



IT Infrastructure Management Services

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Agenda

Introducing
COMM-IT

Range of
Services

IT Infrastructure
Management
Services

Case Study On
Infrastructure
Management Services



Introducing COMM-IT

Introducing COMM-IT: Services Diversity

Consulting

BPM Consulting and Implementation, BPR Enterprise Architecture, e-Governance, ERP Implementation

Business Solutions

Business Applications, E-Enabling, Third Party Testing, DW/BI, Application Maintenance, Education, Telecom, Manufacturing and Govt Domain Solutions

Professional Services

System Integration, Custom Application Development, ERP Integration, End-user, Help Desk, Telecom Management, Application Support

Infrastructure Products

Networking, Enterprise, Software, Enterprise Management and Security

Total Outsourcing

Application Infrastructure Management, Network and Server Management, Database Management, ERP Management, IT Staff Augmentation

Enterprise and Manufacturing

Telecom

Education

Government

Consult

Architect

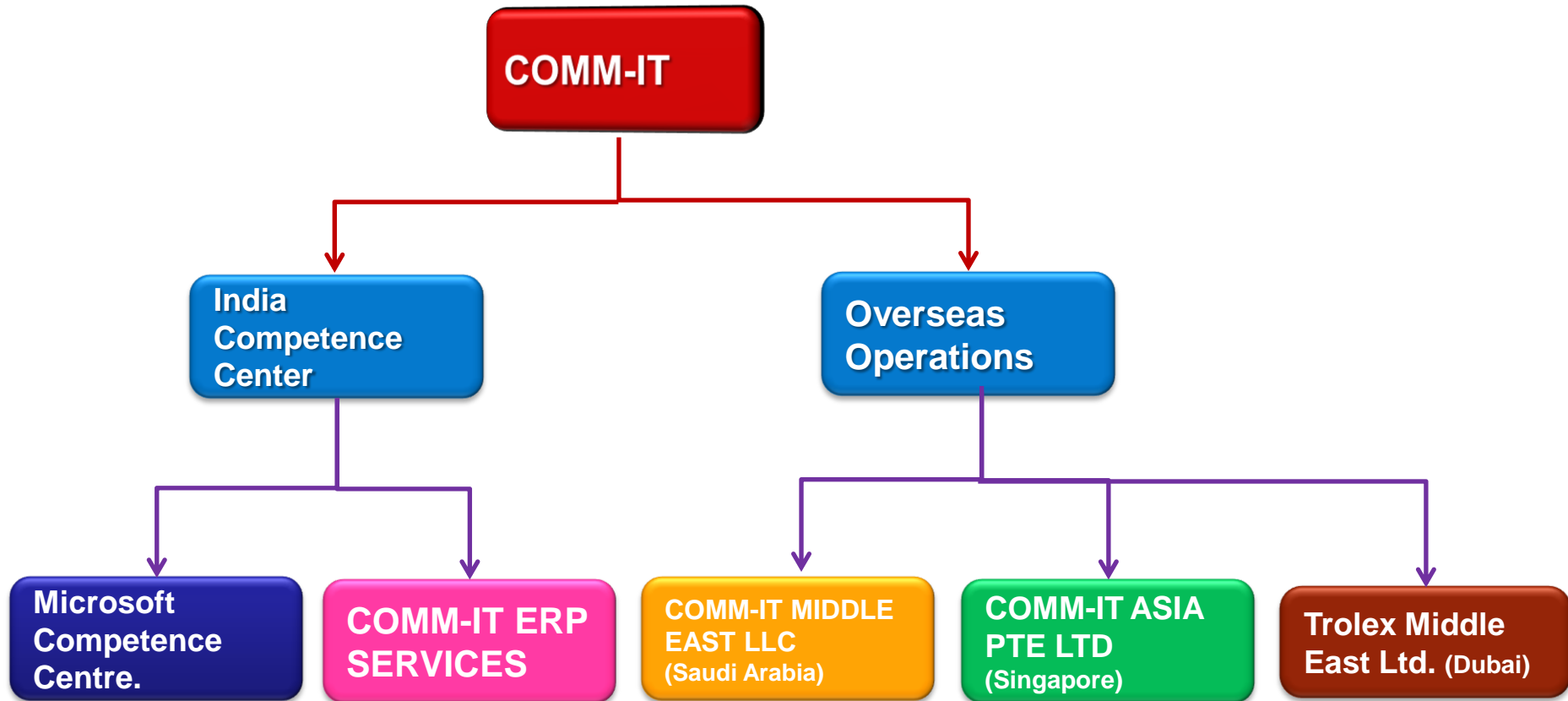
Integrate

Manage

Sustain

Partner for the complete IT Lifecycle

Introducing COMM-IT: SBU Model



Introducing COMM-IT: Global Presence



COMM-IT in Middle East

- Presence since October 2008
- 10 COMM-IT Consultant backed by 200 Local Indian.
- Over 8 customers in this short span.
- Regional offices:
 - Dubai servicing UAE.
 - Al Khobar, Riyadh and Jeddah servicing KSA



Saudi Industrial Projects Co.
Pepsi Jeddah



Pepsi Riyadh



Mahmood Saeed
Glass Industry
Company Limited



COMM-IT in India and South East Asia

- Presence in India since 2002, Presence in South East Asia since November 2008.
- 200+ consultants present onsite in India.
- Vast Customers base ranging from Telecom, Government, Manufacturing to Enterprise.
- Indian Offices: Delhi, Mumbai and Bangalore.
- South East Asia Office: Singapore serving Indonesia, Malaysia.
- Dedicated sales, pre-sales and delivery teams for the region



**BHARAT SANCHAR
NIGAM LIMITED**



Microsoft



JINDAL SAW LTD.



Delhi Police

REVLON

Revlon India



PEPSICO



Range of Services



Range Of Services: Consulting Services

Advisory and Implementation Services

Business Processes

- Business Process Consulting.
- BPM Implementing.
- BPM Customization.
- BPM Optimization.

Strategic Cost Reduction

- Strategic Sourcing
- Low cost country sourcing

Strategy

- Enterprise Architecture- Design and Optimization
- Shared Services Consulting

