



## New FY 18-19



Numbers are always a true reflection of one's or team's effort and FSPL grew YOY 95% in FY 17-18.

**VIPUL DATTA, CEO**

I am **thankful** to our internal & external clients for their continued faith in our capabilities.

Continual performance has been the goal for team FSPL and we are set to raise the BAR in coming years and are implementing measurable ways to monitor our growth.

Following are our GOALS for FY 18-19.

1. Achieve 100% customer retention.
2. Grow revenue by 100% YOY in the current FY.
3. Stay ahead in the technical world and identify new upcoming technologies and assist our customers adopt them in real business use cases.
4. Provide our employees with an open & encouraging work culture with focus on finding the right balance between their professional goals and personal aspirations.

Last year, team FSPL had achieved a great recall amongst our clients for delivering Solution & Services across large & complex projects in Niche technologies and we executed projects in solution areas like... Digital Signature Certification / eSign framework / PKI Infra & Integration / Hyper Converge Technology / Private & Hybrid Cloud Implementation / BlockChain Adoption in genuine use cases & delivering Managed Services with 100% SLA delivery adherence.

I am confident with our teams continued effort to stay ahead from our competition and exceed our clients & partners expectations, we shall further strengthen our positions and be recognized as a bench mark for providing ROI driven business solution and offer services in line with SLA's mutually agreed with customer for each of our engagement.

I wish to thank our team and management once again for their continued support.



**Quattro**  
Beyond the existing

“ It is a pleasure to work with fantastic people at FSPL , those who believe and deliver as per their commitment and stood by us, when we needed them the most. Transparency and Flexibility extended towards the partnership have helped us in accomplishing our business objectives , which saved our time and we have grown faster. FSPL is a team with rightly skilled people and they strive to explore new technologies, which has helped us to stay updated. FSPL has been a fantastic help always. Keep it up. Thank you Futuresoft. All the best!!! ”

**AVP Technologies**  
**Quattro BPO Solutions Pvt. Ltd.**

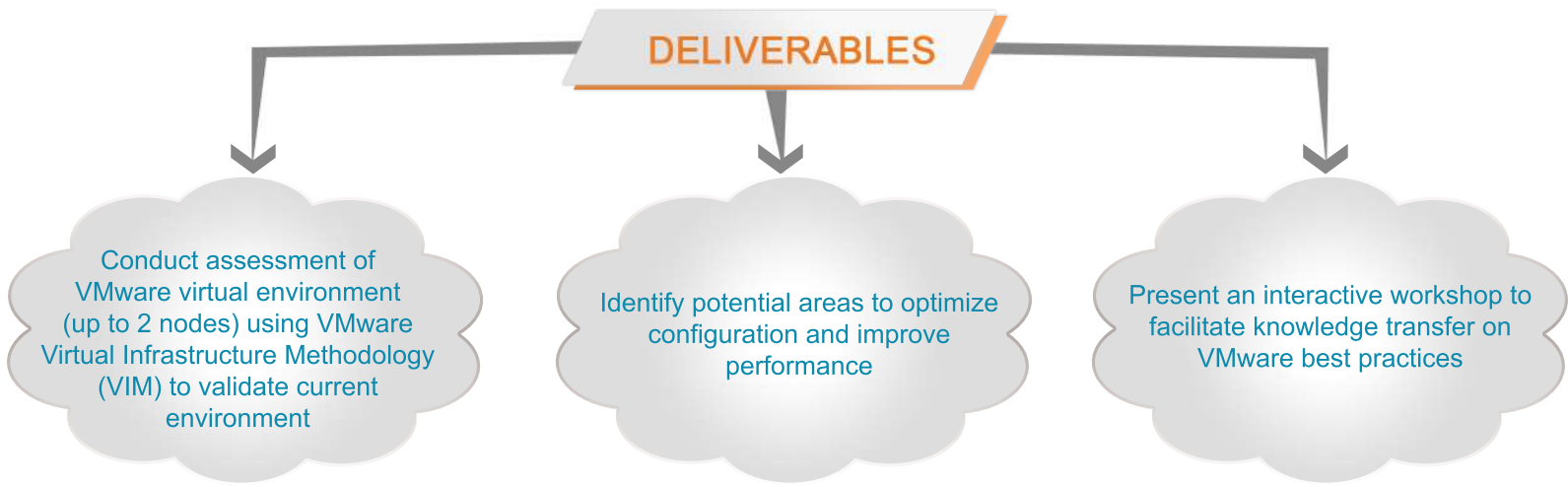


## VMWARE INFRASTRUCTURE HEALTH CHECK

### Overview

A significant investment is made by your organization to virtualize the computing environment; let Futuresoft ensure that you are getting the most from your investment. Virtualization touches many aspects of your data center such as Servers, Networks and Storage – as well as the organizations and processes that control them.

A VMware Certified Professional consultant will work with your team to understand your unique environment and provide guidance on the current leading practices for configuring and managing VMware systems. Working together with your team, they will review your VMware Infrastructure systems and provide concrete, actionable recommendations for any opportunities for optimization that are uncovered.



