Infrastructure Management:

Connect Enterprises engineering team excels in building and managing highly intricate IT Infrastructure systems. We combine our extensive experience with advanced technologies and best practices to deliver consistency, repeatability and predictability. Working closely with Microsoft Windows, Linux, Amazon Web Services, Rackspace and Microsoft Azure, we design, deploy, and maintain highly optimized systems that can quickly adapt to changing business conditions.

Our infrastructure specialists start every project with a careful analysis of your existing IT infrastructure. From there, we will create an architecture that is agile, scalable and able to meet your evolving business objectives. Our services include all aspects of architecture design from the conceptual level through to production, third-party integration, installation and management.

Planning and Consulting:

- Thorough evaluation of existing environment
- Technology selection
- Application infrastructure capacity planning
- Capacity, performance and security audits
- Server virtualization
- Server upgrade and cloud migration planning

At Connect, we know that technology doesn't just support business; it makes business happen. This means that your ability to adopt new technologies and be agile is what will differentiate you from your competition. Each member of our consulting group brings a unique fusion of technical expertise and business acumen: we're specialists, but in multiple domains. Our team has worked on thousands of systems across industries and technologies. We draw on this experience to help you solve your most complex technical challenges and digitally transform your business.

How it works

First we assess your strategic objectives to determine what technologies and systems will help you meet your long-term plans. We start with a thorough evaluation of your

environment, including a review of existing strategies, system configurations and technologies. We can conduct the initial consultation either remotely or on-site. Together with your team, we will establish your strategy and roadmap.

Our services

Executive coaching

We review your business strategy, existing resources and technologies and other key readiness factors for IT transformation.

Business case development

We will develop business case(s) as necessary to prioritize objectives with the highest strategic leverage and ROI transformations.

Application and environment assessment

We will assess your current BT environments and assign maturity ratings for the Connect Enterprises KPIs on each software product, software lifecycle and related infrastructure.

Strategy development

We help develop your business and technology (BT) goals and desired outcomes for the business — down to the granularity of individual software products.

Roadmap development

We will map your BT goals and outcomes to a desired maturity rating for the 5 Connect, IT-oriented key performance indicators (KPIs): velocity, performance, efficiency (cost), security and availability.

Implementation:

- New technologies and tools install and configuration
- Project management
- Upgrades and configuration updates
- Cloud services configuration and turn up
- Orchestrated infrastructure migration to cloud services
- Pre-deployment testing

Manage Infrastructure:

- 24X7 monitoring, problem resolution, root-cause analysis, corrective actions
- Proactive health checks and continuous improvement of operations
- Performance tuning

- Configuration management
- H/A testing
- Disaster recover

Benefits of working with Connect Enterprises:

- Optimize hardware to improve capacity and reduce licensing costs
- Create scalable systems to accommodate future growth/that grows with your business
- Adopt new, disruptive technologies easily
- Ensure high-system availability to support revenue-generating applications
- Resolve recurring problems through the strategic use of automation
- Implement turnkey security measures to conform to your business and regulatory needs
- Ensure components work together seamlessly with expert guidance
- Work with trusted advisors and proven technologies

Connect Enterprises offers:

- Full-time monitoring and response
- High availability
- Root-cause analysis
- Corrective actions
- Backups and disaster recovery
- Capacity planning
- Proactive health checks
- Performance tuning
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Connect Enterprise's customer success team will ensure your needs are met throughout the entire engagement process by understanding requirements setting the schedule, working with the team to define deliverables, and regularly capturing and communicating statuses and actions.

Additional services:

- Remote Infrastructure management
- Database as a service
- Data center and cloud managed services
- Remote desktop managed service
- Operational insights for predictive monitoring
- Managed big data service

Operations Center:

Comprehensive monitoring and remediation services for:

servers,

networks,

applications,

databases and

end-user devices.

End User Computing device Management:

- Remote Desktop Management Infrastructure that includes tools, servers, services etc.
- Hardware and OS Imaging
- Setting up and Integrating VDI Infrastructure
- Real time health monitoring of VDI desktops
- Asset Management
- Application Patches
- Automation and Self Service Provisioning
- Migration and Consolidation

Unified Communications Management:

In today's IT landscape, unified communications is driving a paradigm shift in terms of both technology and economics. Enterprises are now looking at unifying various communication tools and integrating new architecture through sophisticated and secure technological solutions over virtualized platforms. With the services tightly linked to the user, unified communications provide unprecedented levels of personalization and control over the communications experience.

Challenges
Identifying key business challenges is crucial to successful deployment of unified communication services. Our unified communication services help organizations in resolving challenges and increase the rate of growth.

• Lack of information visibility throughout the communication channel
• Changing customer relationship management expectations
• Failure to respond to shifting consumer behavior
Optimizing operations and maximizing ROI on technology spend
• Secured mobility to enhance user productivity
Building your enterprise communications on a unified communications platform increases collaboration and maximizes your business efficiency. Choosing the right partner can simplify your network infrastructure, seamlessly transforming your

business to a next generation enterprise.

