

Infrastructure Management Services

In today's volatile business world, enterprises face significant challenges in scaling and managing their global IT infrastructure. As businesses continue to expand, their reliance on technology grows with it. Along with providing seamless, cost-effective, reliable, and uninterrupted services, maximizing the value derived from IT investments, is a key challenge CIOs and CEOs face today.

In the recent years, an increase in business dependency on IT services has changed the way and the extent to which businesses consider the delivery of such IT services. IT departments are now viewed by business managers as 'service organizations' and are expected to deliver clearly defined products to agreed service levels. Business organizations thus consider themselves to be customers (or more correctly, internal customers) of their IT departments and expect to be treated accordingly. As Information Technology organizations gaze to gain higher ROI while dealing with budget constraints, outsourcing Infrastructure Management Services have become an extremely productive strategy.

Service Offerings

Our wide range of infrastructure management services guarantees best fit operational plans for innate business needs coupled with enhanced service levels, effective response rates, round the clock availability, scalability and reliability. Our services portfolio consists:

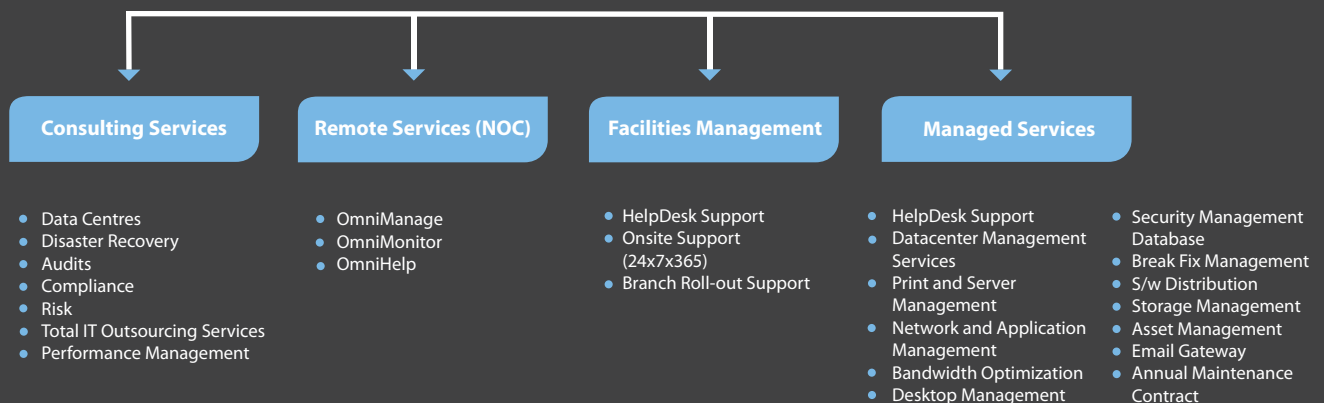
Why Omnitech

We allow enterprises to focus on their core competencies while outsourcing end to end Infrastructure management solutions. We provide organizations with minimum business complexity and help them gain both qualitative and quantifiable business value from their investments. Out of our years of experience coupled with the technology expertise, we stand tall in providing world class infrastructure for support to address the inherent need of 24x7 infrastructure support on all technology layers.

We follow industry's best practices and promise to deliver significant improvements in operations while improving the overall cost structure and increasing your ROI on these operations. Some of the key differentiators which makes us best among others and gives our customers a competitive edge are:

- World class network operations centres (NOC)
- Tailored delivery models to suit every need
- Domain expertise
- Comprehensive and cost effective services
- ISO 27001 security standards and follows the ITIL framework
- Proven track record
- Periodic audits for continual improvements through innovative PDCA (Plan Do Check Act) methodology
- Process automation through built in CRM software
- Efficient reporting and review mechanism
- 24x7x365 support with committed SLA's

Service Offerings





What we deliver

peace-of-mind

"In every challenging IT business environment, Omnitech relationship provides peace-of-mind." Omnitech has been consistently responsive to its customer's short and long term needs. We work together to move support to lower cost areas thereby improving your competitive position.

Benefits of Infrastructure Management Services

- Total ownership of the business function availability
- End-to-end IT service management
- Built-in consulting on Disaster Recovery and Information Security
- Rapid resolution through Technical HelpDesk
- Database availability through application & database management
- Critical server support with 24x7 response and committed SLA's
- Structured Escalation Matrix for effective communication
- Knowledge management through incident recording
- Higher accountability through process-based IT management approach
- Continual improvement in services

Service Delivery Models

The service delivery model of our Infrastructure management services is divided into three Individual set of models. The placement of all the models is strategic in nature to assure well-defined service results. Quality is a vital part of our delivery and we ensure constant up-gradation and refining of the processes.

Our unique and flexible proprietary methodology APDIMA (A-Assess, P-Plan, D-Design, I-Implement, M-Manage, A-Audit) assure the quality of services and promises total commitment with attention to detail on continual basis. We have a huge pool of skilled and certified professionals which allows technology enablement based on ITIL framework while following global standards like ISO 20000, ISO 27001 and BS 25999.



Client

The client is one of the well known Life Insurance company which offers a broad array of life insurance products to individuals, associations and businesses of all sizes

Client's Requirement

To ensure the uptime of printers, spares & logistics management and reduce the current expenses incurred by them

Technology Challenges

Printing of policies and customer receipts are critical components of its daily business routine. The challenges was to ensure the printing uptime in case of any downtime

Omnitech Solution

- SLA driven services to ensure printing uptime
- Centralized spares and logistics management
- Call management & tracking tool to monitor SLAs
- Centralized HelpDesk at client's premises to deploy the solutions remotely

Customer Benefits

- The client now experiences minimum or no printing downtime which ensures the business continuity
- Omnitech's solution helped the client to reuse their existing assets (printers) which brought in zero CAPEX investment
- The proper usage of the printers resulted more than 30% cost savings as compared to their the existing expenditure
- Support during the critical times with stand by printers to locations