

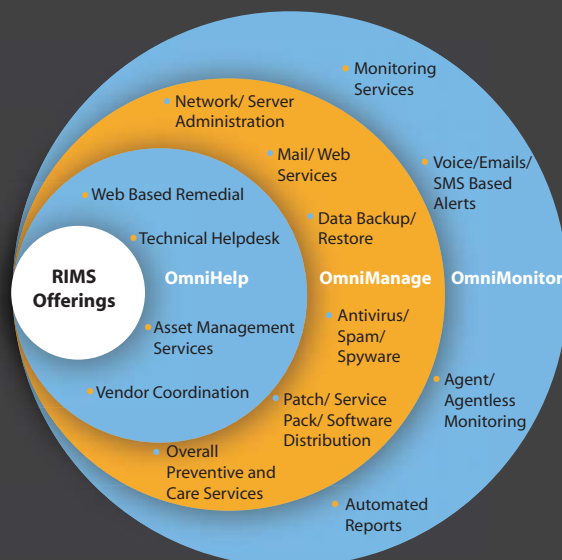
Remote Infrastructure Management Services (RIMS)

Enterprises today face considerable challenges to effectively utilize and manage their IT infrastructure to deliver ever-improving service level requirements. Businesses need a reliable and scalable infrastructure that meets and exceeds the expectations of business-users without compromising on quality, security and cost. High Cost of providing the services using traditional models, CAPEX involved in procuring tools, building skills and then retaining the skills of using these tools, difficulty to provide follow-the-sun model in a cost effective manner are some of the key challenges faced by the organizations around the globe.

At Omnitech, we understand these challenges and provides end to end management and support of IT assets regardless of their locations. Our RIMS provide a one stop shop to cater all IT infrastructure needs. We have identified the challenges faced by organizations and with its services 90% of these issues could be resolved from remote locations.

Service Offerings

Our comprehensive array of RIMS presents higher service levels at lower costs. We follow ITIL supported service management tools enable to deliver RIMS at both customer's and at any of our own data centres. We invests and believe in flexible architectures, tools and practices to provide high availability and resilience. Any issues related to infrastructure are quickly identified and resolved by our experts thus giving an complete cycle of support.



Why Omnitech

Our RIMS help organizations to optimize their critical IT investments while ensuring 24x7 availability. We have state of the art infrastructure management solutions coupled with the years of expertise to offer a complete range of services in comparison to other service providers. Proven IMS skills makes us the only service provider to offer RIMS as an extension of its delivery models. Our SLA based service delivery methodology helps organizations with reduced total cost of ownership. In addition, the ITIL compliance helps in to ensure standardization and improved efficiency. As an organization we go far beyond than managing and supporting your IT infrastructure management.

Key Benefits of RIMS

- Proven expertise
- 24x7x365 NOC services
- SLA based services delivery model
- ITIL complaint
- Flexibility to create stronger competitive edge
- Streamlined and standardized IT procurement
- Reduced downtime
- Better alignment with new strategic business initiatives.
- Maximized efficiency coupled with cost effectiveness
- Optimized performance with improved productivity
- Improved assets utilization

OmniMonitor

OmniMonitor powered by SiteScope is a standalone appliance with a non intrusive "Agentless" architecture, that continuously monitors the real time performance of a company's business critical distributed systems - including hardware, operating systems, network, application and application components in all tiers.

Salient Features of OmniMonitor

- Fast and easy deployment
- Flexible administration
- System management
- One touch approach
- Integrated helpdesk
- Comprehensive reporting



What we deliver

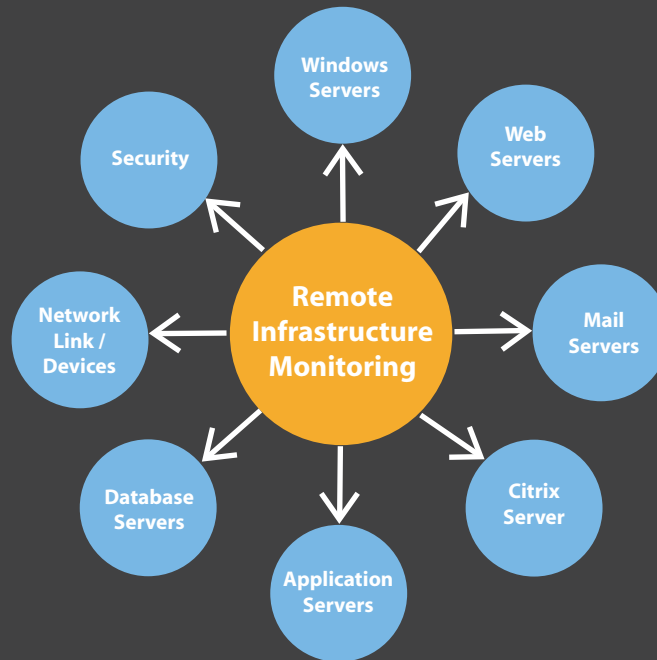
peace-of-mind

"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.

Service Delivery Methodology

At Omnitech, we offer these services through our Network Operations Center (NOC) based out of Mumbai with the help from world acclaimed tools, team of technology experts and ITIL practices.

Omnitech follows its own proprietary service delivery methodology APDIMA (A-Assess, P-Plan, D-Design, I-Implement, M-Manage, A-Audit). APDIMA is an open and flexible methodology that promises total commitment and attention to detail on a continual basis.



Client

Our client is a mid-sized IT service provider of Managed Services to SME in Belgium.

Client's Requirement

RIM was one of the areas which would help them to address the current business challenges and our client was aware of the fact, they were in a process of evaluating certain tools and trying to set up their own NOC & any of this solution was having the high CAPEX. Which was currently not feasible for them under viscous market conditions.

Technology Challenges

To increase the market share for their business during the volatile financial market conditions, there was tremendous pressure from customers to reduce the current value for the service contract, which in turn has brought pressure on our client to reduce the operational cost and provide the services at netter prices and also better margins to the company, with enhanced services.

Omnitech Solution

Omnitech has offered their RIMS model to them, this is purely a service based model and with Zero CAPEX investment from client with the exceptionally right priced service model

Customer Benefits

Client was able to reduce their OPEX by 35-40%, has added 24x7 service offering portfolio and enhanced their current service delivery practices, implemented ITIL based service delivery, all this at a very competitive prices