E-Governance

- e-Governance Strategy and Road Map
- Process re-engineering services
- Program management
- E-Tendering solution

Range Of Services: Business Solutions

Horizontal Solutions

Enterprise Application Services

- ERP, CRM, SCM SRM Consulting, Deployment and Support
- Practices –SAP, Oracle, Infor Baan/Ln, Microsoft ERP

Application Maintenance Services

- Configuration, Helpdesk, Maintenance
- Project Services and Upgrades

Third Party Testing Services

- Test Process Consultancy
- Lifecycle Testing, Test Automation

DW/BI

- DW/BI Architecture, Design
- Data Mining
- Customer Analytics
- Practices: COGNOS, MS OLAP, Oracle

E-Enabling

- Enterprise Consulting & Architecture
- Enterprise Web Services
- Enterprise Application Integration
- Content Management and Portals
- Expertise on J2EE, .NET

Range Of Services: Business Solutions

Recognitions

- Premier Channel Partner of Infor in India and Middle East.
- Microsoft Gold Certified Partner Since Inception.
- Awarded by Pepsi as “Team One Achievers” for continuous 6 years of Quality Services Delivery.
- Implementing one of largest Infor LN/Baan Implementation in India with Jindal SAW Ltd – a 1.5 Billion USD company.

Partial list of clients



Microsoft



REVLON

Revlon India



PEPSICO



Industries Limited

HindustanTimes

Range Of Services: Professional Services

System Integration	Manage IT	Enterprise Services	Microsoft Services
Network and Platform Consulting	Service Desk	ERP Implementation, Consulting and Integration (SAP, Oracle, Infor Baan/LN, Microsoft ERP)	Hardware and Software Support
Enterprise Management	End User Services	Infrastructure Management	Application Development and Maintenance
Enterprise Application Integration.	Server and Storage Management	DW and BI Consulting and Implementation	Product Engineering
Middleware Integration	Application Management	BPM and SOA Implementation Services	Architecture Consulting
	Network Management		Enterprise Portal and Content Management.
	OS, Backup Services		Migration Services
	DB, Web and Mail Management		DB Management
	Telecom Management		Upgrades

Range Of Services: Professional Services

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- Awarded by Pepsi as “Team One Achievers” for continuous 6 years of Quality Services Delivery.
- Implementing one of largest Infor LN/Baan Implementation in India with Jindal SAW Ltd – a 1.5 Billion USD company.
- Deployed India’s first Digital Certificate enabled Self Care Portal in Telecom with MTNL.

