



INFRASTRUCTURE MANAGEMENT SERVICES

Improving effectiveness and reducing costs for small and medium Infrastructure management engagements

INDUSTRY TRENDS

While remote infrastructure management has been technically feasible for last several years, companies have only recently started taking advantage of this service. Several companies have started focusing on the benefits like lower costs, improved quality and 24x7 support possible through remote infrastructure management services. A CIO study estimates the segment to grow by 60 – 70% in the next few years.

Companies are able to drive costs down dramatically by using an offshore service provider. At the same time, they are able to improve the quality of service by having structure SLAs to govern such engagements. Software vendors are also specializing in these services and are able to provide additional value-add through their skills and knowledge. Such services have also helped companies redeploy their internal IT staff and focus them on more critical initiatives.

Despite several benefits of remote infrastructure management, several organizations are reluctant to engage in this model. Many companies think that only large organizations can benefit from such services. While large organizations certainly benefit by working with the right service provider. Most infrastructure management services require standard tools & technologies. Therefore, transition can be affected fairly quickly and with little risks.

Optimum InfoSolutions offers companies an opportunity to benefit from outsourcing of small and medium sized infrastructure support engagements.

OUR BUSINESS MODEL

We have been providing infrastructure management and support services to several organizations – both large and small sized. While we can set up dedicated teams for large organizations, we also have the ability to set up shared or small teams for small / medium sized companies.

As part of infrastructure management, we provide the following range of services:

- Service desk & User Management
- Operating system / platform support
- Database administration

- Storage support services
- Security management
- Network operations
- Application monitoring

We provide the above services from our offshore center in Singapore.

Singapore operations give us the benefit of low employee turnover, excellent infrastructure and very low communication costs. Reliable telecom and internet facilities are extremely critical to the success of remote infrastructure management.

For each engagement, we define SLAs that are relevant for the customer. We align our processes, deploy tools and develop reporting to ensure that the team meets and exceeds the SLA expectations of our customers.

OUR STRENGTHS

Our unique approach to Infrastructure management services extends beyond just staffing to offering a robust set of skills, processes and methodologies. Our key strengths are:

Deep technology skills: We are a technology-focused organization. We hire people with strong skills and experience and build their skills on an on-going basis. Our employees collaborate internally to continually to become more effective in solving technical problems.

Flexible but structured processes: Infrastructure management services depend extensively on good underlying processes. We maintain flexible processes that are well aligned with the requirements of the engagement. We ensure diligent process compliance and provide high level of visibility and transparency on our services.

Singapore Operations: Singapore's strength in infrastructure, stable resource base, helps us be highly productive and ultimately most effective for our customers.

Right-sized organization: We are a right-sized organization for small and medium sized engagements. We are small enough to be flexible and big enough to ensure long term reliability in support engagements.