

SERVING BEYOND BOUNDARIES




PRECISION
TECHSERVE



THE BEGINNING

January 1999, Precision Techserve was born with a dream of building a global organization, offering business technology solutions and support services, to help clients to stay competitive and grow their business.

THE LEARNING YEARS

Over the years, the growth has been ballistic. Techserve has clocked a revenue of 4 Million US\$ during the fiscal year 2005-06 and has grown from 7 to over 300 strong professional team. A consultative approach and personalized support services has brought a number of prestigious clients from every walk, run and sprint of corporate India. The list of prestigious clientele includes the The World Bank, SITEL, Cable & Wireless, Bahwan Cybertek, Polaris, Sutherland, Amalgamations Group, etc. Today Techserve is an invincible name, when it comes to building, managing and securing enterprise IT infrastructure.

THE FUTURE

With boundaries shrinking globally and service deliveries pushed to remote competency centers, Techserve sees a huge opportunity in remote infrastructure management services. With the launch of the "Global Competency Center" in September 2006, Techserve has ventured out to look for business beyond the boundaries of India. The target is to garner a collective revenue of 45 Million US\$ by the year 2009, from all the business units. With people, processes and infrastructure in place and with an unflinching commitment to its customers, Techserve is sure to cross this milestone at ease.



Mr. K.P.Nair
Head- Support Services India
Sutherland Global Services Ltd

"Precision Techserve handles complex IT support tasks at Sutherland. We have been demanding as a customer and every time, Techserve has responded with high level of competency and planning".



Mr. S.V.Sriram
President
Bahwan Cybertek Private Ltd

"Precision Techserve was our immediate & automatic choice when we wanted to design & implement our Network infrastructure. They have the right capability and wherewithal to deliver services as per our requirements".



Mr. J. Sathyanarayana
Senior General Manager
KCP Sugars and Industries
Corporation Ltd

"Precision Techserve provided us with invaluable technology consulting and advice to put together a hybrid, enterprise wide network. They have been a trusted IT consulting and competent technology support partner for KCP, who clearly understand the business critical nature of our IT Infrastructure and keep it up and running".



Mr. V.Balakrishnan
Chief Information Officer
Polaris Software Lab Ltd

"The need was to engage with a competent partner who could handle the transition quickly & effectively. After due diligence, we chose Precision Techserve.

They have mobilized & deployed 40 infrastructure support engineers in couple of weeks and managed the transition smoothly.

We are extremely happy with their support in the last 18 months and we look forward to scale up our engagements with them".

Service Offering

- ✓ Premise and Campus Cabling Solutions
- ✓ Enterprise Connectivity Solutions for converged communication
- ✓ Wireless Network Solutions
- ✓ IP PBX, IP Telephony & VOIP Solutions
- ✓ Contact Center and BPO Infrastructure Solutions
- ✓ Network Consulting and Network Auditing Services
- ✓ Video Conferencing Solutions



The “Networks” are the backbone that empowers your organization's Information Technology and ensure that the right information is available at the right time, irrespective of where you are. This will only happen with proper planning, and dedicated implementation expertise, backed up by quality support services, especially, when increasing numbers of services converge on to the network.

When you look for a partner to provide these business critical technology solutions, you need to seek an organization that recognizes the critical nature of these technologies and has relevant experience to guide you through the challenging processes of architecting and implementation. This is where Precision Techserve can bring tremendous value through our expertise gained over the years and offer your organization the best architecture, design, engineering, deployment and maintenance services for your network computing infrastructure.

Techserve offers a full array of Enterprise Connectivity Solutions, right from initial planning and need analysis, product integration, network implementation and support services.

With over 200 customer engagements in planning, designing, implementing, securing and managing, complex net-centric infrastructure, Techserve has a rich repository of experienced expertise that you can rely on.

At the core, Techserve has a team of over 300 certified and experienced talent. We combine our team expertise, best in class processes and the strength of our strategic alliance with global industry leaders such as Cisco, Nortel, Hewlett-Packard, Tyco Electronics, Systimax, Molex, etc., to deliver world-class technology solutions and support services to our customers.

