



Managed Services

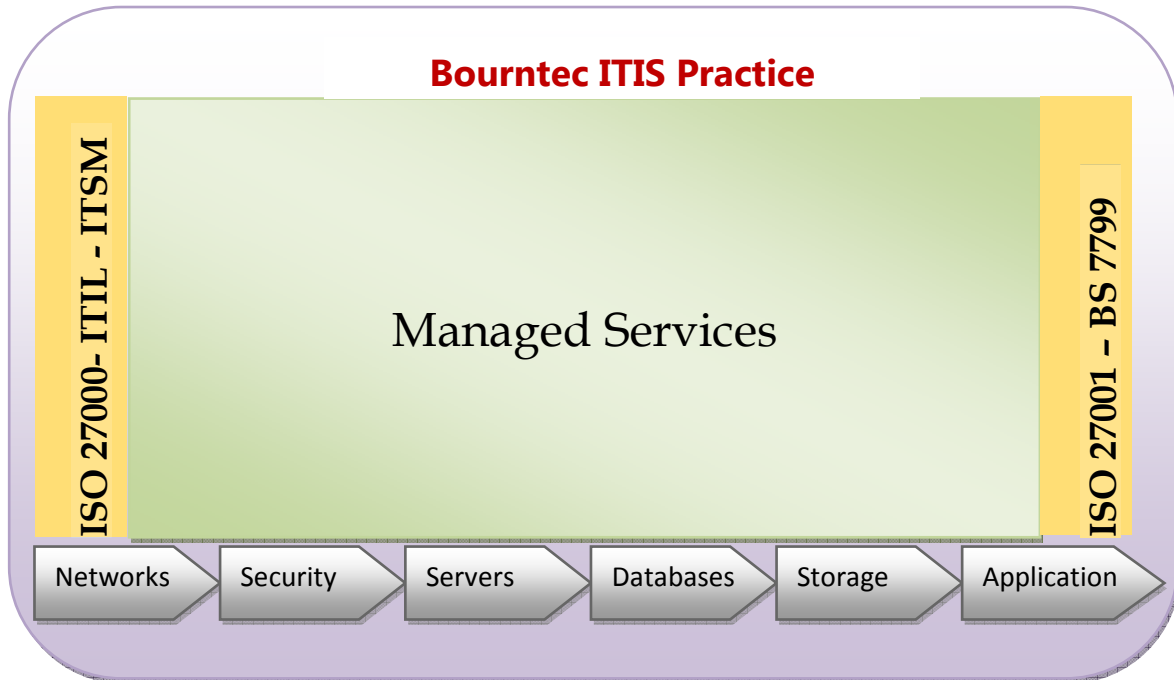
Making your business more Efficient and Competitive

Infrastructure is a crucial and critical factor of any global enterprise today. Businesses today face an enormous challenge to effectively optimize their IT infrastructure and related operations and deliver consistent ever-improving service levels to meet and exceed the expectations of their business-users without compromising on quality and security. Bourntec managed services works as a single window that caters to end to end IT infrastructure needs and aims at transforming the IT infrastructure of customers that not only ensure a well managed Infrastructure services but also provide competitive advantage by delivering more value to the end user.

Our wide range of Managed services are focused on enabling customer organizations to achieve superior infrastructure performance and significantly reduced costs. Our tremendous experience, process expertise and operations maturity of delivering Remote IT Infrastructure Management ensures that you are able to concentrate on your core business while we manage` your IT Infrastructure and provide support services to your customers.

We follow ITIL-compliant processes and have state-of-the-art facilities, industry-certified professionals, ISMS/ISO 27001 (Information Security) and ITSM/ISO 20000 (ITIL) compliant Network Centers, blended with years of rich experience to provide you a one-stop solution for all your infrastructure management needs. Our Global Delivery model is designed to address the client needs on a 24/7 basis across different geographies and time zones encompassing O3 (Onsite-Offsite-Offshore) engagement models.

Bourntec take leverage of a decade-long proven expertise spanning entire IT Infrastructure lifecycle in delivering a vast range of services including:



What Bourntec has to Offer you

We offer our customers with the wide spectrum of IT Infrastructure Services, to help them build and manage a highly -available, reliable IT infrastructure capable of meeting the changing needs of their business.

Bourntec’s proven and tested service delivery framework coupled with the best in class enterprise management tools ensures that our customers’ infrastructure is reliable, cost effective, and compliant with industry best practices. The process starts with IT infrastructure readiness assessment which evaluates their infrastructure’s current shape and identifies opportunities and gaps for improvements. In accordance with the identification and analysis and our customer’s business needs, we support their business growth and agility with our services that optimize operational efficiency, improve risk management, and reduce costs.

Our consulting led comprehensive set of Infrastructure services includes

- Datacenter Services
- Infrastructure Services
- Database Services
- Network Services
- Security Services

Bourntec's Proposition

Bourntec Infrastructure Management expertise is based on understanding and managing the complex challenges of Enterprise IT infrastructure and helping them design and manage infrastructure solutions on heterogeneous platforms by creating a strategic IT infrastructure. Our SLA based managed services delivered remotely also help enterprises in reducing your TCOs considerably. Additionally, an ITIL compliant global service management ensures standardization and improved efficiencies.

Our Value proposition to client includes

- **Timely Act** : Efficient and timely creation of knowledge assets
- **Domain Based Support** : Specific, measurable short-term and long-term goals for a given technology domain
- **Best of Breed Infrastructure** : World-class Remote Network Operations Center
- **Stringent Metrics & Standards** : Service delivery approach driven by ITIL/ITSM frameworks customized to unique client environments
- **Win to Win Partnership** : Single partner for application development, support and Infrastructure management
- **Continuous Availability** : Access to domain expertise and 24/7/365 availability
- **Cost Efficiency** : Drive down the IT infrastructure cost by as much as 40%

Key Differentiators

- Specific, measurable short-term and long-term goals for a given technology domain
 - 25% reduction in cost per incidents
 - Improved service level - 95% of SLAs and 99.99% of OLAs
 - 15% reduction in the number of incidents
- Efficient and timely creation of knowledge assets
 - Approx. 70% increase in first call closures
 - Approx. 25% reduction in total number of support calls