

## Service Management System

To drive innovation, company growth, alignment between business and IT, your technology organization must establish a suitable & sustainable, service-centric approach. Through service management you can reduce costs, meet compliance requirements, manage risk, and focus on fulfilling strategic business goals.

Plan, deliver, manage, and continually improve the lifecycle of your IT and business services with service management solutions.

We understand that businesses don't just need 'IT'; they need solutions to 'business problems'

Our services are supported by best of breed project management methodology for superior efficiency and responsiveness to your business

Through our core services, we enable clients achieve a Zero Latency environment

15 Yr of industry experience, drawing on best practices and best talents to offer unequalled on-time service delivery at an affordable cost,

Serviced More than 3000 clients,

Renewing a support contract for past 8 from Vice president of India.

Single source of accountability

Aligned with industry leaders in all area; (HP, dell, IBM, EMC, CA, Netapp, Cisco, etc...)

### PLATINUM IT SERVICES

( 9Hx5Dx52W & 4-Hour Same Business Day)

### GOLD IT SERVICES

( 4Hx3Dx52W & 4-Hour Same Business Day)

### SILVER IT SERVICES

( 4Hx1Dx52W & 4-Hour Same Business Day)

### BASIC IT SERVICES

(Next Business Day)



## Simplifying IT Service Management System

consulting  
IT  
Infrastructure  
Support





# flexible solutions for your business needs

CONNECTING YOUR BUSINESS TO THE TECHNOLOGY RESOURCES YOU NEED

## PLATINUM IT SERVERS

Reactive support - 4Hr Same Day  
Protective support- 9Hr, 5 Days a week

Single-source services designed to help keep your multivendor environment operating at peak performance

This Aerosys **Platinum IT Services** helps you understand and avoid the causes of downtime, meet your availability-level commitments, and enjoy the multiple benefits of collaboration with a true IT support partner.

## GOLD IT SERVICES

Reactive support - 4Hr Same Day  
Protective support- 4Hr, 3 Days a week

Small and medium businesses (SMBs) face increasingly big challenges when it comes to computer security, backup, storage, availability  
Computer viruses, persistent hackers, hard drive crashes,

Part of the Aerosys Business Protection Services portfolio, the Aerosys Gold IT Services Management Service is designed

Specifically to help SMBs protect multivendor networked PCs with one integrated, affordable manageable solution.

## SILVER IT SERVICES

Reactive support - 4Hr Same Day  
Protective support- 4Hr, 1 Days a week

This cost-effective **Aerosys Silver IT Service** helps you minimize system downtime due to hardware / Software failure. It features a commitment to resolve hardware / software problems within 4 hours from the time your service call is received.

When you experience system problems, your call is immediately connected to an Aerosys certified resolution engineer for troubleshooting. If your problem cannot be resolved remotely, an experienced support professional is dispatched to your site to begin hardware repair activities.

- ✓ Be confident of efficient hardware repair / software troubleshooting within a specified timeframe
- ✓ Boost productivity via increased IT uptime
- ✓ Enjoy consistent support levels across your HP, IBM, Microsoft, Adobe, EMC, or mixed environment.
- ✓ Obtain easy-to-buy, easy-to-use extended services
- ✓ Enhance IT resource planning and IT staff efficiency

## BASIC IT Services

Next Business Day

Increase equipment availability and productivity with high-quality onsite and remote support for your IT Infrastructure, as well as selected multivendor equipment.

This flexible Aerosys packaged service covers desktops, workstations, servers, notebooks and laptops, network equipment, and printing.

### Our Valuable Clients



## TECHNOLOGY CONSULTING PROVIDES

A TOTAL END TO END SOLUTION.

## SUPPORT COVERS

- Help Desk support
- Telephonic Support
- Remote Support
- On site protective Maintenance
- On site Reactive Maintenance
- First Level Support On Hardware under warranty
- Support For Microsoft Products
- Support For Virus Related Problems
- Support For Backup & Restore
- Third Party Support for On Hardware under warranty
- Support for Updating of Hardware
- Support for Updating of Software's (Updates / Patches)
- Support For New Hardware Installation
- Support For New Software Implementation
- Asset Management Of IT Infrastructure
- Coordinate with 3rd Party for Hardware / Software Support
- Keeping Track for all the call
- Stand By on Hardware Breakdown
- Asset Movement Management
- Support For Internet Related Problem

## Service-level management

- Assigned Aerosys -certified customer support team
- Remote monitoring of your environment's stability
- Quarterly onsite support planning and activity review meetings
- Backed up with expert team of professionals
- Help Desk

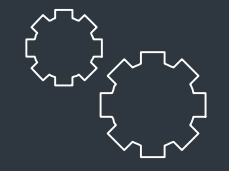
## Configuration, change, and release management

- Quarterly operating systems patch analysis and management
- Quarterly firmware updates and micro-code recommendations
- Remote monitoring, analysis, and management
- Quarterly IMAC (Install, Move, Add, Change) Report

## Incident and problem management

- 24x7 coverage
- Dedicated mission-critical phone number for problem resolution
- Immediate connection to experts and intervention for critical hardware and software problems
- Immediate dispatch of an engineer for critical IT problems
- Accelerated escalation management

and many more...



## System Integration

- ✓ Rental Management
- ✓ Infrastructure Management
- ✓ Unified Threat Management
- ✓ Antivirus & Threat Management
- ✓ Network Solution
- ✓ Surveillance Security
- ✓ Access control
- ✓ Storage (NAS / SAN) Backup Achieving
- ✓ Mail Server,
- ✓ Call Center
- ✓ Microsoft
- ✓ Adobe
- ✓ Corel
- ✓ Autodesk
- ✓ Web Development
- ✓ Red Hat Linux



## Data Center Unwrapped

Looking at the SME need of Data center infrastructure at affordable budget

Aerosys designed a data center , from Tier-1 to Tier 4 level infrastructure to full fill demand of SME Segment.



## IT Rental & Hiring

- ✓ Short term project
- ✓ Seasonal fluctuations,
- ✓ Specific events
- ✓ Testing,
- ✓ Training needs
- ✓ Budget constraints