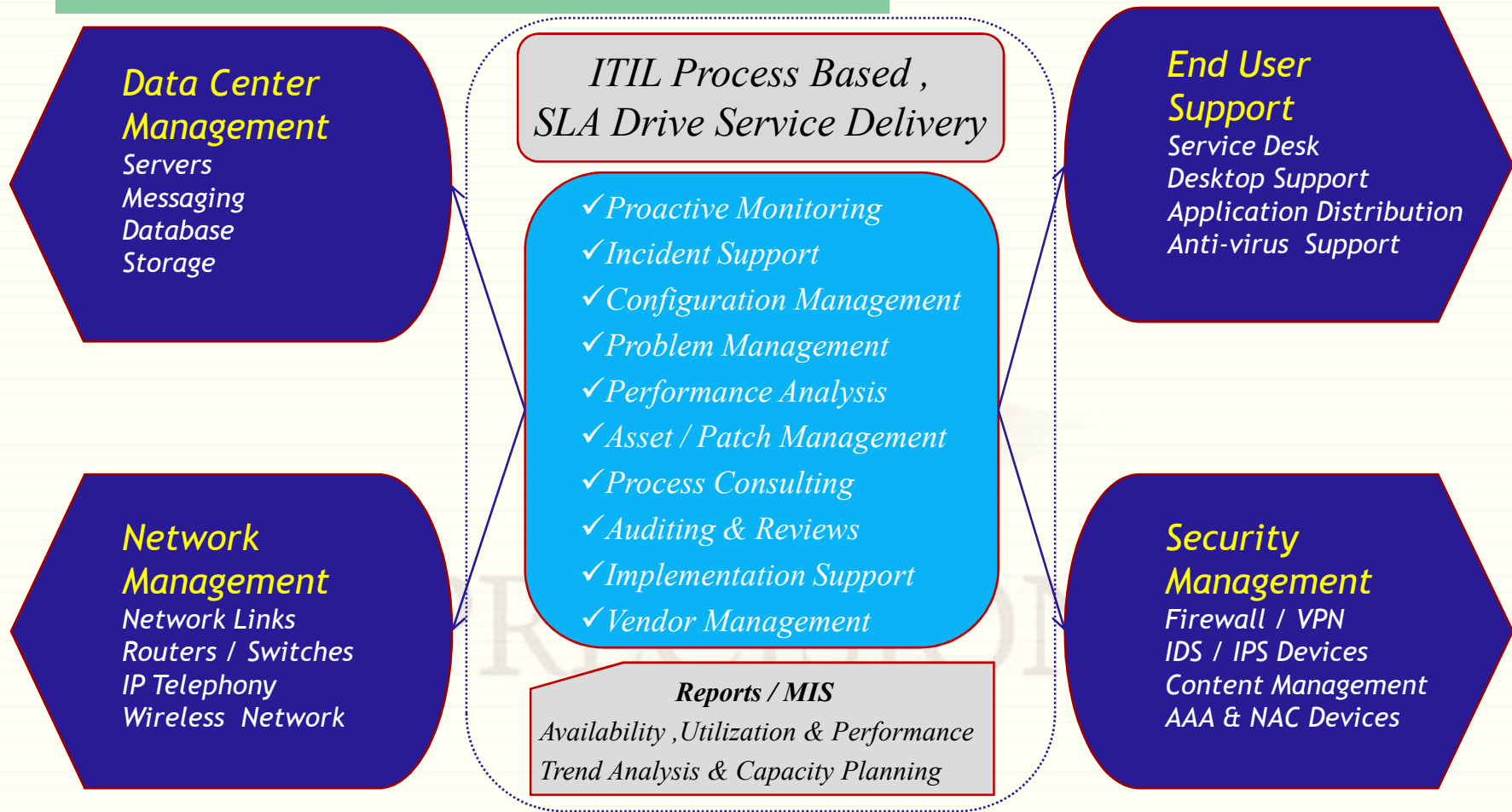


Always-on Network Architecture





Services Overview





Network Management

Monitoring	<ul style="list-style-type: none">▪ Network Monitoring Using well known NMS Tool▪ Real-time health monitoring for Network equipment's and network links▪ Logs, power status, module status for Switch, Routers and other products▪ Monitoring Port Status on Networking Devices▪ Monitoring BW utilization pattern on Daily, Weekly & Monthly basis▪ Monitoring NMS Generated alarms on all types of link/device inaccessibility▪ Informing client IT team in case of outages
Incident Support	<ul style="list-style-type: none">▪ Identification and troubleshooting of network problem as per SLA▪ Escalate and coordinate with appropriate agency, if required, for resolution▪ Analyze sys logs and event logs periodically for incident pattern
Administration	<ul style="list-style-type: none">▪ Network ID creation / deletion policy▪ Network Configuration change documentation▪ LAN Security & Administration Policy Changes▪ Trend Analysis and Capacity Planning▪ Incident / Call Pattern Analysis & Continuous Improvement Report



