

Overview

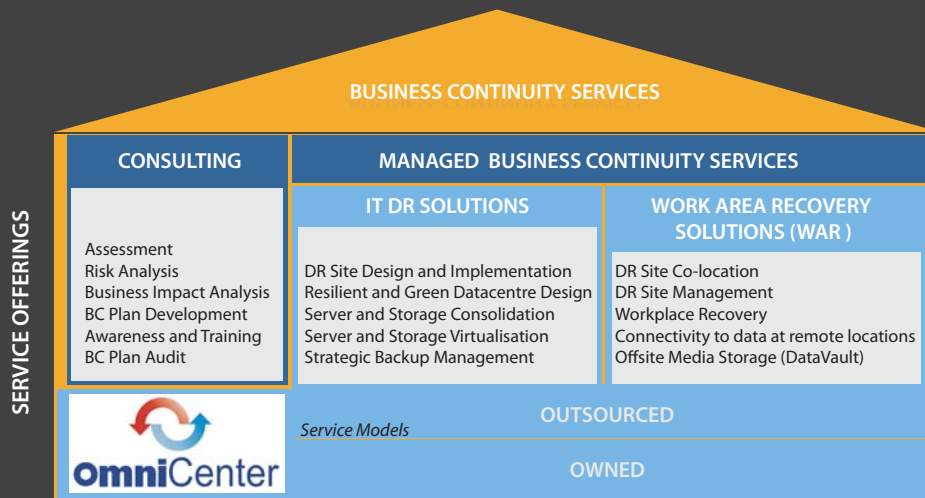
As businesses become more and more competitive, the pressure on being able to meet customer and regulatory mandates increases manifold. Compliances such as BASEL II, HIPAA, and SOX are being recommended and emphasized as a global phenomenon and businesses in no country can afford to overlook these mandates.

And for all this, one must ensure that businesses make their products and services available as and when they are mandated to – save and only Force Majeure. For this they need to anticipate Risk and decide whether to avoid it, mitigate it or accept it.

Business Continuity and Disaster Recovery is today a science and has evolved as a major component of business strategy and the sooner one accepts it, the faster one would become resilient and be prepared for a better tomorrow!

Why Omnitech

- Pioneers in India – We bring more than 100 man years of collective experience and expertise thus making us better enabled than most others
- Multi Location Presence – Only Service Provider known in this domain with multi-location presence. Functional sites in Mumbai and Hyderabad, 6 upcoming sites to provide PAN India resilience
- One Stop Shop – Consulting & Auditing Services, IT DR Solution Design & Implementation, DR Centre Services – WAR, Data Vaulting, DR Site Management across industries
- Flexibility and Scalability– Dedicated, Syndicated, or Hybrid model to ensure Best Fit solution – Cost vs. Benefit Match



Features of Managed Business Continuity Services

- Continuous Data Protection Strategies
- Near and Far DR Facilities
- Locality, City, State and Region based Resilience
- Tier III Data Centres
- Market Data Service Terminals (Bloomberg and Reuters)
- Multiple ISPs provide scalable bandwidth
- Achieve set RTOs (Recovery time objective) and RPOs (Recovery point objective) with Root Cause Analysis in case of deviations

Benefits of Managed Business Continuity Services

- One Stop Shop
- Providing 24/7 Availability of Data and Infrastructure
- Cost effective Solutions at par with Global Standards like BS 25999, SS507, ISO 27001
- Protection of Investments through Consolidation and Virtualization
- Technology Refresh - Keeping abreast with evolving technologies
- Enhanced customer confidence and protection of revenues
- Ensure acceptable business outages

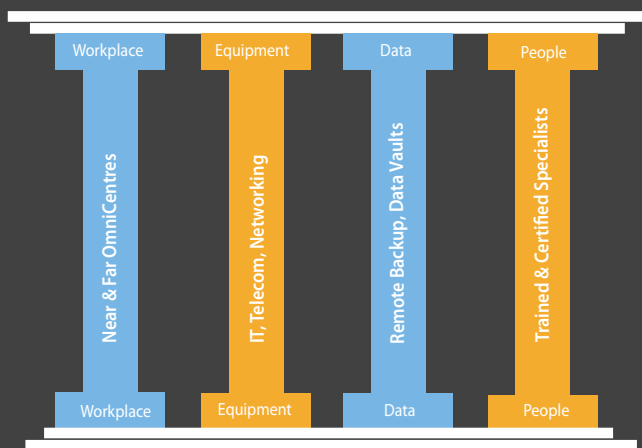


We are goal sharers

We are agile, flexible, responsive and convinced that our success lies in yours. You can be sure that you'll only work with our 'A' team who will give your project the time and attention it deserves - no struggling with multiple, faceless layers that delay decision making.