Partial list of clients



Microsoft

REVLON
Revlon India



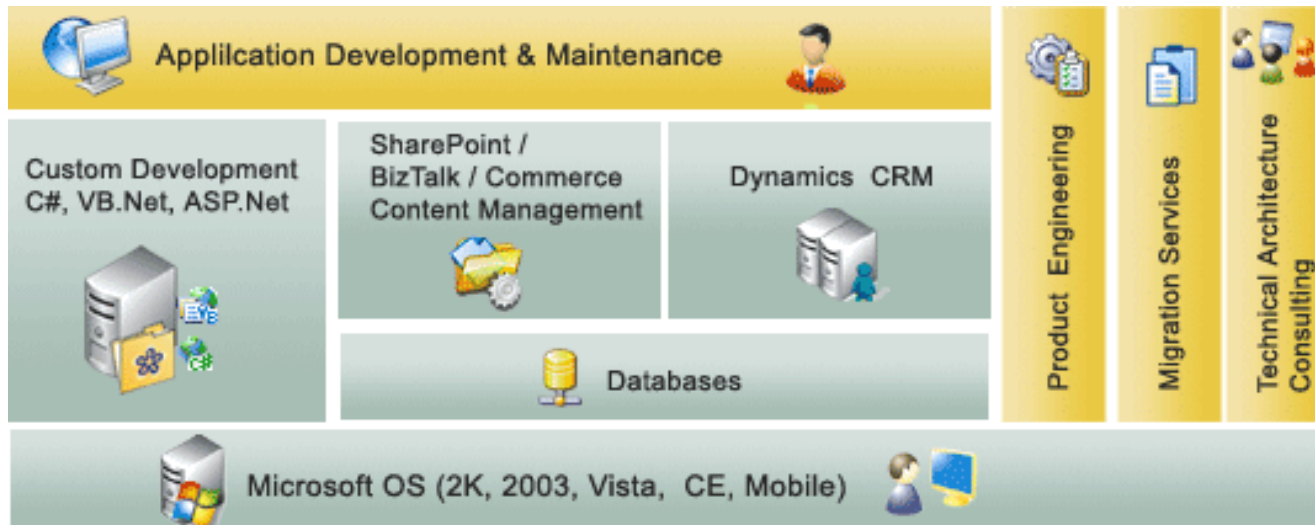
Power Finance Corporation Ltd.

(A Govt. of India Undertaking)

Range Of Services: Microsoft Competency

Our Value Proposition

- Microsoft Gold Certified Partners
- Matured and Agile delivery models.
- Over 90% On-time-On-budget deliveries
- Over 100 skilled engineers on Microsoft technologies. Microsoft Certified Architects (MCA) and Microsoft Certified Solutions Developers (MCSD)
- Deep Understanding of the SMB market



Range Of Services: SAP Competency

Through Our Associate Company Texim

Our Value Proposition

- Headed by Mr. Anil Jain with over 22 Years of Experience on Software, ERP and Manufacturing Domain.
- Proven expertise and track record with large enterprises.
- Accelerated SAP (ASAP) Methodology for Implementation for Quick Turnaround time.

Partial Client List

- Donetsk Metallurgical Works, Ukraine
- Metalsrussia Corporation Limited, Hong Kong
- Essar Steels Limited, Hazira.
- Mark Auto Industries Limited, Gurgaon.
- Jay Yuhshin Limited, Gurgaon
- Simplex Industries Limited, Bhilai.
- Macawber Beekay Limited, New Delhi.
- Bizzsource India Pvt. Ltd.
- SMS-Demag India Limited
- Osram India Limited
- McCain Foods Limited
- E.I Dupont India Limited.

Range Of Services: Infor Competency

Infor Solution Offering

- Infor ERP (Ln/Baan).
- Infor CRM.
- Infor BPM (Using Fujitsu iFlow).
- BI and Analytics (Using COGNOS).
- Infor SCM.
- Open SOA – Third Party Integration with Infor ERP.

Services Offering

- Implementation and Customization Services.
- Project Management.
- Migration and Version Upgrades.
- Staff Augmentation.
- Training Services.
- Integration and EAI.
- BI and Analytics.
- Product Development on Baan/LN.

