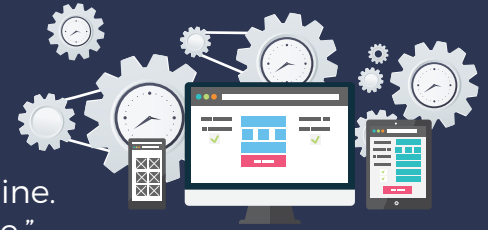
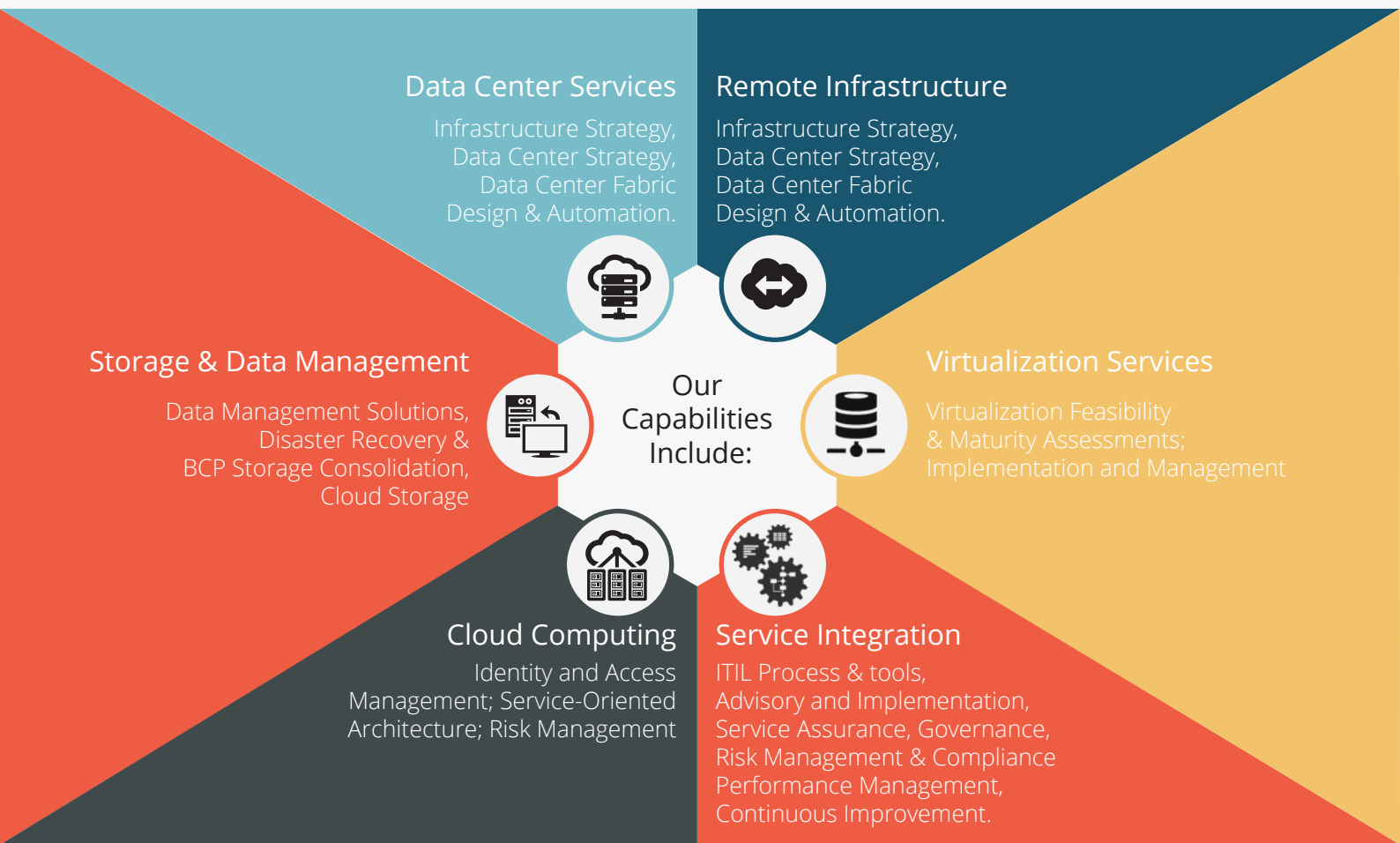


## IT INFRASTRUCTURE SERVICES

“Infrastructure services represent the foundation of the IT machine. Without them, an IT initiative would not succeed or deliver value.”



Skillmine Infrastructure Services offering comprises a comprehensive portfolio of services that maps across all aspects of IT infrastructure advisory, design, implementation and ongoing management, to serve as true end-to-end capability partner entirely focused on business outcomes. The result is an infrastructure solution that is efficient, scalable and secure, that strikes a balance between flexibility and cost, while facilitating innovation and future business planning.



### Advantages:

**Reducing capital expenditure** A flexible, agile infrastructure that grows and shrinks on demand and reduces opportunity costs of large upfront investments in technology installations. We have seen our clients save on average between 50% and 60% in capital expenditure.


**Reducing operational expenditure** Efficiency gains realized through virtualization, resource pooling and automation mean smaller IT investments for lower Total Cost of Ownership (TCO) and a lesser IT infrastructure management and maintenance burden. Most of our clients note a cut in operating costs of at least 25% compared to managing a physical IT environment.

