



# Infrastructure Management for the Enterprise

**The constant introduction of new technologies, invariable organizational changes and changing business dynamics are creating increasingly complex technology infrastructures. Multiple operating systems, user interfaces, databases, network protocols, and middleware layers create additional complexity. Identification and resolution of performance problems becomes a very daunting task, since difficulties can arise at any point in the overall infrastructure.**

**The business impact of infrastructure is reflected in application availability which, combined with response time, are infrastructure management priorities. Ensuring the underlying infrastructure—servers, desktops, storage, databases, web servers, application servers, backup software and VoIP applications—exceed operational service objectives is a critical success factor.**

**These facts, coupled with flat and declining budgets, can make infrastructure management a very difficult proposition. Evolution from monitoring individual elements to managing end-to-end service levels of business applications and critical network infrastructure is the solution.**

## The Solution is Syntel's End-to-End Infrastructure Management

Infrastructure management demands robust processes and 24x7 attention to ensure consistent application and network performance. Our model is built on three strategic pillars—**ITIL for Service Management, ISO for Standards Management, and Six Sigma ensuring Continuous Improvement.**

Syntel's end-to-end full lifecycle infrastructure management approach delivers:

- **Reduced IT Asset Delivery Time** – such as decreased total system and application configuration hours
- **Reduced IT Operational Costs** – derived from a decrease in overtime labour costs

- **Reduced IT Operational Risks** – such as a decrease in average fault fix time
- **Improved IT Personnel Productivity** – with assets expanded to more remote sites and no additional personnel needed
- **Improved IT Asset Productivity** – with a decrease in total fault hours
- **Improved Infrastructure Reliability** – capable of meeting changing needs and compliant to industry best practices
- **Continuous Service Delivery** – with a 24x7 global delivery model

Our infrastructure readiness assessment evaluates an infrastructure's current health and identifies opportunities and gaps for improvements. In accordance with the assessment and our business needs, we deliver SLA based remote managed services on the ITIL framework.

## THE FACTS

Gartner predicts that infrastructure management is the third wave of services to be offshored after IT services and business processes.

## Benefits of Syntel's Infrastructure Management Services

- End-to-end management
- Improved application uptime
- Improved response times to outages
- Cost reduction
- Automation (push button server deployments, automated re-provisioning)
- Quick response to emergency patches
- Secure and auditable change injection
- Flexible engagement models focused on your business requirements
- ITIL Framework for Service Management
- ISO for Standards Management
- Technology Labs
- Cross-trained consultants to deliver resource optimization



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## INFRASTRUCTURE MANAGEMENT SERVICES

### ASSESS

- Infrastructure Readiness Assessment
- Infrastructure Consolidation Opportunity Assessment
- Enterprise System Management
- Infrastructure Security

### BUILD

- Application Packaging
- Platform Migration & Upgrade Services
- Enterprise System Management
- Server Consolidation

### MANAGE

- Data Center Management
- End User Computing
- Network Management
- Security Management
- Application Management

## The Syntel Difference

Syntel works closely with customers to develop a flexible solution to meet your infrastructure needs. Together with you, we make intelligent decisions about which portions of your IT environment we should manage and which components you should continue to manage. In any instance, we function as an extended arm of your IT group in a manner seamless to end users and internal customers.

For example, you could kick start your infrastructure support with extended hours and then migrate to Syntel's end-to-end infrastructure management as the organization's comfort level with the model increases.

## Syntel Experience

Syntel provides data center management and infrastructure management and consulting services for many industries, including banking and financial services, insurance, logistics, healthcare, manufacturing and automotive. This includes:

- **Desktop remote and on-site support services**
- **Server management**
- **End user help desk services**
- **Database support**
- **Security – assessments, architecture, firewalls, antivirus, penetration tests and more**
- **Networking protocols, performance management, and device configuration for LAN, WAN, MAN, VPN, and VoIP**

Platforms	UNIX (Solaris, HP, AIX, Linux), Windows
Databases	Oracle, Sybase, MS SQL, DB2
Storage	EMC, SUN, HP, IBM, Dell, NetApp
Web	WebLogic, WebSphere, IIS, Apache
High Availability Clustering	Sun, Veritas, IBM, HP, Microsoft
Messaging and Collaboration	MS Exchange, Sendmail, Lotus Notes, Blackberry
Scripting	Shell, Perl
Groupware	Lotus Domino, Microsoft Exchange, CA Desktop Management Suite, Citrix based Architecture, Symantec End Point Security
Tools	SMS, MOM, WSUS, Ghost, Altiris, MQ Series, BMC Patrol, IBM Tivoli, CA Unicenter, HP OpenView, Remedy
Frameworks/Standards	ITIL, ISO 27001:2005, ISO 9001:2000