Value Proposition

- Premier Infor Channel Partner in India and KSA.
- Over 50 Infor ERP Consultant with Experience Ranging from 3 – 20 Years Experience.
- Proven Domain expertise with specialization in Manufacturing Industry.
- Proven Implementation Experience with Large Enterprises.
- Migration Skills to execute smooth transition from Legacy to Infor LN.
- Proven cutting OPIM Implementation Methodology.

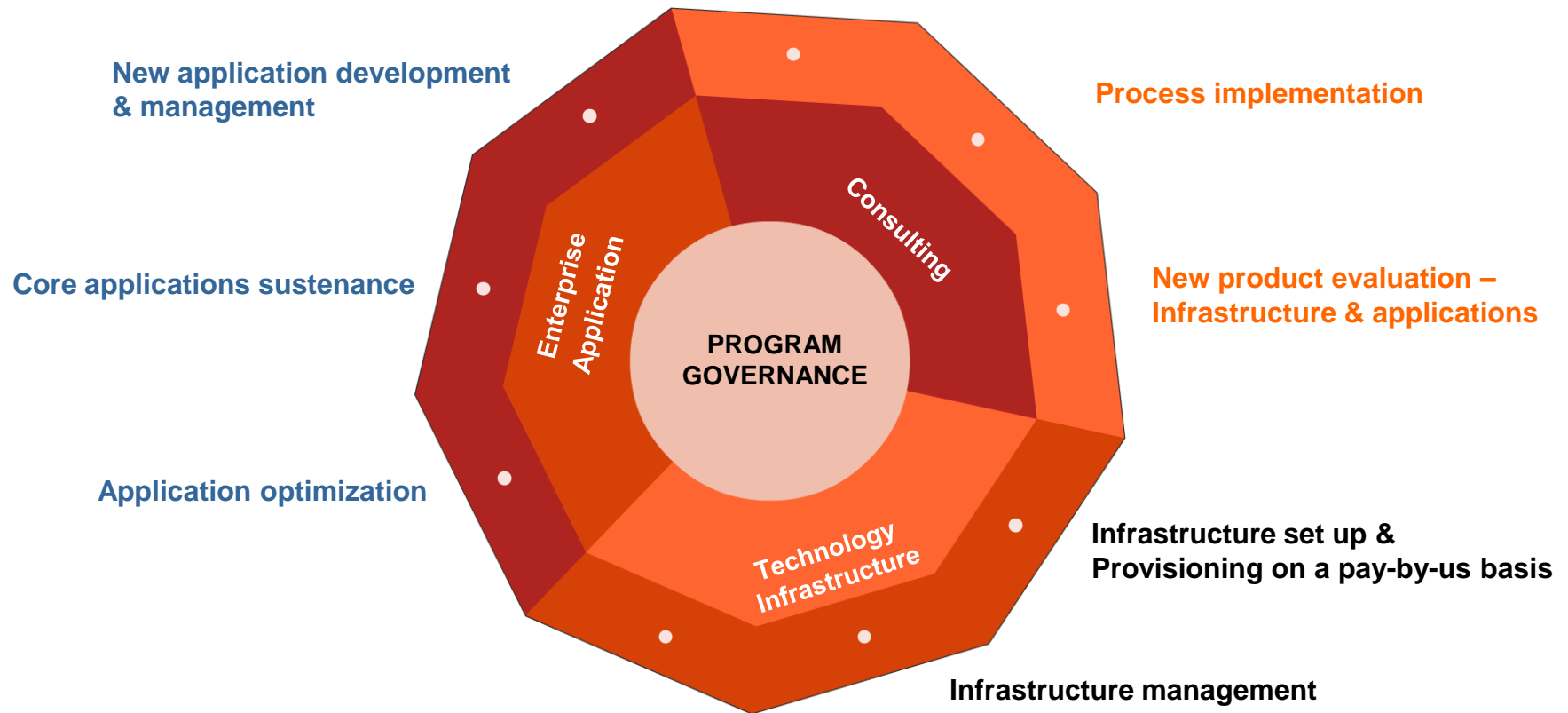
Partial list of clients



IT Infrastructure Management Services



Range Of Services: Complete Outsourcing



Portfolio of Infrastructure Management Services

DATA CENTER MANAGEMENT
Servers, Databases, Messaging,
Storage Systems

NETWORK MANAGEMENT
Routers, Switches, VoIP
devices, Network Links

SECURITY MANAGEMENT
Firewalls, Intrusion Protection
Systems, PKI, AAA Tools

END USER SERVICES
Service Desk, Desktop
Support, Application
Packaging & Distn.