Security Management

Monitoring	<ul style="list-style-type: none">▪ Firewall availability monitoring▪ Monitoring VPN / IPS / Content & other security services availability▪ Monitoring of status of Anti-Virus & Anti-Spam Updates▪ Real-time event monitoring for intrusion / attack▪ Intrusion detection and reporting▪ Informing client IT team in case of outages
Incident Support	<ul style="list-style-type: none">▪ Identification and troubleshooting of security products and services outage▪ Escalate and coordinate with appropriate agency, if required, for resolution▪ Analyze sys logs and event logs periodically for incident pattern
Administration	<ul style="list-style-type: none">▪ Firewall / VPN Policy Management▪ Firewall / VPN Configuration Management▪ Event Log Analysis for threat pattern & Continuous Improvement Report▪ Periodic Vulnerability Analysis and Penetration Testing▪ Periodic Information Security Assessment Report



Systems Management

Monitoring	<ul style="list-style-type: none">▪ Monitor system availability, CPU, Memory and disk space utilization▪ Monitor critical services / processes / daemons event / system logs.▪ Monitoring Remote logins▪ Log file Alerts
Incident Support	<ul style="list-style-type: none">▪ Identification and troubleshooting of OS issues▪ Terminal Services Trouble shooting▪ FTP, Telnet Configuration Trouble shooting▪ User Account Trouble shooting
Administration	<ul style="list-style-type: none">▪ User Account Management▪ Installing patches, hot fixes and OS hardening▪ Configuration, re-configuration and performance tuning▪ DNS Configuration and change management▪ Domain Policy / Access Control Policy management▪ Anti-Virus Updates▪ Sys log Analysis



Messaging Management

Monitoring	<ul style="list-style-type: none">▪ Server Performance monitoring▪ SMTP (Mail Traffic) Monitoring▪ Monitoring Mail queues▪ Monitoring the mail routing and database replication.▪ Load monitoring with logs as per client guidelines▪ Anti-spam, anti-virus monitoring & reporting▪ Informing client IT team in case of outages
Incident Support	<ul style="list-style-type: none">▪ Tracing, troubleshooting and resolving of mail server incidents▪ Resolving problems due to disk space and mail box quotas▪ E-mail folder restoration & end-user support
Administration	<ul style="list-style-type: none">▪ User Account Management (Create, Delete & Modify users & groups)▪ Mail space allocation and management▪ Anti-virus & Patch updates▪ Mail access and security policy management▪ Back-up, restoration and service continuity planning▪ Mail space utilization & capacity planning



Database Management

Monitoring	<ul style="list-style-type: none">▪ Server Performance monitoring▪ Database Performance Monitoring (connection time, Response time, etc.)▪ User Activity Monitoring▪ Table space statistics▪ System Global Area (SGA) Statistics▪ Informing client IT team in case of outages
Incident Support	<ul style="list-style-type: none">▪ Identification and troubleshooting of database server incidents▪ Escalate and coordinate with appropriate agency, if required, for resolution▪ Analyze sys logs and event logs periodically for incident pattern
Administration	<ul style="list-style-type: none">▪ User Administration Management▪ Periodic Start-up and shutdown▪ File Space & Table Size Management▪ Maintaining Data Standards & Performance fine tuning▪ Hot/Cold Back -up Management▪ Installation set-up and software upgraded▪ Error Log Analysis for Continuous Improvement Report