Techserve has, over the years, developed an unrivalled reputation for service excellence in India. Our comprehensive support services, uptime maintenance services, ensure a more productive, efficient network, with increased availability and better investment returns. Our swift response, highly trained personnel, sophisticated Call Tracking system and accurate diagnosis help you avoid disastrous network downtime, potentially saving you time and money.



REMOTE INFRASTRUCTURE MANAGEMENT SERVICES

Service Offering

- ✓ Remote System Administration
- ✓ Remote Messaging Administration
- ✓ Remote Network Management
- ✓ Managed Information Security Services
- ✓ Managed Anti-virus Services
- ✓ Database Management
- ✓ Back-up Management
- ✓ Web Application Management
- ✓ Asset Tracking, Management
- ✓ Server Hosting Services
- ✓ Vendor Management
- ✓ Service Desk Operations



After gaining considerable expertise in offering Infrastructure Management Services to some of the leading enterprises and IT/ITES Companies in India over the last six years, Techserve has ventured into Remote Infrastructure Management business to offer its services to clients in India and abroad.

Precision Techserve's professional team has over 300 qualified infrastructure support professionals, with majority of them having various levels of advanced technical certification from Microsoft, Novell, Linux, Cisco, Checkpoint, etc. This team skillset coupled with quality service delivery processes perfected over a period of time (which is in line with ITIL standards), Techserve is geared to offer a wide spectrum of infrastructure support services from the global competency center.

GLOBAL COMPETENCY CENTER

Techserve has invested around 1.5 Million US\$ in creating this 14,000 sq. ft. Global Competency Center. This 100 seater facility acts as the nerve center for our Remote IT Infrastructure Management Service Delivery. Equipped to handle over half a million network elements, this center operates round the clock to provide 24 x 7 support to clients in India and abroad.

The center is built to exacting global standards for a Tier-3 data center. Every minute detail, right from comfortable heating, ventilation and air-conditioning systems to complex technology tools were chosen after a careful evaluation. The center is built with a host of fault tolerance features on the technology infrastructure side, to offer round the clock business critical support. This includes N + 1 UPS redundancy, Redundant Ethernet Switching infrastructure, Cluster Server to run the critical tools, Dual ISP Connection & emergency air-conditioning systems, etc. With the deployment of world class infrastructure support tools like HP Openview, Remedy, Webex Support Center, Microsoft MOM, etc., Techserve is completely geared to offer "Enterprise System Administration", "Network Operations Support", and "Information Security Support" services.

Our physical security infrastructure includes biometric access control, IP Surveillance and 24 x 7 physical security. On the logical security front, we have gone in for an adaptive security infrastructure, which includes Firewall, IDS, IPS, Content Security, etc. These "always on-guard" features would ensure that your information assets are absolutely secure, while we access your network to manage remotely.

Service Offering

- ✓ Service Desk Management
- ✓ Desktop Management
- ✓ System Administration
- ✓ Network Management
- ✓ Database Management
- ✓ Messaging Administration
- ✓ Back-up Management
- ✓ Managed Information Security Services
- ✓ Managed Anti - Virus Services
- ✓ Asset Management
- ✓ Capacity Planning & Vendor Management



Precision Techserve with its vast experience as a IT Service provider, has adapted itself to the technological advancements & evolved as a leading Infrastructure Management Services provider, delivering both On-site services & Remote services. In the case of on-site services, our engagement models are:

- Contractual Staffing
- Manage entire IT facilities with end-to-end SLA's.

Techserve Infrastructure Management Service delivery, adheres to a mature process model to handle the full lifecycle of infrastructure management services. These effective processes ensure a structured & practical approach methodology. Our approach methodology helps in effective deployment of resources, with right skill sets and periodical review with customers to enhance productivity.

Techserve offers quality services to customers by adhering to the ITSM est practices and Microsoft operation framework. The benefits to its customers are reduced operational costs and maximum availability of IT infrastructure.

Techserve has over 300 certified multi-skilled technical engineers deployed at customer sites. Effective management of IT infrastructure in terms of incident management, problem management, change management, service desk, asset management and patch management, requires use of world class tools. Our technical engineers have gained expertise in using such service desk tools, system management tools & network monitoring tools.

