

IT Management Services

The ubiquitous nature of always-on connectivity offers businesses multiple options around deployment of their IT applications. It is no longer imperative to invest in expensive server and storage solutions in order to deploy enterprise suites. However, businesses need to understand the implications of the deployment strategy they select.

Our IT management services help you leverage gains from web-based applications by helping you evaluate various deployment options, and choose the one which fits your needs best.

For organizations who have invested in IT infrastructure and have dedicated server support staff, we offer application support through remote management and monitoring tools.

Our hosted platform applications, on the other hand, fit better for organizations that prefer the flexibility that remote data centers offer. For small and medium enterprises, hosted applications allow businesses to use world-class applications without the overheads of dedicated IT managers or system administrators.

The best thing about using web-based systems is the ease with which they can scale up with your growing business: you can easily expose functionality to your partners and suppliers through a website. You can have employees working from home or on the field accessing the same data as they would at their desks. You can deploy the same application anywhere in the world. In fact, with hosted services promising 99.9% uptime, it is possible to run your entire enterprise IT without owing a single piece of server hardware.

Our independent evaluation of hosting providers covers a large range of providers: please get in touch with our representative to learn more about how your choice of applications, budget, business environment and geography can affect the decision to choose one delivery model over the other.

Using virtualization and elastic computing solutions from leading providers, we allow businesses to scale from a few users to multi-thousand-user configurations in a matter of hours, not days.

Application Support Services

We provide shared and dedicated support services for customers with service level commitments and multi-channel response management.

Using a shared support center for applications allows customers to reduce costs while assuring users of time-bound assistance to their requests. We provide customers with a wide variety of support options they can choose from.

Each support agreement provides access to an integrated helpdesk: users can submit tickets by phone, messaging, email or through the online portal. Each ticket is tracked to closure, and performance metrics available for audit at any time.

We also provide dedicated support centers for larger application instances: having offshore support allows customers to lower costs while lowering response times to tickets.

Our support desks also offer remote monitoring* and performance tuning services: key stakeholders can be alerted by SMS or email on predetermined incidents.