

Outsourced Infrastructure Management



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Need for Outsourcing of Infrastructure Management

MindLance, Inc., established in 1999, is a leading provider of consulting, outsourcing and staffing services to Fortune 1000 and middle-market clients. A workforce of nearly 400 professionals are constantly endeavouring to add value by the minute to clients. Our strategy is to create a long-term partnership with our clients using a multi-faceted approach - applying domain expertise in specific industry segments, utilizing a highly-skilled technology workforce, leveraging a proven global delivery model, implementing quality processes & methodologies and being extremely cost-effective.

IT Infrastructure Management (IT-IM) includes managing all computing resources, policies and frameworks, towards keeping the IT resources available, reliable, manageable and scalable.

IT infrastructure is therefore very critical to an enterprise. The biggest challenge is to align IT-IM to the business goals of the company. Today a reliable IT infrastructure can prove to be a differentiator for any enterprise. The move from legacy client-server applications to GUI intensive multi-tier applications has made the management of IT infrastructure more complex than anticipated. Today infrastructure comprises networks, systems, task specific appliances, storage devices, printers, mobile devices and much more.

Outsourcing the IT Infrastructure Management (IT-IM) function – fully or partially - is a very viable option for customers. infrastructure management (IM) is the management of essential operation components, such as policies, processes, equipment, data, human resources, and external contacts, for overall effectiveness.

The need for IT-IM as an important piece of business-continuity operations is both well-known and extremely critical. Likewise, BA provides the critical analysis for the right decision-making. Both can be gainfully outsourced to take advantage of Costs and Specializations that MindLance can provide.

Ask yourself the following questions:

1. Do I have ever increasing needs for IT infrastructure management?
2. Am I spending expensive resource times in managing the infrastructure and keeping pace with technology?
3. Am I leveraging my existing IT investments optimally?
4. Have I ensured business continuity and availability of my IT assets?
5. Am I using best practices in managing my IT infrastructure?
6. Are my IT infrastructure management costs as % of my total IT costs increasing?
7. Are my IT infrastructure resources scalable?

Affirmative answers? You **certainly need** to look at outsourcing the IT-IM function. Still wondering if outsourcing the IT-IM function is right for your organization? Without any doubt, it is, since it provides several benefits

- Reduce duplication of effort
- Ensure adherence to standards
- Reduced TCO
- More process-centric and inclusion of best practices

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- Ready resource availability for multi-platform
- Risk-mitigation against resource availability for changing technologies
- Better focus of limited IT resources on core business activities
- Rationalize IT staffing costs
- Optimize IT asset utilization
- Facilitate service delivery
- Improve uptime and system availability.

A structured approach to solving issues and problem has been defined by the set of best practices in ITIL (IT Infrastructure Library). This gives IT-IM a new meaning and scope of Service Support and Service Delivery.

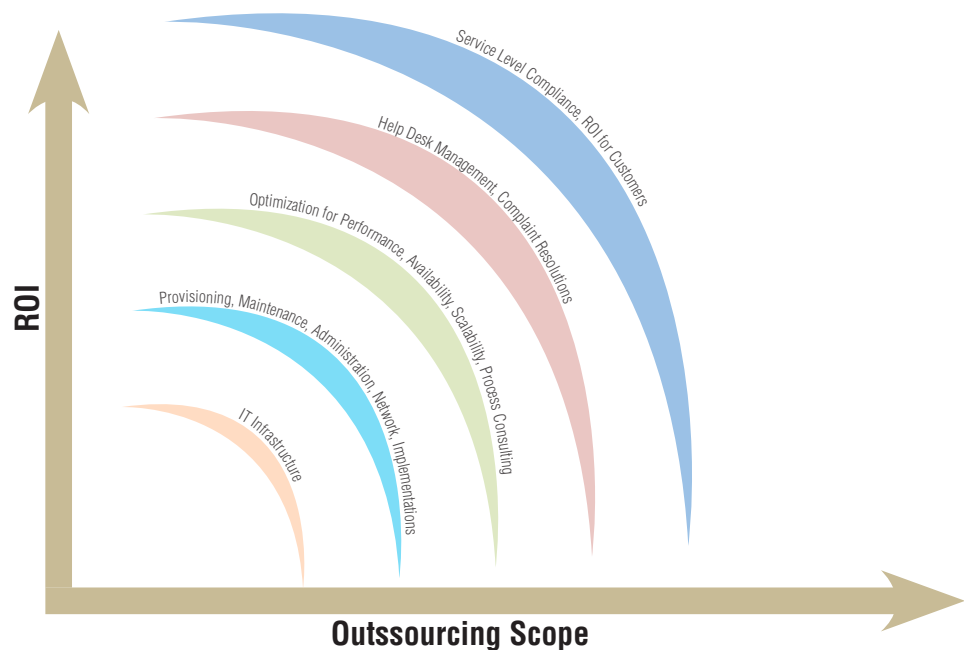
Outsourcing of IT-IM has multiple advantages: an independent IT-IM team, parallel IT-IM activities that don't saturate your critical business resources, scaling in resources and of course, a lower cost

Infra-MATE is the branded Outsourced IT-IM offering from Mindlance. Infra-MATE offers a comprehensive basket of IT-IM activities for customers.