Unified Communication Services:

Our unified communication service offerings revolve around three core service offerings – advisory, transformation and managed. We enable organizations to develop a clear unified communications strategy and build a roadmap for achieving the same. Our services enable instant collaboration with any device, communication enabled business processes, and omni channel-driven communication through IT systems.

Voice Services:

We provide collaboration and contact center solutions enhancing user productivity and help deliver exceptional customer experience.

Consulting and Design

- Business to technical requirement definition
- High level design, budgeting and ROI/TCO
- Technical architecture and product/solution evaluation
- Complete IPT/UC/CC blueprint, architecture & design
- Integration design with legacy voice systems
- Site assessments for installation, integration, commissioning of UC & CC systems

Implementation & Integration services

- Contact centre product supply
- Low level designing & planning
- Implementation and migration services

Support and Maintenance services

- Manage end-to-end by integrated monitoring and management of UC along with WAN, LAN
- 24 x 7 service coverage
- Vendor management
- Monitor and manage UC and CC components – call managers, gateways, IP phones, ACD
- Proactively resolve incidents/faults
- Periodic service reviews and service management

Data Network Services:

We provide network virtualization, SDN and WAN optimization over converged network solutions.

Enterprise LAN Design Services

Campus LAN Design

- Service oriented network architecture
- High availability, access and security
- Best hierarchical design

Wireless LAN Design

- Identifying the business needs
- Designing secured wireless LAN architecture
- QoS design for voice over Wi-Fi

Enterprise WAN Design Services

- Designing scalable, high performance (convergence) routing protocol architecture
- Designing hierarchical IP addressing schema
- Designing scalable, high performance (convergence) routing protocol architecture

Campus LAN Implementation

- Enterprise campus implementation using service oriented network architecture
- High availability, VLAN, STP, QoS and LAN security
- Network services – F/W, IPS, load balancing, netflow management using Cisco Works LMS
- Based on hierarchical design – core, distribution and access layers

Messaging Services:

- Connecting email, voice and collaboration applications on premise or cloud. Due to the amount of information exchanged via email within a company, configuring a mailbox policy in your mobile device management solution is critical to protect important information. Using your company's existing email infrastructure through suites like Microsoft Exchange or Office 365, you can limit email retention and attachment sizes.

Collaboration Services:

Web application platform for intranet, document and content management

Upgrade

SharePoint 2003/2007/2010 to SharePoint 2010/2013 Upgrade

Governance

Policy, process, roles, responsibilities, etc.

Leveraging features and tools to enforce policies through SharePoint

Branding – customised towards industry, business or geography

Deployment

Custom deployment, solutions for deploying solutions

Functional, load and stress testing

Technology Planning

Custom solution requirement

LOB integration planning

Search, security and capacity planning •

Migration (Tool Based)

Lotus Notes, Live link, Documentum, etc. to SharePoint

Maintenance and support

End-to-end support of SharePoint environment (Farm) along with the application hosted

24 X 7 support for global users

IT Service Management (ITSM) & IT Operations Management (ITOM):

The markets have been witnessing the latest emerging trends and disruptive technologies like Cloud-based services, Social, Analytics, Hyper Automation led by Robotic Process Automation (RPA), Cognitive Computing and Internet of Things (IoT). However, IT Service Management (ITSM) and IT Operations Management (ITOM) are at the very foundation for supporting the core business operations/services provided by any Digital Enterprise. Any ITSM and ITOM implementation come along with its own set of unique challenges and constraints. However, the value realization from ITSM and ITOM tools holds a key for the organizations to maintain an edge over their business competitors. Happiest Minds understands these challenges that are faced by our customers and provides the expert advice on the right solutions that are best suited to the business needs and enabling them to achieve the desired business objectives in the most cost optimized and timely manner. Typical challenges regarding ITSM and ITOM tool deployment in today's IT organizations are:

- Value realization from ITSM and ITOM tool implementation
- Public Cloud/ Private Cloud/ Hybrid Cloud/ In-house service modelling
- Multiple tools / Tool Sprawl
- Integration with legacy tools
- Multi-vendor integration challenges
- Tools and process alignment
- ITIL / ITSM / IT4IT Process Maturity
- Security and compliance concerns

Connect Enterprises ITSM and ITOM practice possess a wealth of experience in supporting ITSM and ITOM solutions across Enterprises of various verticals and maturity levels. The team consists of well-rounded professionals skilled on industry-leading ITSM and ITOM tools and platforms. The team composition is a balanced mix of business analysts, consultants, architects, developers, and support engineers.

Consulting Services:

We offer consulting services in an agreed time bound engagement / project basis. This will enable our customers to take informed business decisions before taking up any ITSM and ITOM implementations.

Our team of highly experienced consultants in the ITSM/ITOM forte will perform an assessment of the customer landscape. During this engagement, our consultants gather various information starting from customer's business objectives, milestones and priorities. The assessment will include collection of various historical information of tickets and typical challenges faced. The outcome of the consulting engagement would

be Gap analysis report that would churn out short, medium and long-term solutions to address the challenges and enable to achieve cost savings.

