



Service Features

- Transition and knowledge transfer plans
- Alert notification and escalation
- Root cause analysis by domain and subject matter experts
- 24 x 7 x 365 monitoring
- Provisioning
- Administration
- Incident management
- Fault management
- Problem management
- Change and configuration management
- Performance management
- Security management
- Key Performance Indicators (KPIs)

Introduction

InfraManage is Netmagic's flagship offering within its Remote Infrastructure Monitoring and Management (RIMM) service portfolio. Netmagic InfraManage delivers peace of mind by providing 24 x 7 operations support and coverage for your mission-critical IT infrastructure. It offers end-to-end management of incidents, faults, configuration, change, availability, performance, and security spanning diverse IT infrastructure stacks including networks, servers, storage, OS, databases, and select applications.

Netmagic InfraManage service is specifically intended for businesses with complex infrastructure that have an urgent need to enhance IT operational efficiencies while reducing costs significantly to administer, operate, and manage their IT infrastructure. Netmagic clients claim to have reduced their IT operations cost up to 25%¹ by:

- Focusing their valuable resources on their core business and leveraging the 'On Demand' Netmagic resource pool of highly qualified subject matter and domain experts
- Adopting mature and standard methodologies (ITIL and ISO 27001 compliant) and improving operational accountability
- Relying on a robust and secure NOC infrastructure and eliminating the need to put capital expenditure towards facilities, computers, and network infrastructure
- Leveraging Netmagic's Software-as-a-Service monitoring and management platform and limiting investment in expensive and disparate management tools, training, and maintenance expenses

Key Strategic and Financial Benefits

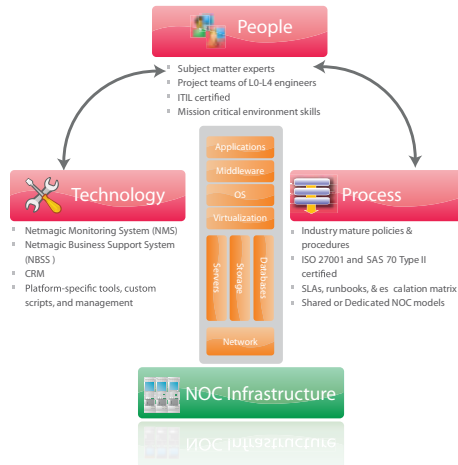
Business Benefit	IT Benefit	Netmagic Enabler
Enhance focus on business priorities	Collaborate with 'On Demand' availability of IT experts	Leverage Netmagic investment of 'People-Process-Technology-' framework
Achieve better return on investment	Scale your IT infrastructure management at the speed of your business growth and 'just in time'	Leverage flexible range of offerings for critical areas of focus
Reduce total cost of ownership significantly	Realize predictable costs and reduced capital investment in your IT infrastructure management	Leverage Netmagic's simple device-based recurring pricing model
Reduce uncertainty and unpredictability	Provide relevant business value and service levels by increasing coverage	Leverage Netmagic's knowledge, skill set, and experience
Gain competitive edge	Reduce time to market significantly by adopting latest technology	Leverage Netmagic's expertise to manage and operate emerging technologies such as virtualization, application infrastructure, storage etc.
Enhance IT utility	Enhance availability, performance, and security of your mission critical IT infrastructure	Leverage Netmagic's 24x7 coverage to deliver uptime and response SLAs and lower overall risks

Key Deliverables

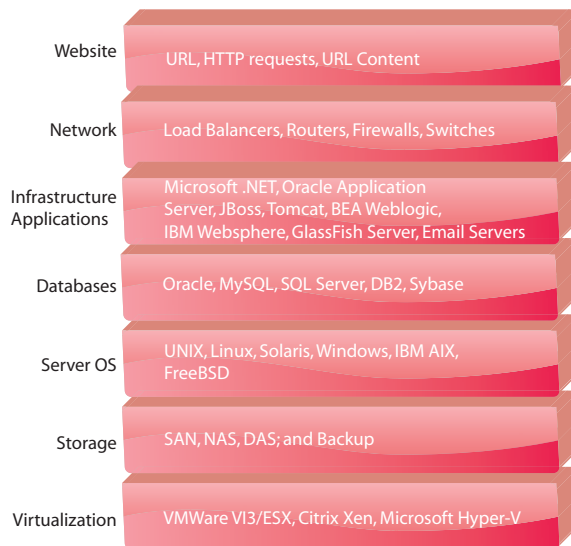
- Fully equipped highly secure Network Operations Center
- Management of complex IT infrastructure environments
- Flexible service and operations delivery models
- Client-specific monitoring dash boards, portal, and reports
- Multi-vendor support contract management
- IT infrastructure growth road-map recommendation
- Run Book and Operations manuals using standardized processes (ISO 270001, ITIL compliance)
- Functional and domain experts

Service Delivery Framework

Netmagic Service Delivery Framework has been perfected by delivering complex mission-critical managed hosting services for worldwide clients for over eight years. The delivery framework consists of a robust combination of highly skilled technical experts using mature industry standard processes with a highly stable technology platform.



Netmagic Supported Technologies



About Netmagic

Netmagic Solutions is India's leading Managed IT Service Provider, specializing in Internet Data Centers, Managed Hosting, Infrastructure Management, Application Services and Availability Services.

Netmagic Solutions is ISO 27001 (formerly BS7799-2) certified and its processes are designed as per ITIL framework. Combining world class Internet Data Centers with advanced technology and professional service capabilities, Netmagic Solutions delivers mission critical hosted applications for over 750 of the world's best-known enterprises from multiple locations to customers in a secure and seamless manner.

Netmagic has multiple carrier-neutral Data Centers located in Mumbai, Bangalore, and Chennai as well as a virtual data center in the United States. These are equipped with best-in-class infrastructure, world-class services, tools and skilled personnel, giving its customers the option to host their applications in any of these centers. Netmagic assures mission-critical support to its customers in association with its ecosystem of channel and alliance partners.

Netmagic Service Offerings

InfraAudit

Professional/Consulting services to evaluate, verify and recommend infrastructure solutions

InfraManage

End-to-end management with problem resolution, system configuration and administration

InfraInsight

Advanced monitoring with root cause analysis and event correlation

InfraMonitor

Advanced pro-active monitoring with customized alerts and escalation

	InfraAudit	InfraManage	InfraInsight	InfraMonitor
24x7 Server, Network, OS, Database, and Application Monitoring and Management		•	•	•
Online Dashboard and Proactive Alerting		•	•	•
Event Correlation and Automated Root Cause Analysis		•	•	
Human Analysis of Automatically Generated Data and Recommendations to Fix Problems		•	•	
Consolidated /Integrated view of Infrastructure and environment		•		
Configuration, Provisioning, Administration, and Support		•		
Proactive L1-L4 Problem Resolution		•		
Comprehensive Audit of Infrastructure for Performance Issues	•	•		
Compliance and Security Audit	•	•		
Recommendations, Best Practices and Roadmapping	•	•		



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