

IT Infrastructure Management Services



Transform your IT infrastructure's efficiency to sustain business

Incessant business changes and disruptive technologies impose conflicting pressures and intense demands on IT assets. To manage these unrelenting demands and improve agility, flexibility, scalability, efficiency, and drive business growth, organizations must transform their IT infrastructure.

HTC's robust, cost effective, end-to-end, service-oriented IT Infrastructure Management services conform to ITIL standards for ensuring information security and confidentiality. Our service offerings revamp competitive edge and confer business growth by optimizing IT assets utilization by improving uptime and system availability and enhancing agility, flexibility, scalability, efficiency, and business outcome at reduced TCO.

HTC's IT Infrastructure Management Services transform your IT Infrastructure efficiency by making it reliable, highly available, and empowering it to meet your dynamic business needs

HTC's IT Infrastructure Management Service offerings include:

Data Center Operations

HTC's data center operations include planning and readiness services, monitoring and management services, data center consolidation, migration and automation, hosting services (permits hosting your applications – transforms your IT Infrastructure CAPEX to OPEX), network and firewall management, collocation services, storage management, backup, disaster recovery, and business continuity services.

Server Administration

Our server administration services include capacity analysis and forecasting, virtualization, server consolidation, performance monitoring and tuning, troubleshooting, root cause analysis, security management, patch management, and backup management. We optimize performance, improve security, and respond quickly to our client's changing business needs.

HTC's IT Infrastructure Management Services enable clients to:

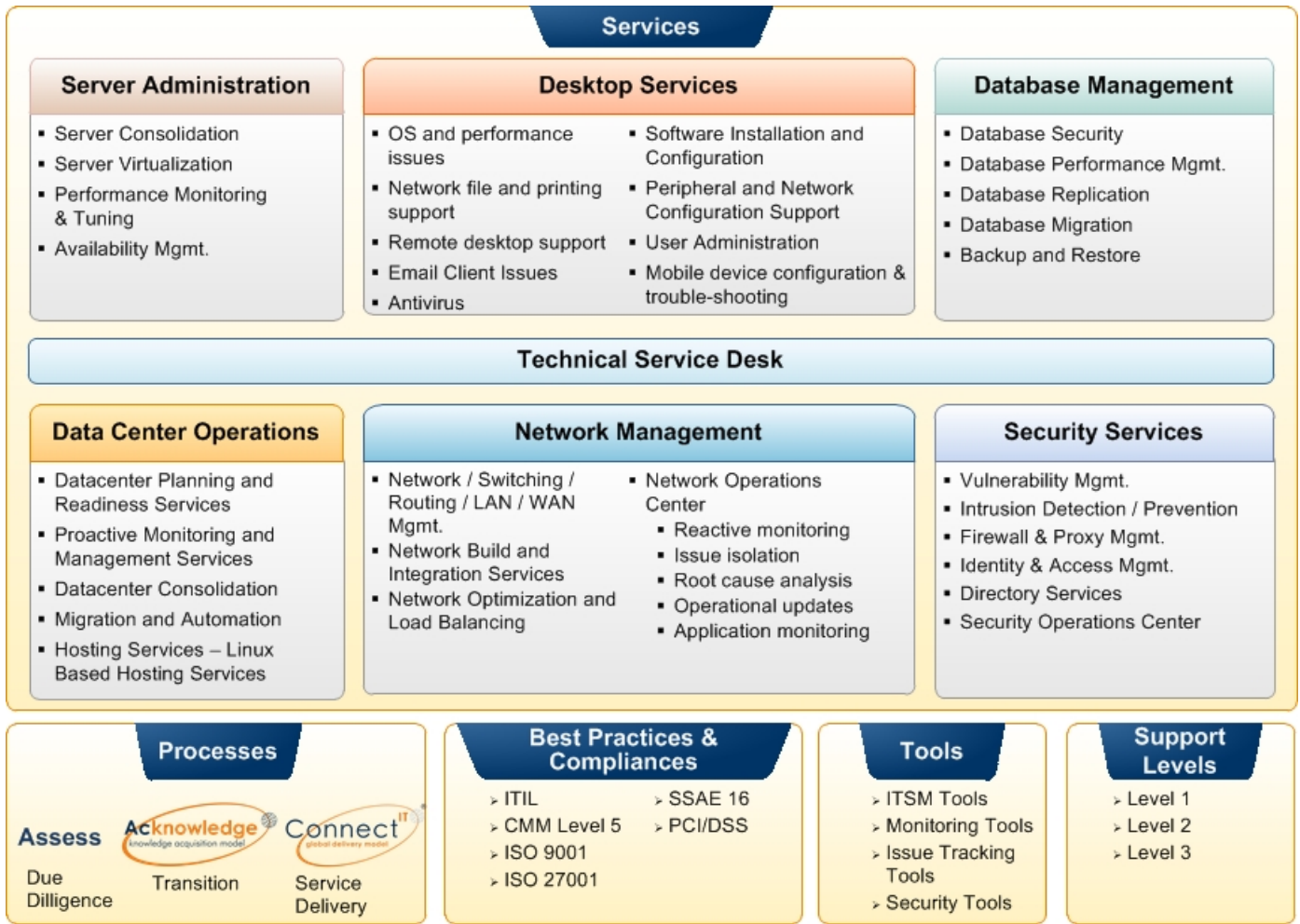
- Improve performance to respond to changing business needs
- Lower operational cost and reduce TCO
- Increase efficiency
- Minimize risks
- Enhance business processes
- Increase productivity
- Optimize IT utilization
- Ensure information security and confidentiality
- Provide better customer service

