> **E N G A G E truly a platform made for us...by us...privileged to be connected.**

BIG LEAP as the dream visualized & in motion, can only feel the connect growing stronger with progress. New customer acquisitions testing our delivery capabilities beyond Tier 1 cities, trusting us to draft IT policies & processes that may be followed organization wide, migration of IT Services from other parts of the globe to INDIA, a unique opportunity for FUTURESOFT to establish an absolute delivery expansion; both Domestic and Globally.

Not a BIG DATA analysis but TRULY meaningful:

- Futuresoft Footprint is ever growing, evaluating last 5 years of data, our growth in Service Delivery Executives is increasing @30% YOY which only tends to show that our customers are BRAND AMBASSADORS too. They appreciate deliveries on ground open-heartedly & publically. Our social presence shall reflect that soon.

- Starting from servicing a desktop with our first Hardware Maintenance Contracts, we have continually achieved newer heights & besides maintaining all categories of Laptops, Servers and Network components, we today also support IP Telephones, end to end Video Conferencing equipment and Storage landscape. While today we TRULY are an organization which can support all IT Infrastructure, our Service Level Agreement that offers as stringent as 4 hrs. of Resolution commit, which makes it an even stronger preposition for customer to consider Futuresoft as their Service Partner. Contracts under the said category are not only high value but also add to the bottom line for the company in a big way.

As we speak, our funnel looks very healthy & realistic; all we need to do is to stay PUT and continue to deliver positively per our role.

Let's define E N G A G E CONNECTION as the energy that exists among FUTURESOFT family where we will feel seen, heard and valued; can give & receive without a judgement and can derive sustenance and strength from the relationship – Let's connect E N G A G E and welcome the culture.

Warm Regards, **Manish Kr Bharti - VP - Service Delivery.**

---

20 YEARS OF EXCELLENCE

An achievement like this is a testimony of a great company - one that values its employees, customers, principles and other stakeholders. Lets celebrate the good news and share it with all.

ChannelWorld PREMIER 100 HONOREE 2016

FSPL FACT

Dedicated *RIM*	Serving *450 +* Locations Globally
Serving *5,00,000* users at *500 +* Clients	Managing *2,00,000* incidents a month.

Managing *11,000* + Servers *3,70,000* + Desktops & *10,000* + Network Devices.

ALERTS
"Here we share cutting edge technology, news & features."

VIEWS
"Customer delight is central to FSPL goals of every team member, Here our clients highlight the same"

YAHOO! confirms 'state-sponsored' hackers stole personal data from 500m accounts

Hackers stole the personal data associated with at least 500m Yahoo accounts, the company confirmed last week. Details including names, passwords, email addresses, phone numbers and security questions were taken from the company's network in late 2014 by what was believed to be a state-sponsored hacking group.

The company is investigating the breach with law enforcement but currently believes that credit card or bank details were not included in the stolen data.

To avoid password reuse attack, avoid using the same password across all accounts.
"Mega-Breaches" revealed in recent months, include LinkedIn, MySpace, VK.com, Tumblr, and Dropbox.

New cross-platform Malware can hack Windows, Linux and OS X Computers

Cyber attackers have startedcreating cross-platform malware for wider exploitation. One suchmalware family dubbed as Mokes, has recently been discovered by researchers, which runs on all the key operating systems, including Windows, Linux, and Mac OS X. The malware can capture audio-video, obtain keystrokes as well as take screenshots every 30 seconds from a victim's machine.

(news with courtesy from : the security world this week.)

FSPL's commitment to resolve customer business challenges is what makes FSPL special for us.

Max Bupa Health Insurance

Abhishek Dubey - declared "Predictableness" as one of the key reasons why we at **MAX BUPA** enjoy FSPL services We must share says Abhishek, that...

> We find their technical superiority & domain knowledge far superior to others, and feels that

Commitment to provide solution on demand across technology verticals is what makes FSPL team dependable and presently they are supporting us in Security / Backup / Storage / critical application support / FMS & AMC for hardware.

I am most certain and most likely to recommend FSPL and wish to place on record that FSPL is a budding strategic partner what an organization needs for, who carries a rich experience. Their policy of "customer first" and "vendor agnostic approach" pretty much makes them an extended arm of our internal IT function.