ITIL compliant processes, SLA driven engagements

Pro-active Monitoring & Incident Management

Problem, Change & Configuration Management

Asset Management, Patch Management

Availability Management

Process Consulting, Audits & Reviews

Implementation / Migration Support

Software Application Infrastructure Services.

Integrated Technology Operations

Monitoring

- Transaction Monitoring
- Log Monitoring
- Session Monitoring
- Process Monitoring
- System Performance
- Availability

Service Desk

- Common Ops Helpdesk
- Trouble Ticketing
- Escalation Mgmt
- End User Interface
- SLM

Administration

- User Acnt Mgmt
- Database Admin
- Archival/Backup etc
- Master Data Config
- Patch Mgmt
- Interface Mgmt
- Production Support

Troubleshooting

- Interface Issues
- Diagnostics
- Problem Identification
- Root cause analytics
- Problem resolution

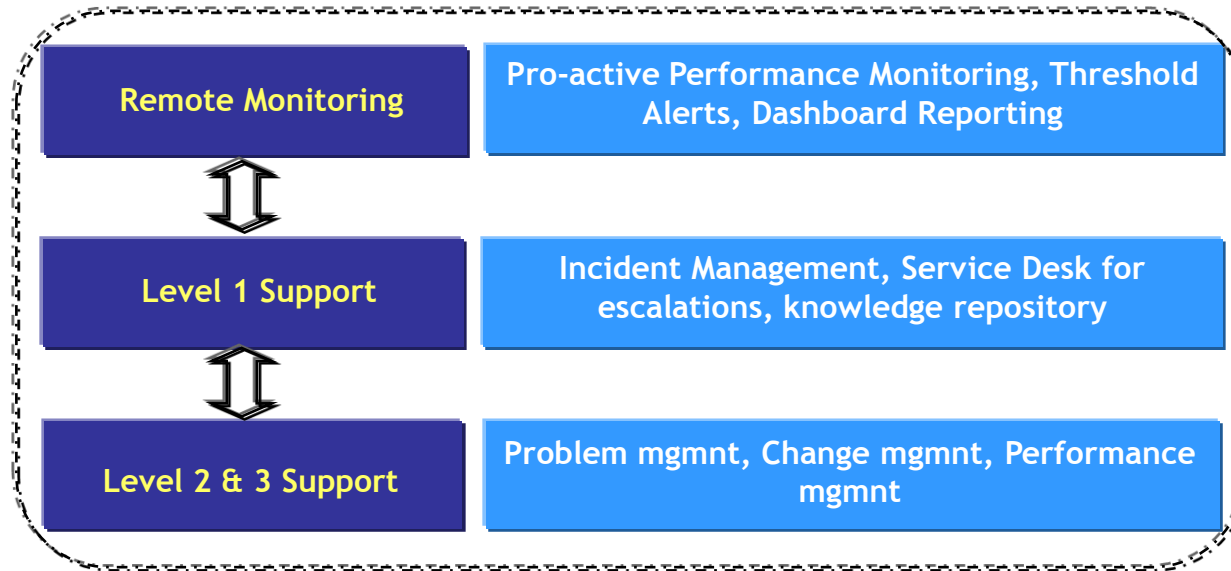
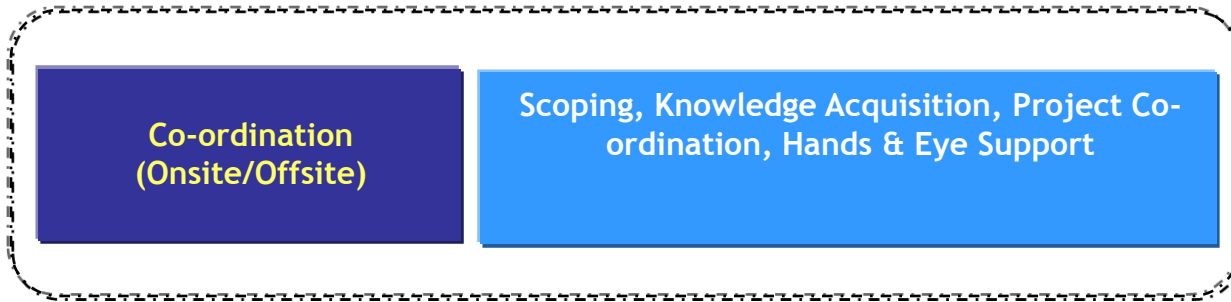
Reporting