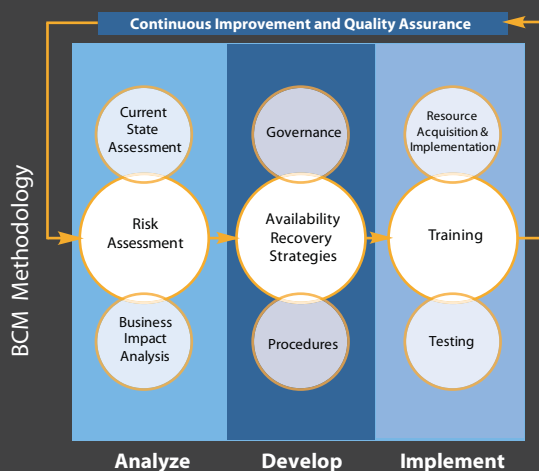
Pillars of Recovery Strategy

- Workplace – Near & Far OmniCentres
- Equipment – IT, Telecom, Networking
- Data – Remote Backup, Data Vaults
- People – Trained & Certified Specialists



Service Delivery Methodology

- APDIMA Methodology – It is a proven and proprietary methodology working on the premise of multiple customer interactions right from Assess, Plan, Design, Implement, Manage and Audit. This methodology is applicable for Consulting as well as IT DR Solutioning .
- Business Continuity Management methodology to ensure Continuous Improvement and Quality.



Client

A US based leading provider of Commercial Real Estate Finance - Back office transaction processing and support services

Client's Requirement

- About 200 seats on standby to recover and run critical business processes in case of an outage of facilities at Madhapur. This requirement was mandated by customer's Corporate Governance Policy
- Technology obsolescence erodes asset value and hence looking for an Service Provider who could absorb such costs whas imperative

Technology Challenge

- Customer operates out of only 1 city and hence was prone to revenue losses due to any unforeseen business outage
- Compliance period window was very small—hence speed in decision making and execution was the most crucial aspect
- RTO was as low as 4 hours

Omnitech Solution

- A 200 seater centre was created at Pocharam in Hyderabad
- This centre is about 32 Kms from the client's facilities in Madhapur, thus ensuring that their stringent RTOs would be easily met
- Client could announce Disaster and invoke COB – Continuity of Business – and send over the teams managing the Critical Business Functions to operate from OmniCentre @ Pocharam

Customer Benefits

- Client was able to save 54% cost over the 3 years contract period signed by them as against the captive site they would have to built
- Client has the choice on scaling up during the contract with a notice period of about 8 weeks

One of the leading BPO/KPO companies established in 1980 in UK is now the number one outsourcing company in UK

- As companies increasingly need a competitive edge to maintain profitability and to stay in business, improved availability and outage avoidance become vital to their success
- Good governance and customer mandates made it necessary for this company to seek 250+ BCP seats

- The challenge faced as the Indian telecom regulator - DOT, had no category of DR Services Provider and hence did not allow OSP-OSP license
- "OSP" and "OSP to OSP" hot site license enables our client to terminate the local and IPLC line OmniCentre (our 3rd party DR BCP Centres) and obtain the complete DR solution

- In the event of any disaster, our client will be able to route the Business operation to Omnitech's Disaster Recovery centre to ensure continuity of Business operations
- During disaster, their connectivity pointers will change from Production Site – UK to OmniCentre. Meanwhile, all their agents who manage the CBFs will be asked to move over to our Navi Mumbai centre

- Resilient Data Centre
- Business Recovery Space with total office infrastructure
- Temperature resistant Data Vaults
- Data Centre Support
- Hot Site Support
- Infrastructure Management Support