" Dear All,

I am pleased to announce that after completion of H1 (6 months) we are all set to over achieve our goal.

We aimed to achieve 100% YOY growth for the company in the beginning of FY 16-17 & today I can convincingly say **WE MADE IT.**

H1 for us has been really special and not just because we did good numbers but also helped our customer in meeting their business requirement. Not only did our customers chose to engage with Futuresoft as their choice of partner for their overall consumption of solutions & services, they have also shown respect for the deliveries made by Futuresoft across IT functions as per the mutually agreed Scope and defined Timeframe.

We helped a National NGO (with over 3500 executives) to **adopt Hybrid Cloud** using MS Azure and also helped them to implement a complete **mobility enabled process** (MDM was part of the mobility framework). For a leading global OEM, we **migrated physical DC** to their INDIA DC in West.

Also for yet another client, we implemented a **Total Security framework** covering their DC/End points/ Mobility and Cloud investments.

I am confident that our customers will set out for greater success by the optimal use of their IT Investments which contributes to their business growth.

To be ready for the surge in demand, we are not only hiring fresh talent, but also encouraging our existing team members to **upgrade their skills** by undertaking in-depth training/certification in their area of specialization.

This will ensure we stay ahead of the tech curve and keep our customers up-to-date with their technology adoption. Let's together Cheer!! - Team *FSPL Rocks !.* "

Warm Regards, **Mr.Vipul Datta - *CEO***

## 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.

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

### BEWARE OF SECURITY FAKEWARE

WinRAR    TrueCrypt

A hacker group called StrongPity has been using watering hole attacks to distribute **compromised versions** of WinRAR and TrueCrypt. By setting up fake distribution sites that closely **mimic** legitimate download sites, StrongPity is able to trick users into downloading malicious versions of these encryption apps in hopes that users encrypt their data using a **Trojanized version of WinRAR** or TrueCrypt apps, allowing attackers to **spy on encrypted data** before encryption occurred. The top five countries affected by the group are **Italy, Turkey, Belgium, Algeria and France.**

### RANSOMWARE UPDATE

Ransomware has exploded in 2016 and is increasingly **targeting business networks** instead of individual users. The total cost of damages related to these attacks is set to cross $1 billion this year. The primary drivers of Ransomware growth have been that **attacks are easy to carry out** and victims are willing to pay to get their data back. The bad news is that ransomware doesn't show any signs of slowing down and it's likely to only become a **bigger problem during 2017**. Building awareness, regular back-ups and a good Web Security solution can go a long way in protecting networks from Ransomware.

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

" I would term FSPL as **"Instant changer".** Since their capabilities can efficiently bring change as per requirement!

Their openness,readiness to take challenges and quickly adapting to the need of the hour, truly makes them a winning "PARTNER".

**PUBLICIS GROUPE**

The best part of FSPL is its **lean structure**. This makes it easy for us to reach out to the right person effectively.

FSPL understands our need and delivers it efficiently. "

*Gerald D Almeida, is the Country Manager ( IT ) and he speaks on behalf of Resources India ( Publicis Groupe)*

## FREE Offer

## Active Directory & Exchange Server Health Check

*Offer valid till - 20th December, 2016*
*For more details contact - info@fspl.co.in*
*Contact Us: Our experts will schedule your AD & Exchange Health Check.*

Periodic downtime for mission-critical messaging and collaboration applications has a huge impact on business the second it happens. The cost of this type of downtime is immense, everything from customer proposals and critical reports to the ability of the user to execute their task gets affected, and also pushes valuable IT assets into a tactical stance.



## DEAL OF THE MONTH - NOVEMBER

FSPL Health Check Service that collects data and statistics on the critical aspects of Active Directory & Email environment: Operations, Performance, Infrastructure, Security, and Routing.

The goal of this health check is to proactively diagnose and analyze the data collected to potentially avoid any problems in the future.

The tools used are passive and only collect information about Exchange and Active Directory.

**Please note** that they are "Read –only" and do not make any changes to any servers.

FSPL's  Active Directory & Exchange Health Check is designed for senior and top-level IT staff responsible for the daily support and maintenance of the AD & Exchange environment.

FSPL will provide operations, configuration and architectural recommendations aimed at improving the operational efficiency of your AD & Exchange environment including:
- ✔ Review of existing configuration to identify issues prior to affecting production
- ✔ Compare environment & deployment to Microsoft Best Practices
- ✔ Identify performance issues & eliminate bottlenecks
- ✔ Understand issues prior to large scale migration or upgrade

## Key Benefits

FSPL's AD & Exchange Health Check reveals causes (not just symptoms) of root problems enabling you to take a proactive approach to reducing errors.

This includes helping to optimize productivity and uncovering potential efficiency issues before they affect users and drive up support costs.

Addressing any hidden weaknesses in your AD & Exchange infrastructure and operational processes can result in improved up time and lower support costs.