- Reporting Formats
- Parameter & Frequency
- Tool Integration
- Real-time reporting
- SLM

Competencies Across Leading Vendors

MANAGEMENT TOOLS	IBM Tivoli	Microsoft MOM	HP	Microsoft SMS Server
SECURITY	Checkpoint	Cisco	Microsoft ISA Server	Verisign CA-Netegrity
APPLICATION SERVER	BEA Weblogic	IBM Websphere	MS.NET	Oracle App ERP: SAP, Infor and MS ERP
DATABASES	MS-SQL	Oracle	MySQL	
SERVER OPERATING SYSTEM	MS Windows	Sun Solaris	IBM AIX	HP-Ux Redhat Linux
NETWORK DEVICES	Cisco	Nortel	Juniper	Extreme

Robust Offshore and Onsite Delivery Model



ITIL BEST PRACTICES

RISK MITIGATED GRADUAL TRANSITION

ONGOING RISK MANAGEMENT

Case Studies on Infrastructure Management Services



Delhi Police, IT Infrastructure Management

Brief

Delhi Police is responsible for policing of Delhi and comes directly under the Ministry Of Home, Govt. Of India.

Delhi Police varied home grown application hosted on state of the art LAN and WAN which each of Police Stations connected directly over high speed link to a centralized Servers and Data Centers.

COMM-IT has been managing application infrastructure for the in-house use home grown application under Off Shore Incident based Model.

Technologies

- **Operating System:** MS Windows 2003 Ent.
- **Management Server:** Microsoft SMS and MOM Server.
- **Application Server:** IIS 6.0 with MS .NET.
- **Firewall:** Microsoft ISA Server.
- **Mail Server:** Microsoft Exchange.
- **Portal and Content Framework:** Microsoft SharePoint 2007.
- **Database:** MS SQL Server 2005.
- **Storage:** SAN under Clustering Mode.
- **Authentication & Security:** Microsoft AD Server.

Team Size and Application Managed

- **Team Size:** 4
- **Engagement Model:** Mixed onsite and offshore for L1,L2 and L3 support.
- **Applications Managed:**
 - Intranet Portal on SharePoint.
 - Court Cases Management.
 - HR: Transfers Management.
 - Police Information System.
 - Vigilance Cases and etc.

MTNL Delhi and Mumbai, Self-care Portal

Brief

MTNL was set up on **1st April, 1986** by the Government of India to upgrade the quality of telecom services, expand the telecom network, introduce new services and to raise revenue for telecom development needs of India's key metros namely **Delhi**, the political capital and **Mumbai**, the business capital of India. In the past 20 years, the company has taken rapid strides to emerge as India's leading and one of Asia's largest telecom operating companies. Besides having a strong financial base, MTNL has achieved a customer base of **5.92 million**.

In order to better serve the customer MTNL Delhi and Mumbai awarded the development and complete outsourced maintenance of a telecom self care portal for its customers through its customer can avail all the services online secured by digital authentication and signature along with the option of making online payment using credit card.

Technologies

- **Operating System:** MS Windows 2003 Ent., HP Unix, IBM AIX
- **Application Server:** IIS 6.0 with MS .NET.
- **Firewall:** Microsoft ISA Server.
- **Mail Server:** Microsoft Exchange.
- **Database:** Oracle 10g.
- **Storage:** SAN under Clustering Mode.

Team Size and Application Managed

- **Team Size:** 6
- **Engagement Model:** Mixed onsite and offshore for L1,L2 and L3 support.
- **Applications Managed:**
 - Telecom Self-care Portal.
 - Payment Gateway for Ecommerce Transactions.
 - Billing and Customer Database Management.
 - Call Center and MIS interface for monitoring and providing queries and complains from MTNL Customers.

PepsiCo India, Application Infrastructure Management

Brief

COMM-IT has been partnering with PepsiCo India for the last 5 years and has been provided IT Solution and consulting for their entire custom solution development, Business Process Management, Business Intelligence and Analytics Solutions and etc. Many of our solutions developed and implemented at PepsiCo India are integrated with their existing ERP (SAP).

