



Goldstone

Remote Infrastructure Services

- Solution Capability Document



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Plug In



Improvements in technology – Higher quality bandwidth and connectivity, Virtualization, greater automation, evolution of security technologies, and proactive enterprise management tools – have paved the way for more efficient and cost-effective Remote Infrastructure Management (RIM).

Today, IT organizations do not need to be replicated within every country of operations. Users and IT staff can be connected to IT assets seamlessly; and IT capacity need not be fixed but variable. Today's RIM makes business leaner and more agile. In leveraging its experience and collaborative approach, Goldstone Technologies designs custom services and augments them with standardized, tried-and-tested modular offerings to meet individual clients' IT infrastructure management challenges. Meanwhile, our cross-discipline and multivendor insights feed innovation. GTL takes a full lifecycle approach to service management and adapts its solutions and delivery to client requirements over the life of the contract. The GTL's enhanced RIM services drives deep operational savings and business value. Most importantly, GTL recognizes that the best long-term partnerships are founded on shared risk and measurable performance indicators, and builds them into every engagement

Why Remote Infrastructure Management?

Global enterprises must reduce IT spending in order to remain competitive. CIOs have to redress the mounting costs of space, power, and skilled staff. To address this issue, RIM improves on traditional infrastructure delivery because it lowers operational costs, and, by leveraging GTL's RIM model up-front, costs are minimized. Balanced onshore/offshore delivery brings labor cost savings and productivity gains. In addition to its ability to release immediate savings, GTL's Remote Infrastructure Management **assures process improvement**. Access to best-in-class tools and technical expertise as well as integrated processes and methodologies drives optimal service structuring and continuous improvements.

Service levels are clear and visible, consistent and predictable. RIM also **guarantees lower risk** of

IT failure via global delivery network and improved infrastructure availability, 24x7 proactive monitoring with certified inof-sec policies in place. The delivery is also backed by project governance and performance measurement targets yielding consistent, improving processes and delivery.





Remote Infrastructure Management

Goldstone Technologies Ltd. , established in 1994, is a leading provider of consulting, outsourcing and staffing services to Fortune 100 and mid-market clients. A workforce of nearly 800+ expert professionals is constantly endeavoring to add value by to clients. Our strategy is to create a long-term partnership with our clients using a multi-faceted approach - applying domain expertise in specific industry segments, utilizing a highly-skilled technology workforce, leveraging a proven global delivery model, implementing quality processes & methodologies and being extremely cost-effective.