CITRIX HEALTH CHECK PROGRAM

FREE Offer

Offer valid till 15-Nov 2016.
for more details contact - info@fspl.co.in
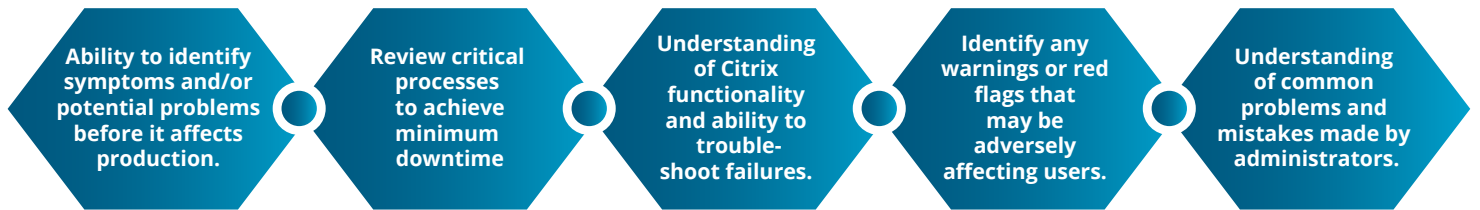
Get the Most Out of Your Investment

Citrix Health Check Program is an insight into the health of your Citrix environment, be it Presentation Server, XenApp, XenDesktop, NetScaler, Access Gateway or ShareFile. This multi-day engagement uses a variety of tools to collect data and statistics of the most important and critical aspects of your Citrix Server environment. The goal of this health check is to proactively diagnose and analyze the data collected, make recommendations based on best practices and potentially avoid any problems from surfacing in the future. The tools used are passive and only collect information about your Citrix servers. They are read-only and do not make any changes to any servers. The health check data gathering is performed onsite and require installation of few compatible components. Data analysis may be completed post-visit. Documentation, reports and prescriptive guidance are provided to your staff based on the findings.

Your Citrix Admins are encouraged to be involved for the duration of the Health Check to ensure accuracy and enable knowledge transfer.

DEAL OF THE MONTH - OCTOBER

Key Features

During the engagement, participants are provided with information that will enable them to take action to optimize their production/DR Citrix environment.

| Ability to identify symptoms and/or potential problems before it affects production. | Review critical processes to achieve minimum downtime | Understanding of Citrix functionality and ability to trouble-shoot failures. | Identify any warnings or red flags that may be adversely affecting users. | Understanding of common problems and mistakes made by administrators. |

The Citrix Health Check program will provide valuable information about the overall health of key components and implement best practices along with a comprehensive list of issues encountered and recommended mitigations.

Target Audience

The Citrix Health Check Program is designed for senior IT staff in charge of the daily support and maintenance of production Citrix environment.

Phases of the Health Check Program

During the assessment, FSPL will do the Health Check up to 5 servers. Deliverables are mentioned below:

Data Gathering

- Interview with the deployment & support team to discuss architecture/ design, intended use and configuration of Citrix Servers.
- Installation of required tools (if required) to check the overall health and utilization of the servers
- Windows & Citrix - Patch, Hot-fix and Service Pack information
- Production/Disaster Recovery review and recommendations: Supply best practices according to customer environment.
- Administration review
- Farm, Applications, Licensing, Security review

Data Analysis & Reporting

After the gathered information is analyzed, recommendations are made during this time. Any critical problems found will be informed to the key personals. After the completion of this health check, a report is provided with the findings and recommendations to ensure the health of your organization's Citrix environment.

Help Reduce Support Costs

The Citrix Health Check Program helps expose vulnerabilities in your Citrix infrastructure and operational processes. When resolved, the result can be improved uptime and lower support costs. Diagnostics reveal causes, not just symptoms, enabling you to take a proactive approach to reducing problems. This includes helping to identify problems to optimize productivity and uncovering potential issues before they affect users and drive up support costs

Utilize Practical Recommendations

The program provides possible solutions for each of the risks identified to assist you in operating the Citrix deployment. You will receive operations, configuration, and architectural recommendations aimed at improving the operational efficiency of your Citrix servers.

TRENDS *Stay ahead of the IT curve*

Use SD-WAN to ensure an optimal user experience and application availability while reducing WAN costs

The distributed enterprise of today requires a solution that ensures users remain connected at all times – connected to the data center, the cloud, their applications and each other. It requires a solution that strengthens security and provides visibility without adding complexity and one that seamlessly works with legacy infrastructure while making changes simple. SD-WAN is that solution – built for your distributed enterprise.

SD-WAN increases the performance and reliability of traditional enterprise applications, SaaS applications and virtual desktops for remote users. It is a fully integrated platform that virtualizes enterprise WANs to help you reduce bandwidth requirements, increase application performance, simplify branch office networking and gain flexibility through a hybrid WAN architecture.

Increase the resiliency of critical applications
SD-WAN logically binds multiple MPLS, broadband and wireless network links into a single virtual WAN and then continuously measures and monitors each link for loss, latency, jitter and congestion. Mission critical applications can always be routed across the links with the fastest transit time. Traffic from high bandwidth applications can be balanced across multiple links to provide the highest performance and an optimal user experience.