Implementation Services:

Our team of highly skilled and certified professionals understands our customer's business objectives and leverages the ITIL based implementation framework approach.

The team has extensive experience in project implementations that include integration between ITSM, ITOM tools and external applications to support cross-platform systems and are built using standard available methods.

Maintenance & Operations Services:

Every business enterprise requires standardized IT support services that includes tiered L1, L2, L3 support to interact with the business users when they come across challenges in their day-to-day operations. These challenges may have potential business impact in case they are not handled in a timely and pro-active manner. Our Maintenance and support offering precisely addresses this very challenge and our customers can stay focused on their core business and our team closely works with customers based on the ITIL-based IT Service Management (ITSM) methodology to deliver the services and solutions.

Service Desk:

- By leveraging our 24 x 7 x 365 service desk, we assure your IT to be more productive, agile, secure and aligned to your core business at reduced risks. We deliver high quality managed infrastructure services and managed security services at lower TCO and flexible/predictable pricing models.
- At the core of our managed infrastructure services are innovative IP solutions and accelerators, advanced service delivery platform (iTaaS), best-in-class practices and proven methodologies. We provide industry leading KPI & SLA, while continuously improving parameters like increased first call resolution, reduced contact handling time, contact volume, human efforts and on-site dispatches, ensuring services are delivered on time.

We offer scalability and elasticity on demand

Our customers can choose between shared, dedicated and hybrid engagement models as well as required IT services from our well-defined service catalogs. We offer multi-channel support, from more expensive voice to lower cost email, web-forms and chat. Irrespective of the service requirement and engagement model, our services are integrated seamlessly and cost-effectively with customer's existing in-house capabilities.

The explosive growth of the cloud in recent years has prompted a paradigm shift in IT strategy. New technologies have the potential to revolutionize service delivery for enterprises; however, effectively utilizing them can be a challenge.

For IT departments, keeping up with the pace of technological advancement is a monumental task. These employees already have workloads assigned, making it near-impossible to sustain working knowledge on new operating systems and software packages. And without a thorough understanding of these technologies, you risk undermining the integrity of your network security and performance.

That's where an infrastructure managed service provider comes in. These service companies are specialized in maintaining comprehensive knowledge of new IT developments and using that knowledge to build and maintain reliable software and hardware platforms for their clients.

The Benefits of an Infrastructure Managed Service Provider

By working with an infrastructure managed service provider, you reduce the time and investment required to reach the bleeding-edge of IT service delivery. A combination of expertise and experience results in consistent, sustainable results that facilitate business growth in the long-term.

Let's explore the advantages of turning to a trusted infrastructure managed service provider:

- Reduced workloads for IT staff – Offloading the maintenance of server hardware and software packages to a third party will claw back valuable time for your internal staff. These savings can be redirected towards other internal projects, improving performance against objectives, and promoting innovation.

- Instant access to industry-leading expertise – Rather than waiting around for internal staff to complete training courses, you can achieve immediate results using an infrastructure managed service provider. These providers focus heavily on maintaining industry-leading expertise, meaning your assigned engineer will be well-equipped to handle any workload you throw at them.

- Scalable computing in the cloud – By opting for a cloud infrastructure managed service, you can benefit from auto-scaling functionality present on all public and private cloud platforms. Your service provider can supply more computing power when needed, to maintain growth without the risk of sacrificing service quality when workloads increase. This scalability eliminates the costly investment associated with upgrading your in-house IT infrastructure, while simultaneously boosting agility through on-demand resource acquisition.

Always-on support – Your customers don't adhere to the usual 9-5, so neither should your network support team. In the event of downtime, your service provider will have a service-level agreement (SLA) guaranteeing a quick turnaround or compensation if

the outage lasts beyond your agreed timescales. This offers a safety net for businesses, giving them peace of mind when faced with unforeseen operational challenges.

Offload the burdens associated with compliance – With the introduction of GDPR, we saw a significant change in responsibility for managed service providers. Now, the burden of compliance management is almost solely with the provider, as they are ultimately regarded as the ones handling your data by the European Commission. This alleviates anxiety for IT departments, allowing them to focus their energy elsewhere. Please do note, any systems that aren't managed by your provider are still your responsibility when it comes to compliance in the eyes of GDPR.

A managed service with predictable costs – Moving to a managed service involves adopting new IT infrastructure. Before, you'd need to make numerous decisions on the hardware you need, how to maintain it, and how to ensure that your staff could maintain it properly. Your infrastructure managed service provider will take on all of these responsibilities, choosing the optimum combination of hardware and software to fit your budget. The costs for this service will be pre-determined during the assessment stage, meaning you get a predictable, fixed monthly bill for your managed infrastructure.

Manage Your Infrastructure with Connect Enterprises:

Connect Enterprises is a leading infrastructure managed services provider, offering a wealth of industry experience, and internally developed software packages that are fine-tuned to deliver results. Our proprietary ConnecteCloud platform allows us to provide unified and centralized infrastructure services, enabling ambitious and innovative multi-cloud strategies.

Get in touch with our infrastructure managed service team, and discover how you can break free from computing limitations in the cloud!