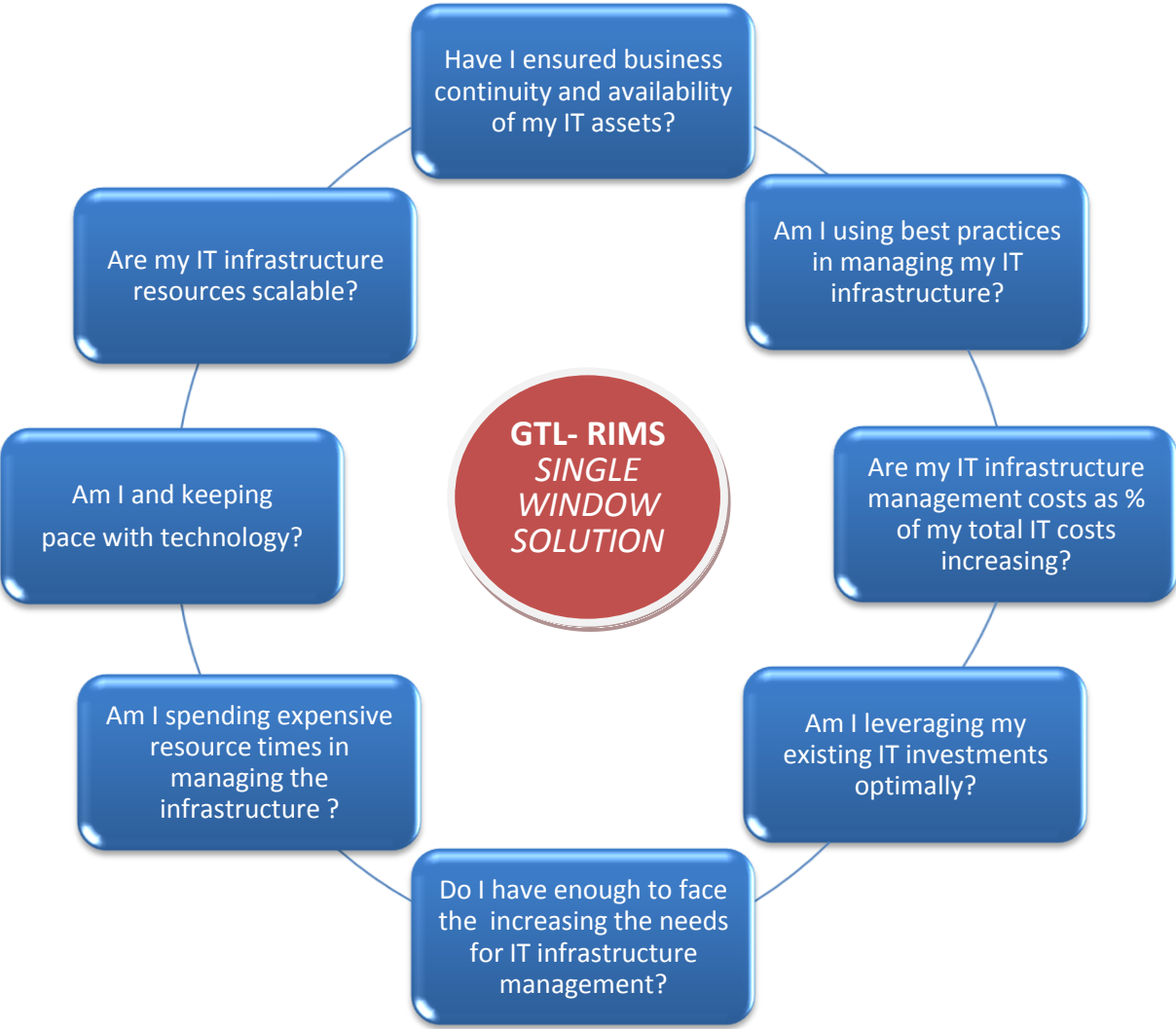
IT Infrastructure Management (IT-IM) includes managing all computing resources, policies and frameworks, towards keeping the IT resources available, reliable, manageable and scalable. IT infrastructure is therefore very critical to an enterprise. The biggest challenge is to align IT-IM to the business goals of the company. Today a reliable IT infrastructure can prove to be a differentiator for any enterprise. The move from legacy client-server applications to GUI intensive multi-tier applications has made the management of IT infrastructure more complex than anticipated. Today infrastructure comprises networks, systems, task specific appliances, storage devices, printers, mobile devices and much more.

Outsourcing the IT Infrastructure Management (IT-IM) function – fully or partially - is a very viable option for customers. Infrastructure management (IM) is the management of essential operation components, such as policies, processes, equipment, data, human resources, and external contacts, for overall effectiveness. The need for IT-IM as an important piece of business-continuity operations is both well-known and extremely critical.

Some of the assured advantages of Costs and Specializations that GTL give by being the single solution to your end to end Infrastructure issues.