Accelerate traditional enterprise applications
SD-WAN accelerates traditional enterprise applications such as Microsoft SharePoint, network file servers (CIFS and NFS), Microsoft Exchange, Microsoft 365 and web applications.

Reduce WAN bandwidth and lower bandwidth costs
SD-WAN reduces bandwidth consumption and optimizes the use of existing capacity.
This allows you to save on your ongoing bandwidth expenditures, to serve up to four times more users, and to reduce bandwidth consumption per desktop by up to 80 percent. SD-WAN also reduces traffic by up to 95 percent for bandwidth-hungry applications such as video viewing, file transfers, software distribution, backups and enterprise data replication.

Application QoS
SD-WAN identifies applications using the WAN and applies default or user defined rules to ensure that critical applications receive priority and are routed across the highest-quality link.

Simplify branch IT
By including a robust WAN Optimization feature set with the network virtualization of SD-WAN, the solution delivers application acceleration, data reduction and network reliability in one appliance, physical or virtual.

Key benefits
- Maintain high performance for mission critical applications even when a network link fails
- Improve virtual desktop experience to branch-office and mobile users
- Expand WAN capacity with low-cost broadband connections, while maintaining MPLS-level quality and reliability
- Support cloud migration with integrated security to protect enterprise data
- Simplify IT with integrated appliance options to reduce server footprint
- Gain visibility into application delivery in order to proactively manage the user experience

For more info, connect us at fspl@.co.in

BUZZ *Watch out for exciting events*

**20th
Aug 2016**

*Celebration
Event*

FSPL celebrated their 20 years of journey by organising *A GALA FAMILY DINNER* at *LUTYENS RESORT* on *20th August 2016*. Everybody who has been part of FSPL journey...our key customers, past-present Employees along with our Vendors attended this event. All were happy and in a celebratory mood. It was encouraging to hear the kind words shared by our honoured guests and gave us the motivation to work harder and reach greater heights. FSPL is in gratitude to all who have been part of this beautiful journey, may we achieve more milestones together.

STRENGTHS *Our services capabilities vertical wise and our delighted clients*

Industry Verticals

Sectors	Managed Network Services	Managed Application Services	Managed Security Services	IT Support Services	Remote Infrastructure Management	Resource Augmentation
Retail / FMCG	✓	✓	✓	✓	✓	✓
Manufacturing	✓	✓	✓	✓	✓	✓
BFSI	✓	✓	✓	✓	✓	✓
ITES	✓	✓	✓	✓	✓	✓
BPO/KPO	✓	✓	✓	✓	✓	✓
Media & Entertainment	✓	✓	✓	✓	✓	✓
Hospitality	✓	✓	✓	✓	✓	✓
Healthcare	✓	✓	✓	✓	✓	✓
Government	✓	✓	✓	✓		

Key Customers

Sectors	Key customers
Retail / FMCG	Pantaloons, Wal-Mart, ITC, Carrefour, Coke, Pepsi
Manufacturing	Jindal, Punj Lloyd, Rico Auto, Jubilant Group, Bata, Greenply, PL Engineering
BFSI	Amex FRC, BOA, HDFC, Aegon LIFE, GE, Fiserv, Canara HSBC, Max Life, Edelweiss, Max Bupa, Tata BSS, ABN AMRO, Man Financial, SPA Group
ITES	HCL, Adobe, Tech Mahindra, Dell, Cadence, IBM, Capgemini, Steria, Atos, R Systems, Xebia, Annik Technologies
BPO/KPO	Quatrro, Vertex, Genpact, iGATE, i-Yogi, Serco, Sapient, Impetus, Aptara, Concentrix, HCL BPO, Tech Mahindra BPO
Media & Entertainment	Publisys Group, BCCL, India Today Group, NDTV, TV 18, Hindustan Times, ESPN, Cogencis, PVR, Walt Disney, Times Now
Hospitality	Lalit, EIH, IHG, Dominos, Ibibo, Leela
Healthcare	Max Healthcare, Artemis, Fortis, Sun Pharma
Government	AAI, NPCL, BHEL, HPCL, REC, NTPC, Railways, IRCTC, PFC
Others	Lufthansa, Bharti, Jaypee Group, Atos, Avaya

PARTNER-LED DELIVERY MODEL SUPPORTING 800+ LOCATIONS

250+ LOCATIONS IN **TIER-2 CITIES**

200+ LOCATIONS IN **TIER-3 CITIES**

300+ LOCATIONS IN **TIER-4 CITIES**

Corporate Office
253, Okhla Industrial Estate, Phase III, New Delhi - 110 020
Voice: +91-11-4859 5900 | **Fax:** +91-11-4161 2344

E: info@fspl.co.in | **W: www.fspl.co.in** | **Follow us:**