Infra-MATE helps in aligning business with IT, customer focus and financial goals.

Infra-MATE brings together service excellence, flexible delivery models, subject-matter experts, delivery processes and metric-driven reporting and monitoring to deliver on SLAs.

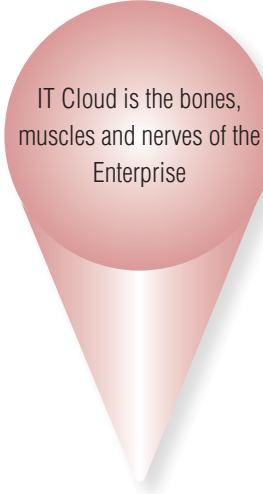
Infra-MATE offerings are modeled on the TMN framework of Telecom networks – a layered approach giving a service orientation to the IT cloud.



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Infra-MATE Offerings

- Server Management
 - System administration
 - Patch administration
 - Capacity planning
 - Hardware maintenance support
 - Server monitoring
- Storage Management
 - Tape backups and recovery
- Desktop Management
- Network Management
 - System administration
 - Capacity planning
 - Hardware maintenance support
 - Operational support
 - Network monitoring
- Datacenter management
 - Datacenter Equipment administration
 - Server Management In Data Centre
 - Application Monitoring In Data Centre
 - Application Ownership Maintaining
 - Escalation In Case of Incident
- IT service desk
 - Level 1 support
 - Level 2 support
 - Level 3 support
- Professional services
 - High Availability Planning, Configuration and Support
 - Disaster Recovery Planning, Configuration and Support
 - Enterprise Backup and Recovery Planning, Configuration and Support
 - SAN storage Management Planning, Configuration and Support
 - Virtualization Planning, Configuration and Support
 - ◆ System Virtualization
 - ◆ Application Virtualization
 - ◆ User Experience (UI) Virtualization



IT Cloud is the bones,
muscles and nerves of the
Enterprise

IT-IM poses a few challenges

- ☞ “Complexity Challenge”
 - ◆ Different platforms, technology volatility, better software
- ☞ “Volume Challenge”
 - ◆ Simply exploding IT Cloud – servers, desktops, routers, Operating Systems, Cloud Managing Softwares
- ☞ “Process & Measurement Challenge”
 - ◆ How do I draft a process for IT-IM and metrics for managing it.
- ☞ “IT Utilization Challenge”
 - ◆ Knowledge of “Asset” usages, availability and reliability.
- ☞ “Business Challenge”
 - ◆ Aligning the IT Cloud to current and future business needs,. Cost of upkeep, “Investments for the right reasons and at right places”, ROI.

Outsourced Infrastructure Management

Infra-MATE - the Coverage Advantage

Infra-MATE Perspective	Coverage	Infra-MATE Advantage
IT Cloud & Element Manager	☞ Multi-platform, servers, desktops, laptops, Software installations	• Multi-platform skills in one place.
Network Manager	☞ Network elements, provisioning, maintenance and administration of a new hardware or software, configurations	• The Network / Aggregate perspective
Optimization	☞ Infrastructure Usage pattern, redundancy, availability, management process, metrics definition	• The process orientation to IT-IM
Service Envelope	☞ Help desk, L1, L2, L3 support. Complaint resolution across the layers	• Control on the IT-IM. At any instant, there is a consistent and controlled strategy for managing IT Cloud
SLA-C Manager	☞ Metrics and SLA compliance. Benchmarking and business driver correlation	• Single window for senior management to manage all IT-IM needs. Frames the increasingly complex and deeply technical challenges into a business and service challenge.

Infra-MATE - the Real-Time Reporting Advantage

Our IT-IM process is reporting-intensive and compliance-driven. As part of Infra-MATE, we offer our customers a real-time window to the resources and management. Our reporting includes

- Query responses – 24*7: For any query on the status, organization, report on any one or more of the IT Cloud.
- Weekly reports on Complaints, Aging, Activities, Schedules for Maintenance, Alerts given our.
- Monthly reports on IT Cloud, Asset Inventory, Utilizations, Exceptions, downtimes.
- Multiple alerts for IT downtime
- SLA-Compliance on IT-IM activities taken up for the customers.
- Quarterly reports on industry benchmarking on IT-IM parameters

At Mindlance, 'Agile' is in-built to the way of thinking about and coordinating project activities.