COMM-IT has been managing the complete support for all the se application which includes incident management, bug fixing and management, patches and change management, analysis the ongoing application requirement, managing the complete IT Help desk and etc.

Technologies

- **Operating System:** MS Windows 2003 Enterprise.
- **Application Server:** IIS 6.0 with MS .NET.
- **Mail Server:** Microsoft Exchange.
- **Database:** MS SQL Server 2005.
- **Portal:** Microsoft SharePoint Portal 2007
- **BPM:** Skelta BPM.

Team Size and Application Managed

- **Team Size:** 10
- **Engagement Model:** Mixed onsite and offshore for L1,L2 and L3 support. Performing the following support role:
 - Incident management
 - bug fixing and management.
 - Patches and change management.
 - Analysis the ongoing application requirement.
 - Managing the complete IT Help desk and etc.
- **Applications Managed:**
 - CAPEX – Capital Appropriation Request.
 - SLIM – Solution for Legal Information Management.
 - SAAR – Solution for Application Authorization Request.
 - NIPF – New Initiative Proposal Form.
 - Sales Consolidation Tool – FOBO.
 - Trade Promotion Solution.

India Builders Corp, Application Infrastructure Management

Brief

India Builders Corporation (IBC) Group is one of the renowned Property Developers in South India and has developed aesthetically constructed space spanning over more than 14 million sqft. The capability has been acquired over 3 decades of accumulated experience.

- Financial Highlights:
 - Assets Size - \$902.7 Million.
 - Net worth - \$731.8 Million.

IBC houses some of the most renowned IT brands in their knowledge part and some of them are: Oracle, Accenture, Motorola, Texas Instrument, TCS, Verifone and etc. IBC has outsourced the complete IT infrastructure which includes ERP Implementation and maintenance, in house application maintenance, complete Networking, Servers and communication infrastructure of it knowledge park to COMM-IT.

Technologies

- **Operating System:** MS Windows 2003 Ent., IBM AIX
- **Application Server:** IIS 6.0 with MS .NET.
- **Firewall:** Microsoft ISA Server.
- **Mail Server:** Microsoft Exchange.
- **Database:** MySQL, MS SQL Server, Oracle 10g.
- **Storage:** SAN under Clustering Mode.
- **Network:** Cisco, Nortel.

Team Size and Application Managed

- **Team Size:** 15
- **Engagement Model:** Onsite for L1,L2 and L3 support.
- **Applications Managed:**
 - ERP.
 - In house homegrown Microsoft Application on .NET.
 - Managing ongoing application requirement.
 - Managing complete IT infrastructure of IBC Knowledge Parks.

Senbo Industries Ltd. – Application Infrastructure Management

Brief

SENBO INDUSTRIES LTD manufactures pharmaceuticals at its state-of-the-art facility in Sonarpur, Calcutta. The form-fill-seal machines are one of its kinds in the eastern part of India. The company manufactures 15 different pharmaceuticals and supplies its products to trade and hospital establishments throughout India, although the primary focus at the moment are the eastern states. SENBO INDUSTRIES LTD is an ISO – 9002 certified company and handles vast quantities of documents and processes as laid down by WHO-GMP and ISO. Senbo wanted to implement ERP for managing the complete pharmaceutical manufacturing business.

Senbo has outsourced the complete ERP Maintenance along with the IT infrastructure management which includes in house application and IT Servers and Network devices to COMM-IT.

Technologies

- **Operating System:** MS Windows 2003 Ent.
- **Application Server:** IIS 6.0 with MS .NET.
- **Firewall:** Microsoft ISA Server.
- **Mail Server:** Microsoft Exchange.
- **Database:** MS SQL Server, Oracle 10g.
- **Storage:** SAN under Clustering Mode.
- **Network:** Cisco, Nortel.

Team Size and Application Managed

- **Team Size:** 15
- **Engagement Model:** Onsite for L1,L2 and L3 support.
- **Applications Managed:**
 - ERP Maintenance.
 - In house homegrown Microsoft Application on .NET.
 - Managing ongoing application planning and development cum deployment of the same.
 - Managing complete IT infrastructure which includes Network, Servers and Storage Elements.