⚠️ Ask yourself the following questions:



- Reduce duplication of effort
- ☑️ Ensure adherence to standards
- ☑️ Reduced TCO
- ☑️ More process-centric and inclusion of best practices
- ☑️ Ready resource availability for multi-platform
- ☑️ Risk-mitigation against resource availability for changing technologies
- ☑️ Better focus of limited IT resources on core business activities
- ☑️ Rationalize IT staffing costs
- ☑️ Optimize IT asset utilization
- ☑️ Facilitate service delivery & Improve uptime and system availability

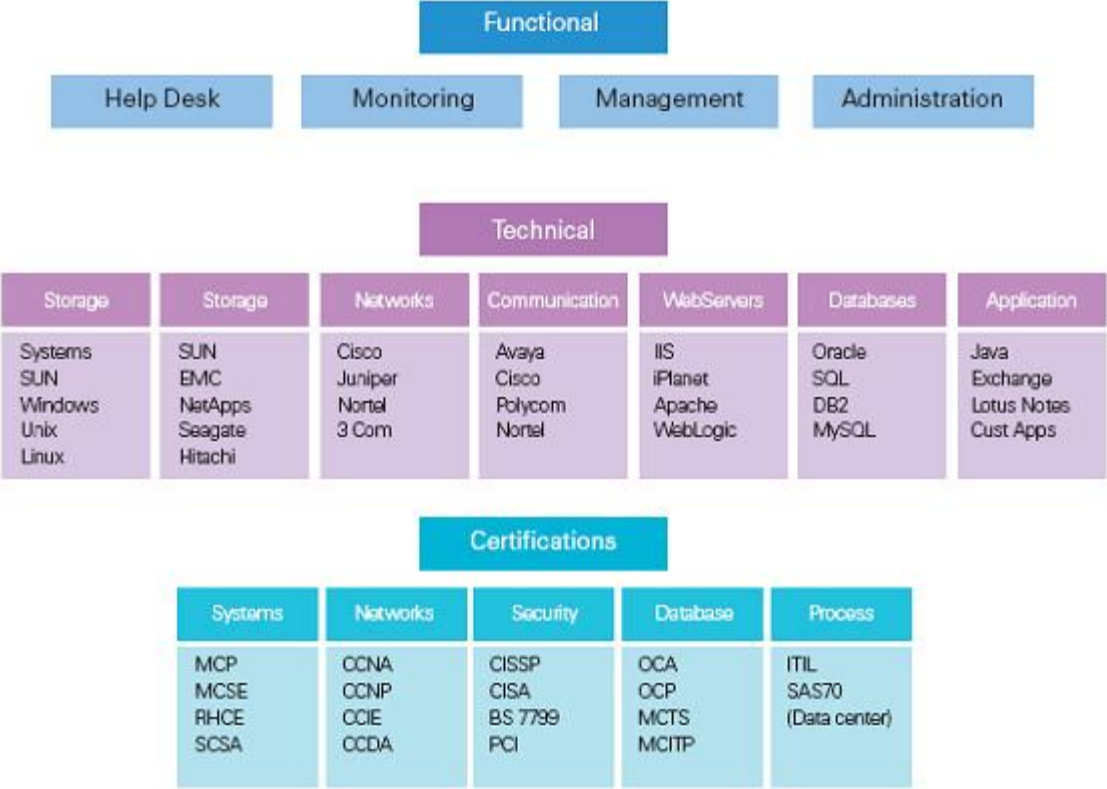


GTL RIM Services Portfolio



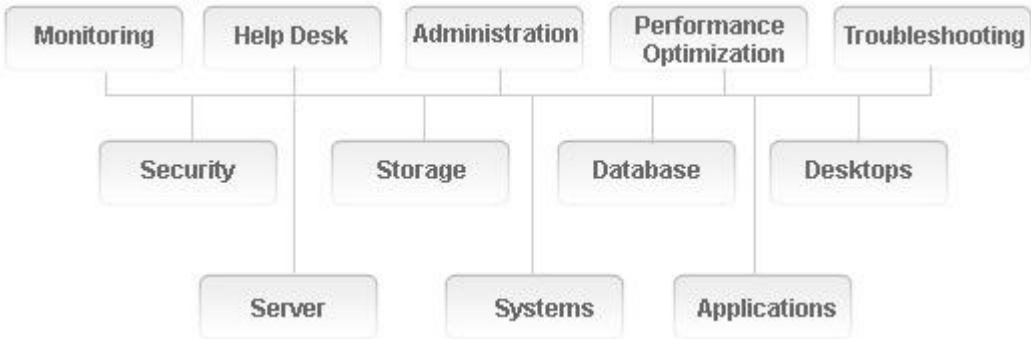
GTL provides a comprehensive set of best practices for IT service management, which helps to achieve business effectiveness and efficiency in the use of Information Technology. The detailed service spectrum is given below:-