Agile methodologies are very much the way for managing the our Infra-MATE offerings.

- Agile Management for making IT-IM business-driven and not infrastructure or technology-driven.
- Involvement of Networks architects and enterprise administrators
- Highly collaborative and iterative.
- Infra-MATE is business case –biased. Our IT-IM process is intrusive and flows with the enterprise rather than increasingly black-box driven.
- Agile IT-IM to manage “business requirements volatility / requirements as a moving target” and provide a spiral approach towards increasing conformance to business goals.

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Infra-MATE – the Vendor Advantage

We provide a high degree of flexibility that can be modeled into customized outsourcing solutions suited to your needs.

- A rich range of offerings that can be tailored to your organization's needs
- A flexible outsourcing model that can be customized to fit your specifics.
- Engagement models can be designed as completely onshore, completely offshore, and a variable mix of onshore and offshore
- A high degree of process maturity
- Domain experience and industry focus.
- Clear IT-IM methodology with distinct phases and well-defined inputs and outputs
- Senior management attention and control
- A resource pool that is well trained in industry knowledge, IT-IM methodologies, IT-IM tools and reporting
- Effective knowledge management processes
- Robust infrastructure and tools
- Stringent security standards

Mindlance offers cost-effective and highly scalable services to high technology companies planning to outsource their IT-IM requirements. Most importantly, we will articulate your “business network” need and map it to your “wishlists”, thus saving your precious time. We have designed a robust, efficient, and well-supported environment for addressing and developing according to your requirements strictly focusing on the below mentioned key result areas:

In-depth Client Engagement - We focus on in-depth engagement with the clients in at the business analysis, when planning for end customer releases, and when planning for roadmaps, to offer scalable and future-proofed services. Our “Repeatable & Capable Methodology” helps in clear understanding of IT-IM process from business analysis to User Acceptance IT-IM to deliver high quality and performance results.

Disciplined IT-IM Process – Mindlance offers a disciplined approach to independent IT-IM process. Customer focus, repeatable processes, skilled personnel, deep understanding of enterprise data and evolution and enterprise architecture, and quick sanitizations of Data are the key enablers to our IT-IM services. With deep functional & technical resources, we can quickly put a team together to plan, define, design, and build a service offering. Starting from requirements definition for IT-IM outsourcing to delivering the services on a continuous 24*7 basis, Mindlance assumes complete responsibility for IT-IM and the goal is simple: **100% availability, requestion resolutions within 24 hours.**

Talented Professionals

Along with the resources in the Mindlance Software Center of Excellence, Mindlance offers a ‘resources-on-demand’ model, where Mindlance draws on its relationships with several vendors for additional resources on an as-needed basis placing onsite and offshore with flexible engagement billing models. We provide the best professionals that have a good mix of technology and business domain expertise in cost effective and timely manner. Every IT-IM professional is made to think performance, scalability, optimization along with functionality at every leg of IT-IM and escalate any conflicts / issues / improvements.

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Your own ODC

Mindlance has a very flexible Offshore Development Center. This means that when you are faced with large projects of short duration, you can use Mindlance's as ready to use resources to double your IT-IM resources without incurring massive expenditure be it in overheads or as capital investments. The flexible resources that we use enable our clients create and implement changes at a faster and controlled rate.

Key Benefits

Infra-MATE Services would let you experience the following benefits:

- Reduces Total Cost of Ownership by ensuring a large part of the IT-IM work is outsourced with delivering on committed time, quality and low cost.
- IT Cloud is the bones, muscles and nerves of the Enterprise. Increase the leverage of every Asset.
- Business risk mitigation by being your long-term reliable partner who understands the client imperatives well with our talented resources.
- Independence in your IT-IM activity – more free time for the management resources of our customers to focus on product architecture and go-to-market.
- Flexible ODC with minimum ramp-up time and go-to-market costs & time.

INFRA-MATE - Phenomenal Benefits
A Necessary Weapon to Battle Out the Market Vagaries
and
for Getting "Strategic Depth"

Infra-MATE Benefits	"Infra-MATE" strengths
<ol style="list-style-type: none">1. High degree of cost advantages2. Shorter cycles for service requests.3. Enhanced support for "IT Cloud" adaptation to networks of "other enterprises".4. Tighter integration and interoperability within the IT Cloud5. Enhanced ROI	<ol style="list-style-type: none">1. Subject Expertise2. Strong "Agile" process for managing IT-IM activities3. Emphasis on Enterprise Ecosystem Availability.4. Minimum overheads in team involvement5. Senior management attention

For more information please visit www.mindlance.com or mail us at enquiry@mindlance.com