### Assessment Pre-requisites
- Domain Admin credentials for assessment of Active Directory Domain Controllers.
- Exchange Admin level permission for Exchange server's assessment
- A dedicated engineer  available onsite  to provide relevant information
- An existing or new Member Server (Windows 2008R2) server to install few tools.

### Assessment Duration
- 2-3 working days (depending on no. of DC's and Exchange server to be assessed.)
- 2 days plus to generate the report with recommendations.

## TRENDS  *Stay ahead of the IT curve*

### Best Practices for Cloud Security

Preparing for cloud security is no longer a luxury, but rather a standard procedure.

First, you should consider and understand the three models of cloud computing: infrastructure-as-a-service (IaaS), platform-as-a-service (PaaS) and software-as-a-service (SaaS).

With IaaS, the basic infrastructure is offered by the provider, and the other components and apps are the responsibility of the contractor. In this modality, the operational system is available, but the client is responsible for installing, configuring and keeping the application servers and the application.

With PaaS, the contractor enters the application solution, & the other services are the responsibility of the service provider. In this modality, even the application server is available; however, the application & its occasional vulnerabilities are the responsibility of the client.

With SaaS, each solution is the responsibility of the service provider, which does not undermine the responsibility of the information owner. Basically, the responsibility for cloud security goes from the contractor to the provider, in which the SaaS model requires an extremely elaborate contract. **It is important to remember that regardless of the model, the contractor is always the information owner.**

Now that we have mapped the models, the following are **recommendations for organizations** considering a partnership with a third-party provider:

- Establish SLAs in the Contract, Including in the Cases of Security Incidents
- Provide the Security Architecture Drawing
- Have Specialized Protections for the Perimeter
- Hold the Firewall Segregating All Networks, Including Server Environment Operators & Users
- Segregate Functions Inside the Provider
- Allow Vulnerability Analysis and Ethical Hacking
- Allow Access to the Environment Log and Systems
- Allow the Use of Correlation Tools and Log Retention
- Have a Security Point Person to Serve the Contractor During the Contract Period
- Share the Business Continuity Policy and Disaster Recovery Plan
- Detail the End of Business Operations Process in the Contract
- Detail the Process for Responding to Legal Requirements
- Manage Vulnerabilities, Threats and Risks by Aligning With the Contractor
- Have the SAS 70 Certification or Similar
- Detail the Data Disposal Process in the Contract
- Detail in the Contract the Backup and Tape Storage Process
- Detail How Much the Environment/Infrastructure Is Shared With Other Clients
- Detail Procedures in Case of DDoS Attacks
- Demonstrate the Process of Cryptographic Keys Management
- Permission for External Audits for Cloud Security
- Notify How Information Leakage Control Is Managed
- Identify Where the Solution Data Center(s) Will Be to Meet Local Legal Particularities
- Access Control

## BUZZ  *Watch out for exciting updates*

While it is said that "experience is the greatest teacher," a certification "rounds you out."

Continuous skill upliftment, through certifications, helps FSPL TEAM to keep up with the dynamic trends in technology and also upgrade their delivery capabilities.

In October 2016, various certifications has been done by team FSPL in the field of Virtualization.

**VMWare Certified Professional (VCP) 6.0 Datacenter Virtualization Certification**

**VMWare Technical Sales Professional – Management & Operations Certification**

**VMWare Sales Professional Certification**

**PRAVEEN CHAND** (DGM - Professional Services)

**RAJNISH KUMER SHARMA** (Manager Professional Services)

**MANOJ THAREJA** (AVP - Professional Services)

**PRAVEEN CHAND** (DGM - Professional Services)

**RAJNISH KUMER SHARMA** (Manager Professional Services)

**PRIYA RAI** (Inside-Sales Account Manager)

**PANKAJ KUMAR YADAV** (Sales Coordinator)

FSPL continues to invest in skill upgradation. Listed below are some key benefits.

- ✔ Updated tech skills helps designing a better and comprehensive solution and can support setup with the most optimized SLA
- ✔ Enabling sales and pre-sales to pitch the product better
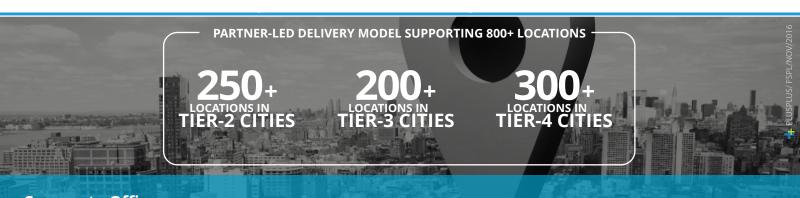- ✔ Opens up Greater opportunities for organization and individual

## 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**

PLUSPLUS/ FSPL/NOV/2016

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