Our Remote Infrastructure Management Center uses world class tools like Remedy, HP OpenView and Tivoli.

The key performance indicators of our IMS model are effective project management, strong resource management & customer relationship.

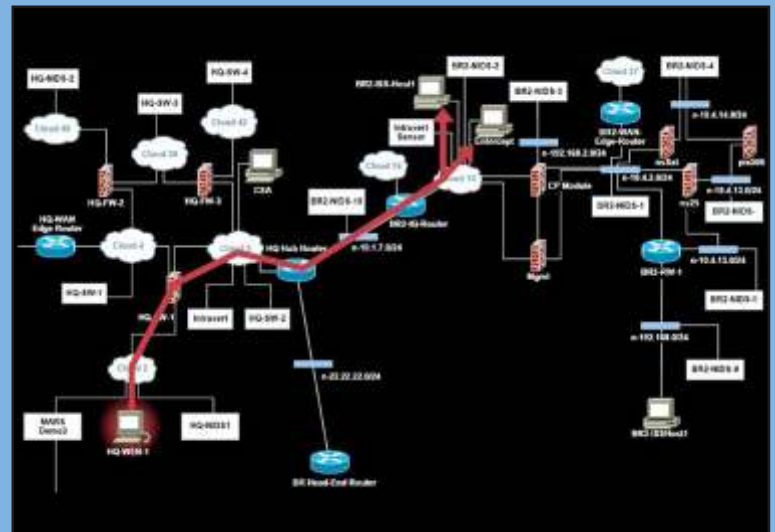
To ensure smooth project execution the project management group has put in place proper control mechanism and measurement metrics. The resource management group ensures rapid deployment of technical resources onsite, ramp up during the on-going phase and manages retention and attrition.

Training is an important initiative at Techserve, for continuous generation of skill sets. Engineers are recruited at campus level and undergo training on Microsoft platforms, Unix platforms and Network technologies. Apart from technology training the engineers also undergo soft skills training. Understanding the need for a continuous training, Techserve has world class training facility & in-house trainers with exceptional domain knowledge.

With intrinsic strengths and commitment to deliver quality service, Techserve has built a enviable client base Viz., SITEL, Polaris Software Lab, Sutherland Global Services, CTS, US Technology Resources, Cable & Wireless & etc.

Service Offering

- ✓ Consulting and Security Auditing Services
- ✓ Information Security Implementation Services
- ✓ Vulnerability Analysis and Risk Mitigation Solutions
- ✓ Managed information Security Services
- ✓ Pre-certification Consulting for ISO 27001



With the growth of technology and the fall in the bandwidth prices, global and domestic network connectivity has become accessible to all. This has brought about serious concerns about the network security, as hackers also share the same advantage. This security threat needs to be managed as the degree of exposure to potential hazard increases as the systems become more interdependent and more businesses connect directly to the outside world via the Internet, Wireless, etc.

Security concerns have shifted from the point security such as Firewall, Anti-Virus, Anti-Spam to Infrastructure security. Risk Management, Standards compliance and foolproof infrastructure security have gained mindshare of the Network Administrators. Managing security is not just a question of security devices; the real work lies in evaluating threats, responding swiftly to incidents, setting up remediation, and enforcing security policies.

Precision Techserve, with its superior understanding of security in the IT Realm, the plethora of products & technology available, the diverse needs of customers ranging from very small business to large enterprises, is well positioned to provide cutting-edge security solutions that align with the business needs of its clients.

Techserve's consultants can work with you to develop customized security policies meeting your organization's specific needs, ones that are actionable and stand a higher probability of being implemented and accepted.

As a specialist in information security, Techserve's expertise lies in identifying, analyzing and minimizing network and system security risks and offering comprehensive solutions that address your total IT requirements, helping you to grow and achieve your business goals securely.

Techserve's managed security services go beyond the outsourcing of day-to-day security tasks and include the monitoring and managing of a broad range of devices, covering the Internet perimeter, the internal network, extranet connections, and servers, desktops, and laptops.

Techserve provides vendor neutral consultancy for turnkey Infrastructure Security Solutions and does pre-audit compliance check for standards such as ISO 27001.



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