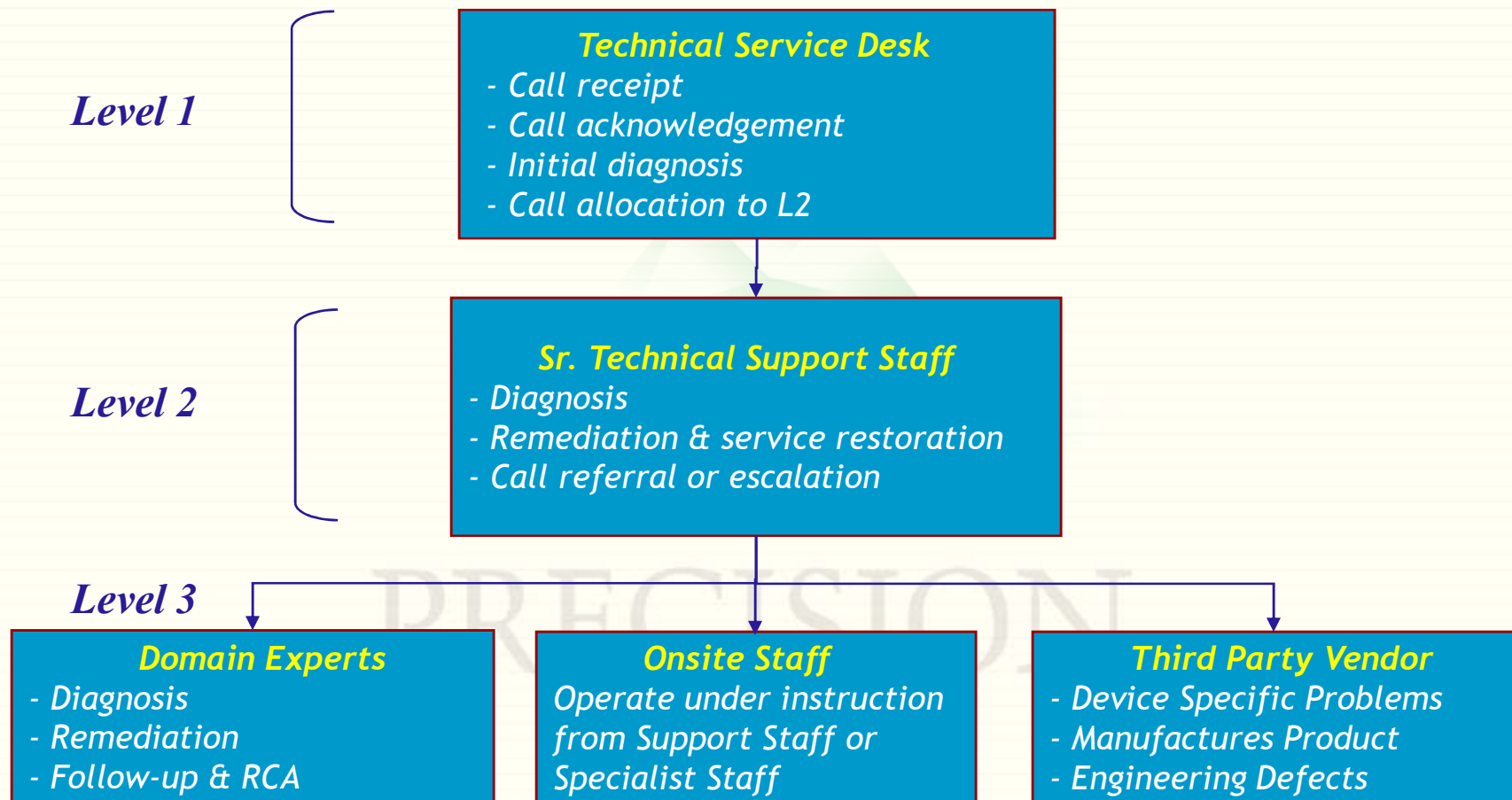


Sample MIS Reports

Service Desk	Call Log & Resolution Reports	D/ W
	Call Pattern Analysis, Uptime Status and SLA Mapping Report	W/ M
Systems Management	Daily Checklist (CPU utilization, Memory Utilization, HDD space Utilization)	D
	Patch updates, Critical Error Report, Critical Event log Report	W
	System / Hardware performance report	W
	Passwords change Policy , HDD Space threshold Report	W
Network Management	Network Link & Elements Health Check Report	D/ W
	Bandwidth Utilization Report	D/ W / M
	Outage Pattern Analysis Report	M
Security Management	Event Log Analysis Report	D/ W
	Security Policy Change Report	D/ W / M
	Periodic Vulnerability & PT Report	Q