**Integrating quality service** The integration of all aspects of service delivery across an in-house, single-sourced or multi-sourced IT service means improved quality and service levels. We help to implement detailed processes and procedures for service providers to deliver services in a clear and consistent manner and to ensure that an efficient governance model is in place to deliver against business KPIs. Our clients gain access to information that is crucial for making the right decisions.

**Improving productivity and end user satisfaction** With a tradition of delivering high quality IT transformation and management services, and by working with best-of-breed technology partners, Capgemini knows how to align the right technology to business requirements. We understand that it is not just about having the right view of corporate data but foremost about delivering that data to end users whenever and wherever they need it.

## IT Infrastructure Services

IT Infrastructure & Security Managed Services provides architecture, engineering, systems administration, operations and IT transactional services as below:

Enterprise Computing	Enterprise Network	Core Services
<p><b>Storage Services</b></p> <ul style="list-style-type: none"> <li>• Server Disk Storage</li> <li>• Mainframe Disk Storage</li> <li>• Media Services</li> <li>• Data Backup</li> </ul> <p><b>Data Center Services</b></p> <ul style="list-style-type: none"> <li>• Capacity Planning</li> <li>• Refresh &amp; Augment</li> </ul> <p><b>Platform Services</b></p> <ul style="list-style-type: none"> <li>• UNIX/Linux Support</li> <li>• Windows Support</li> <li>• Utility Computing</li> </ul> <p><b>Messaging Services</b></p> <ul style="list-style-type: none"> <li>• Messaging Security</li> <li>• Messaging Platform Support</li> </ul>	<p><b>Managed Networks</b></p> <ul style="list-style-type: none"> <li>• Managed Router</li> <li>• Managed Switch</li> <li>• Network Security</li> <li>• Carrier Networks</li> <li>• Net Ops / Advanced Monitoring</li> </ul> <p><b>Mobility &amp; Wireless</b></p> <ul style="list-style-type: none"> <li>• Wireless LAN</li> <li>• Remote Access Connection</li> </ul> <p><b>Converged Network</b></p> <ul style="list-style-type: none"> <li>• Unified Communications</li> </ul> <p><b>Data Center Networking</b></p> <ul style="list-style-type: none"> <li>• Internet Services &amp; Utility</li> <li>• MPLS Infrastructure</li> </ul>	<p><b>Business Service Management</b></p> <ul style="list-style-type: none"> <li>• Service Management</li> <li>• Process Automation</li> </ul> <p><b>Event Management</b></p> <ul style="list-style-type: none"> <li>• ITIL Ticketing System</li> <li>• Monitoring related to Infra, Apps, Mw etc</li> <li>• Batch Enablement</li> <li>• Event Consolidator</li> </ul> <p><b>Business Intelligence</b></p> <ul style="list-style-type: none"> <li>• IT Asset Management</li> <li>• ISIS Portal</li> <li>• Service Level Tracking</li> </ul> <p><b>Client Care Center (C3)</b></p> <ul style="list-style-type: none"> <li>• Data Center Operations</li> <li>• Network Operations</li> </ul> <p><b>Transition Management</b></p>
End-User Computing	Information Security	
<p><b>Desktop Management</b></p> <ul style="list-style-type: none"> <li>• Virtual Desktop</li> <li>• Image Management</li> <li>• Application Packaging</li> <li>• Patch Management</li> </ul> <p><b>Service Desk</b></p> <ul style="list-style-type: none"> <li>• Service Desk</li> <li>• Remote Resolution</li> <li>• Self-Service Portal</li> </ul>	<p><b>Endpoint Security</b></p> <ul style="list-style-type: none"> <li>• Endpoint Data Encryption</li> <li>• Endpoint DLP</li> </ul> <p><b>Web/Email Security</b></p> <p><b>Enterprise DLP</b></p> <p><b>Incidence Response</b></p> <p><b>Security Administration</b></p> <p><b>Security Operations Center(SOC)</b></p> <p><b>Business Continuity</b></p> <p><b>Disaster Recovery</b></p>	

## SMART / Innovation

### Innovation

- Development & Implementation of a Self Service App Store for approved desktop software to be installed on a click. Implementation of a scavenger service to reclaim unused software for 90 days
- Development and deployment of illustrative video articles for common user issues
- Design and deployment of a value for money tool for super fast file transfer from remote locations and different test beds
- Design and deployment of re-configured security Zones within the Data Center
- Development and Deployment of a portal to auto deploy and deliver standard low end virtual servers in Dev / Test environments
- Design and Deployment of a access card controlled Printing with a card reader attached to printer

### Business Value

- Improved the user experience to make available required software instantaneously. Also reduce true up costs on licensing by re-use of reclaimed licenses
- Helped in user education and reduced support load on Service Desk by means of lesser calls
- Improved TAT for integrating test beds and faster testing cycles. Better integration with remote locations
- Elimination of requirement of various firewall rules proving better experience to developers. Tightened Security
- Self Service and faster TAT to Dev teams to manage their own platforms for Dev and Test phases of SDLC
- Drastically reduction in wastage of paper by reduction of un-collected prints at the printing bay

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