<ul style="list-style-type: none"> Email Hosting 	<ul style="list-style-type: none"> Remote Monitoring (24x7x365) 	<ul style="list-style-type: none"> Support using Automated Tools
<ul style="list-style-type: none"> Server Management 	<ul style="list-style-type: none"> Responsive Help Desk Support 	<ul style="list-style-type: none"> Asset Lifecycle Management
<ul style="list-style-type: none"> Database Management 	<ul style="list-style-type: none"> Proactive Maintenance & Network Support 	<ul style="list-style-type: none"> Hardware Upgrades
<ul style="list-style-type: none"> Backup and Storage Management 	<ul style="list-style-type: none"> Security, Vulnerability & Risk Avoidance 	<ul style="list-style-type: none"> Patch Management
<ul style="list-style-type: none"> Reporting and Administration 	<ul style="list-style-type: none"> Achieve Regulatory Compliance 	<ul style="list-style-type: none"> Anti Virus & Spyware Management
<ul style="list-style-type: none"> Hosting Services 		<ul style="list-style-type: none"> Client application support
<ul style="list-style-type: none"> Security Services 		<ul style="list-style-type: none"> Data Backup / Recovery
<ul style="list-style-type: none"> Virtualization 		<ul style="list-style-type: none"> Email Management



GTL Resources Capability

The current service delivery team offshore comprises of skilled resources in areas of:





- **Call Management and Helpdesk:**

Helpdesk provides a single point of focus for all requests coming from the client environment and that associated information is maintained and reported in accordance with the Service Level Agreement. It manages the complete call lifecycle consists of following processes:

Initiating the call / Answering the call / Logging the call /First level support/ Call dispatch /Call monitoring and tracking/Call follow up and closure.

- **Desktop Management:**

Operating System installation & Upgradation / Standard office suite installation and support / Administering Move, Add and Changes (MAC's) / Installation & Configuration Of layered Software / Addition & Configuration of printers and other peripherals.

- **Mail Management:**

New account creation, deletion of id's, space management, password management, and authorization services on different platforms are offered.

- **Anti Virus Management:**

Anti-virus software support / Upgrade and patch management /Deploying the latest patch across the installation either manually or through management software.

- **Database Management:**

Database server administration, performance analysis and tuning services are provided. Access control and Backup rules are defined in consultation with the users and implemented for smooth and trouble free operation.

- **Backup and Archiving Management:**

Backup & archiving is very important to any IT- infrastructure management for a smooth & trouble free operation. A complete backup schedule & log is created during implementation of managed service in consultation with the customer and the same will be updated daily basis to keep the track of complete backup. The following services are provided.

Partition level backup of UNIX Server / NT disk level backup with registry / Database Backup / On-line user file backup on Server / Individual user level back up /recovery of application, data and system software .



- **System Administration:**

GTL provides comprehensive Server maintenance and support. Some of the important monitoring functions that may occur are:

Server CPU availability / Disk space utilization/ Disk swap ratio /Cache buffers / Memory availability /Memory swap ratio /Response time. Report can be prepared on key performance metrics on pre decided intervals like daily, weekly, fortnightly or monthly basis.

- **Network Administration:**

Network management will provide the support required to operate, control and sustain the local area network environment. Services include:

Managing Hubs / Administering TCP/IP addresses / Network performance monitoring and proactive warning of network failure/ Monitoring the availability of servers / Monitoring network error rates / Maintain latest configuration and topology diagrams.

