
Relax and let our
experts take charge



Infrastructure Management Services

Brochure





an incident-free day. And it's expensive, too. And full of risks. What's the answer? Getting more people, better technologies may bring you some relief, but if you're seriously looking for long-term peace of mind, speak to us.

Say Hello to Zero-Stress IT Infrastructure Management

Hand over the management of your IT infrastructure to Netmagic and breathe easy. We can enhance the utility, availability and responsiveness of your mission-critical IT for end-users & customers and lower your total cost of ownership. Our end-to-end infrastructure management services are compliant with world-class ITIL standards. As India's leading managed IT hosting services provider, we've been helping businesses just like yours to be more effective in their IT operations for 12 years now. We provide the latest technology, upgrades and tools, industry leading SLAs with service credits backed by an expert team that's the envy of the industry. We have the scale to support you today and tomorrow, in step with your evolving business needs.

Managing your IT infrastructure as your business grows a means new challenges every day. Your sales people are in the middle of a video conference and the link goes down. The state-of-the-art email server you just spent big bucks on decides to go crazy without notice. The result: your daily update reaches your customers a day too late. Some smart aleck decides to spook your network with a baby-faced killer virus. Or a customer starts screaming at you at 2 in the morning about a project delay. Then, your CEO announces a targeted 150 % revenue growth this year. Great news! But, don't be surprised if your IT operations team is not that kicked about the increased workload and stress!

The simple fact is that it's not easy. Managing multiple platforms, applications from multiple vendors, security, with the right tools and support personnel, is a big task, even on

Quick Facts

- Comprehensive portfolio of IM services for mission critical IT infrastructure
- World class services from India's leading Managed IT hosting service provider
- Guaranteed industry leading SLAs backed by service credits
- Streamlined operations with standardized processes as per ITIL framework
- 24x7 support backed up by an expert, experienced talent pool
- Predictable costs with a simple outsourcing model

We are obsessed with ensuring that we speedily respond and resolve any issue or query that you might have. Netmagic's unique escalation matrix works at two parallel levels, functional and hierarchical, with two tiers of expert engineers backed by 9 technology CoE (Centre of Excellence) teams.

Here Are Some Components Of The Total Cost Of Ownership That Our Services Help Lower

- Support infrastructure costs (Desktops, phones, software licences)
- Facility costs (Air conditioning, tables, real estate)
- Training and re-hiring costs (based on attrition)
- Personnel cost (salaries, perks, travel)
- Administrative overheads (HR costs etc.)



InfraManage

Our flagships service in this suite, InfraManage delivers 24x7 operations support and coverage for mission-critical IT infrastructure with end-to-end management of incidents, faults, configuration, change, availability, performance and security. Our services span diverse IT infrastructure stacks including networks, servers, storage, OS, databases, security and select applications.

Features	Benefits
<ul style="list-style-type: none"> • Transition and knowledge transfer plans • Alert notification and escalation • Integrated monitoring • Root cause analysis by SMEs • 24x7x365 monitoring • Operations aligned to ITIL framework • Customer portal (my Netmagic) for real-time monitoring of the services contracted • Flexibility of shared or dedicated NOC 	<ul style="list-style-type: none"> • Enables operations to focus on core business • Increases ROI • Reduces total cost of ownership • Reduces time to market through flexibility and scalability • Enhances overall IT utility • Provides flexibility of total or selective outsourcing

Here is a **partial** list of the Infra Manage services. You can choose the services that best address your needs.

Domain	Technology / OEM
• Network	• Switches, Routers, Load Balancers (Cisco, Juniper, Foundry, Brocade, Citrix, F5, Radware)
• Operating Systems	• MS Windows, RHEL, CentOS, Sun Solaris, HP-UX, IBM AIX
• Database	• Oracle, MySql, MSSQL
• Applications	• Exchange, IIS, WSS, Apache, WAS, Jboss, Tomcat
• Security	• Firewalls, IDS/IPS (Network & Host), Antivirus, UTM.(IBM, Cisco, Snort, OSSEC, Tripwire, Fortigate,Appicure, McAfee, Trend Micro)
• Virtualization	• Vmware ESX, MS HyperV, Citrix Xen, CA 3-Tera
• Storage	• EMC, Hitachi, NetApps, HP, IBM



InfraMonitor

As part of this service, we offer monitoring of all layers of infrastructure including software, network, storage, operating systems, database middleware security and select applications. In addition to sophisticated alerting & reporting capabilities, it also provides automated ‘first-cause’ analysis that group together related alerts to provide a holistic view of any incident that occurs; thereby facilitating troubleshooting & detailed incident management.

Features	Benefits
<ul style="list-style-type: none"> • 24x7 proactive monitoring and alerting for infrastructure components and applications of your choice • Client-specific monitoring portal with dashboards, information views, monitor group views, and more • Sophisticated alerting and escalation mechanisms with service level agreements; automated correlation of related alerts and contextual system information • State-of-the-art monitoring platform available as SaaS incorporating the latest third-party as well as proprietary tools that are constantly being upgraded. • Simple monitor-based recurring pricing model. Each individual entity monitored, whether it is a server/device, database, or application, comprises one monitor 	<ul style="list-style-type: none"> • Deliver predictable service levels by increasing coverage • Gain visibility into infrastructure availability, capacity utilization, and trending • Eliminate or reduce downtime with ‘first-cause’ analysis to assist in diagnosis of issues • Adopt latest monitoring technology without the investment in tools and upgrades • Realize predictable costs and reduced capital investment in your IT infrastructure monitoring

“ With online trading being an uptime-intensive application as it is, it was crucial that our partner in this venture had the capabilities of managing such an elaborate solution turnkey. Netmagic met our most stringent expectations and demands, and have completely justified our decision to outsource. ”

Nirmal Jain , CEO & Founder – India Infoline

“ In a business like ours, where connectivity and non-stop performance are a pre-requisite to our operations, Netmagic has proven itself as a worthy technology partner to provide around-the-clock helpdesk, support, monitoring and data center management to ensure a high-availability, high performance hosting environment. ”

Manish Amin, Cofounder & CIO - Yatra.com

About Netmagic Solutions



Netmagic Solutions is India's leading Managed IT Hosting Services Provider, specializing in Internet Data Center & Managed Hosting, Infrastructure Management, Managed Security, Cloud Computing, Application Hosting, Messaging & Collaboration and Disaster Recovery & Availability Services.

Netmagic Solutions is ISO 27001 and ISO 9001:2008 certified and its processes are designed as per the ITIL framework. Combining world class Internet Data Centers with advanced technology and professional service capabilities, Netmagic Solutions supports mission critical hosted applications for over 1000 enterprises across the globe.

Netmagic's Chennai Datacenter is the only Gold LEED certified datacenter in India by the USGBC in India. Netmagic has 7 carrier neutral Tier III + datacenters located in Mumbai, Bengaluru, Noida (Delhi) and Chennai as well as a virtual data center in the United States with over 2,00,000 sq. ft. floor space. These are equipped with best-in-class infrastructure, services, tools and skilled personnel, giving its customers the option to host their applications in any of these centers. Netmagic is recipient of Frost & Sullivan's Data Center Service Provider of the Year award for 2010.

For More Information Visit www.netmagicsolutions.com



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