Value Proposition

- Predictable and standardized processes based on ITIL framework
- Proven delivery model to meet agreed service levels for enhancing performance and enabling continuous improvement
- Transparent infrastructure solutions reduce TCO using tools and automation frameworks
- Proven disaster recovery / business continuity planning to avoid business disruptions

Reimagine technology to accelerate your business





Network Management

Network management services include operations support, network building and integration, network optimization and load balancing, network and capacity planning, remote administration and monitoring, performance monitoring, and technical support. We optimize network availability and performance, prevent business disruption, and enable to deploy new technologies rapidly

Security Services

Our security services for intrusion detection, log analysis, vulnerability and firewall management, and malicious content and internet filtering enables extensive visibility, better compliance, and quick response with capability to manage vulnerabilities and cyber threats across the organization. Our offerings come in various models, such as, pay-per-use models, managed services enabling custom service delivery, and smooth transitioning and post implementation services.

Database Management

HTC's end-to-end database management services include design, installation / upgrade, administration, performance monitoring, capacity and patch management, server consolidation, troubleshooting and root cause analysis, and backup management. Our services increase accessibility and usability of data.

Middleware and Product Support

Our middleware support services include middleware operations support, installation and management, performance and capacity management, capacity performance monitoring management, performance tuning, and security management.

Product support services include infrastructure design, configuration and installation, performance monitoring and tuning, product upgrades, patch / security fixes, product migration, customer support, security management, and technical support.

Technical Service Desk

HTC provides voice, email, chat, and remote helpdesk support services for software, hardware, database, networks, and operating systems. We offer technical desktop support services for OS issues, installation of drivers, performance issues, and for installation of standard products such as Microsoft, Adobe etc.

We provide remote desktop support for VPN users, resolve software installation and configuration issues, user administration, and email client. We also provide technical services desk support for peripheral configuration, network configuration, and troubleshooting.

Disaster Recovery and Business Continuity Planning - Develop and monitor processes for continuity of business during loss or disaster through theft, virus/malware, damages or destructions and disaster recovery. HTC's backup and disaster recovery (DR) services enable customers to backup data and replicate virtual servers for DR and Business Continuity

About HTC:

- Extensive experience in providing cost effective and innovative IT and Business Process Services and Solutions across domains for global customers since 1990
- Quality and information security processes compliant to SEI CMM Level 5, ISO 9001, ISO 27001, and PCI DSS standards
- Global presence, large delivery centers, talented professionals, capabilities across multiple technologies, platforms, and domains



HTC Global Services

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