- **Vendor Management:**

A support group consisting of GTL officials and customer representative is formed to interact with the third party vendors and the group is responsible for product evaluation, vendor selection and contract negotiation, and SLA preparation with external vendors. Calls to external vendor will be dispatched from the helpdesk and these calls will be monitored and measured including call escalation for unresolved problems.

Calls to a vendor may include other services under that vendor's contract like product installations, upgrades, repair, problem escalation, etc.

- **Asset Management:**

GTL tracks and maintains a physical inventory of the I.T. asset database. Equipments that are generally considered, as an I.T. asset will include:

Desktop PC's / Notebooks / Servers / Network Equipment / Peripherals like external modems, scanners, printers and Software license, Media, Documentation, Manuals and IT related books. A monthly report is provided for the following:

Existing Items installed under asset database / New I.T assets added during assessment / Changes and discontinuation to the I.T. Assets performed by the Customer, with notification to the Help Desk / Changes and discontinuation to the I.T. Assets.



Business Drivers for RIM

Cost Reduction - Reduced manpower, performance efficiency and capacity planning resulting in 40-60% reduction in costs

Quality and Process - Process-based approach to solve issues, efficient handling of escalations, and quality certifications to ensure adherence to standards and security controls

Best practices - Experience with multiple enterprises resulting in standardization through ideas, learning and best practices

Expertise - Domain experts who aid others in skill development

Risk Mitigation - Improved risk-mitigation and assured business continuity

Visibility - Timely reporting providing stakeholders with greater visibility, real-time control and analysis of historical trends. Increased automation with integrated tools, providing common framework for operations

Scalability - Absorb the peaks and troughs of manpower needs

Service levels - Precise service-level agreements with penalty clauses for downtime

Pre-emptive problem resolution - Through proactive monitoring and event correlation



GTL Differentiators

GTL is recognized for its par excellence in RIM services and as the leader in Global Delivery Infrastructure Management Services.

At GTL, we believe in delivering differentiated services that create long-term competitive advantage for our business partners and business value for their customers. The points that differentiate us from the cluster of other players are:

- Ability to optimize ROI of the Enterprise IT spend
- Managing the end-to-end Infrastructure Management Lifecycle
- ITIL process alignment
- Global Consulting and System Integration Capabilities (GDM)
- Secured Delivery Channels
- Information Security Complaint practice
- Best- of -Breed Tools and Frameworks
- Robust Governance and Account Management



About Us



Goldstone Technologies Ltd. offers a wide variety of software services in an onsite/offshore environment. Our extensive experience in managing resources, process and adherence to quality, help our clients focus on core business strategies while reducing operating costs. GTL has earned an industry reputation of delivering high quality service and customer satisfaction combined with a ROI model that is second to none in the industry. GTL has emerged as one of the industry's best-performing providers of IT, IT-Enabled Services and other value-added services. GTL partnership offers a full array of services that support business strategies and facilitate improvements for compelling business needs.

Highlights:-

- **Goldstone Technologies Ltd** (GTL India) established in 1994, is a flagship company of Goldstone Group (group revenue USD ~150 million)
- Leading IT company with expertise in **Technical Support, IT Services (Application Services), Remote Infrastructure Services, Business Consulting Services, Testing Services, Video Conference Solutions and Professional Services.**
- **ISO 9001:2008 & ISMS 27001:2005** certified IT Company.
- **Worldwide operations** with HQ in Hyderabad, India; other offices in Bangalore and U.S. (StayTop Systems Inc.)
- **StayTop Systems**, HQ in **Milpitas, California**; is a wholly owned subsidiary of GTL
- Listed in Major stock exchanges in India - **NSE, BSE** Listed
- **3 Global Offshore Facilities** with offices in **USA, Europe and India**
- World-class **Technology Partnerships** and **Fortune 500** customer base.

Partners/
Associations



Growing
Relationships



Connect with us to learn more about us: www.goldstonetech.com/www.staytop.com

A brief snapshot only