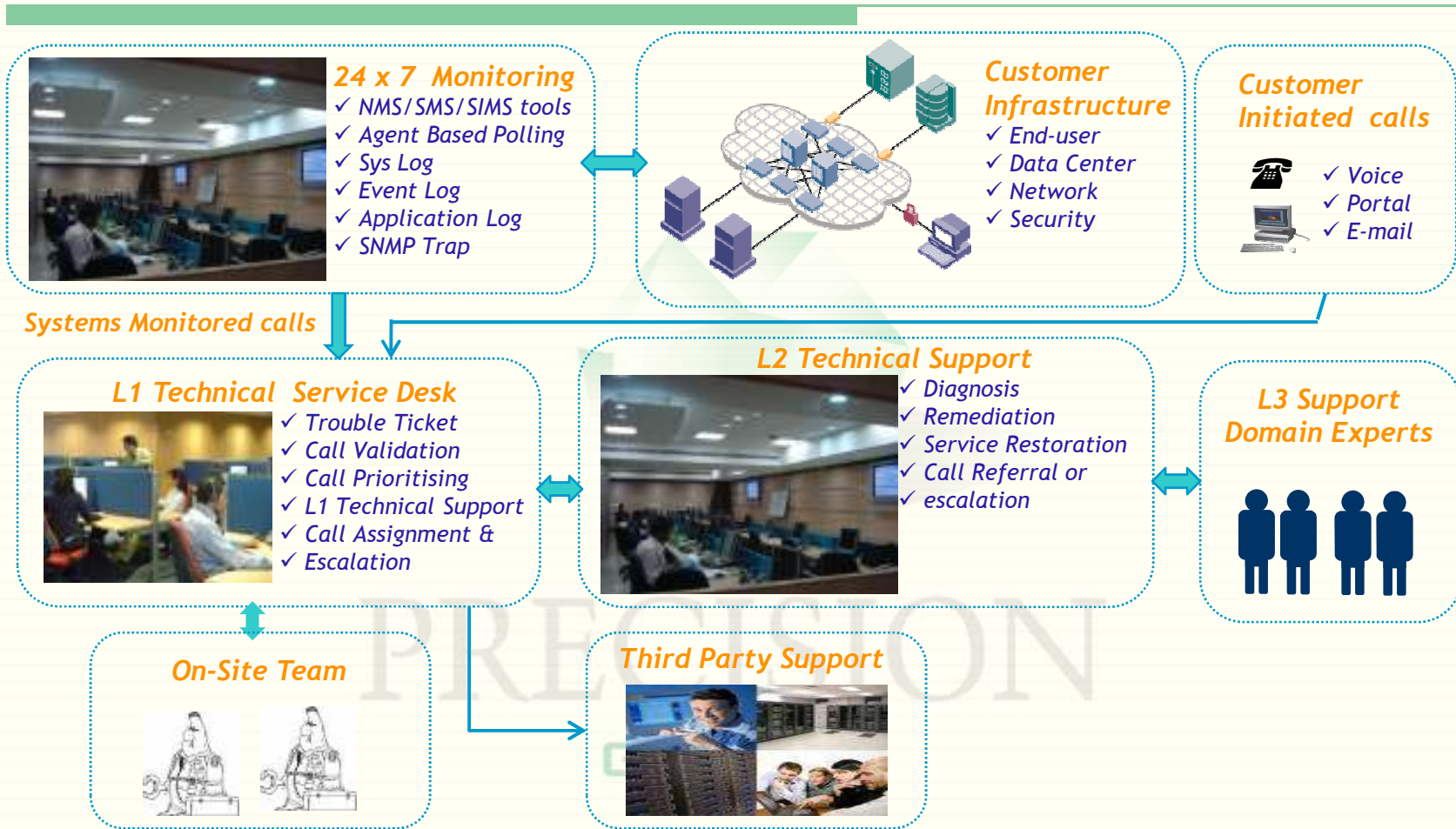


Services Levels





Service Delivery Model



Sample list of our prestigious clientele

- Allsec Technologies Limited
- Tata Consultancy Service Limited
- Sutherland Global Service Limited
- HCL Capital Market Services (DSL Software Limited)
- Cable & Wireless India Limited
- Polaris Technologies Limited
- SITEL India Limited
- US Technologies Limited
- Amalgamations Group
- World Bank
- Ness Technologies Limited
- St. Gobain Glass India Limited
- Dishnet Wireless Limited
- Bajaj Allianz Insurance
- Temenos Software India Private Limited
- Apollo Hospitals Limited

Precision IMS Value Proposition

- *24 * 7 Support Through Global Competency Center*
- *Demonstrated Skill Set*
 - ✓ *Project Management Skills*
 - ✓ *Strong force of highly skilled engineers*
- *World Class Monitoring and Management tools*
- *Established Support and Escalations*
- *Real time Metrics based Monitoring*
- *SLA based Service*
- *Proven contingency plan for systems, people,*
- *Multiple redundancies at each critical layer*

Stringent SLA based service, status monitoring & proactive outage detection to reduce downtimes & Critical reports/Statistics to plan IT Strategy



Thank you
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