### TARGET AUDIENCE

Architects and Administrators currently using VMware ESX Server and Virtual Center who have 3 or more months of experience with a VMware Virtual environment

### ROLES AND RESPONSIBILITIES

- 01 VMware Certified Professional Consultant:** Analyzes environment and processes, conducts workshop, transfers knowledge of best practices and makes recommendations for optimal performance.
- 02 Customer IT Manager:** Coordinates access to IT processes involving VMware virtual environment.
- 03 Customer Systems Administrator:** Responsible for server hardware, storage and networking.
- 04 Customer Server Administrator:** Responsible for operating system and applications.

### KEY ACTIVITIES

ACTION	RESPONSIBILITY
Kickoff call	All
Architecture and operations review	All
Technical audit and analysis	Consultant
Operational analysis including consideration of business objectives	Consultant
On-site wrap up	All
Create assessment report	Consultant
Review final assessment report	All

#### KEY BENEFITS

- Optimize VMware virtual infrastructure performance.
- Maximize resources through efficiencies and roadmap for future improvements.
- Mitigate risk by leveraging experienced consultants and proven best practices.

#### SCOPE

- Up to 2 days on-site and 1 day off-site for creating assessment report.
- Maximum of 5 participants.
- VMware Infrastructure Health Check will be delivered by a Certified Professional Consultant.

#### REQUIREMENTS

- Existing VMware Infrastructure environment including VMware ESX Server.
- Administrator (root) access to VMware installations.
- Conference room with projector and networked desktops/laptops running MS Windows 2000 or higher.

PRIVATE CLOUD ADOPTION

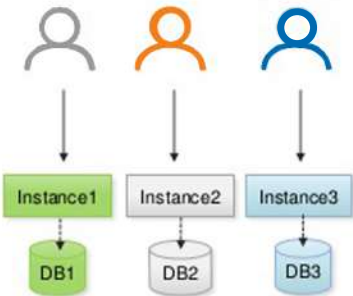
Private Cloud

This is the new era of Cloud Computing that has the potential to make IT organizations more responsive than ever. Adoption of cloud services is being driven by the "Rapid penetration of virtualization" in the enterprise and as a way for enterprises to deliver IT services more efficiently.

Private Cloud is a type of cloud computing model in which an enterprise uses a proprietary architecture and runs cloud servers within its own data center. As a result, private cloud is best for businesses with dynamic or unpredictable computing needs that require direct control over their environments, typically to meet security, business governance or regulatory compliance requirements. A private cloud is commonly deployed on premise in much the same way a business would build and operate its own traditional data center. However, an increasing number of vendors have now started to offer private cloud services that can bolster or even replace on-premises systems.

KEY CHARACTERISTICS

Single Tenant



On-premises Hardware



Direct control of underlying cloud infrastructure



BENEFITS USING PRIVATE CLOUD

The benefit of using cloud computing that will influence the market's growth potential includes:

Easily deployable models

Simplified IT Management & Maintenance

Built-in Security

Remote Access

Cost Efficient

Reliable Delivery, Management, and Support Services

SOME FAQ'S WORTH READING

- **A private cloud is NOT just Virtualization** - Just throwing a hypervisor on a server is not private cloud computing. While virtualization is a key component to cloud computing, it is not a cloud by itself. Virtualization technology allows organizations to pool and allocate resources, private cloud refers specifically to resources used by a single organization, or when an organization's cloud-based resources are completely isolated.
- **Private Cloud is NOT just a money saver** - One of the biggest misconceptions by IT organizations is that the cloud will save money. It can, but it does not inherently do so. Automation technology, an important part of a private cloud network, can be a significant investment for many IT organizations. The primary driving benefit of adopting a cloud model should not be a cost savings; instead, it is around increased agility and dynamic scalability, which can improve speed to market.
- **Private cloud is NOT always On-Premise** - Many people associate private cloud with being in an organization's data center, many vendors will sell off-premise private clouds though, meaning the resources are dedicated to a single customer, with no multi-tenant, shared pooling of resources among various customers. "Private Cloud computing is defined by privacy, not location, ownership or management responsibility."
- **Why the private cloud is NOT always private** - Private cloud is the natural first step toward a cloud network for many organizations. It provides access to the benefits of the cloud - Agility, Scalability, Efficiency - without some of the security concerns, perceived or real, that come with utilizing the public cloud. However, it is predicted that as the cloud market continues to evolve, organizations will open to the idea of using public cloud resources. Service-level agreements and security precautions will mature and the impact of outages and downtime will be minimized.

**GOLD**



I would like to thank team Futuresoft sincerely for accepting me with open arms in this wonderful organization, as I began my career here. Many of you have been extremely helpful and supportive while I was adjusting to new environment and trying to learn systems and processes in FSPL. Now, as I complete FIVE meaningful years in the company, I look forward to several more years working with you and making this company grow to the best potential it could accelerate to. Thank you very much for such a great exposure.

**Regards – Himanshu Negi**

**Support Staff - Completion of 5 or 10 yrs**



**WELCOME**

**Joining List as on Jan, 2018**

<b>Noida</b> Logistics Executive - 2	<b>Delhi</b> System Engineer - 2 System Admin - 1 Remote Support Engineer - 1	<b>Gurgaon</b> System Engineer - 3
<b>Chandigarh</b> System Engineer - 3	<b>Bangalore</b> System Engineer - 1	<b>Lucknow</b> System Engineer - 2
	<b>Chennai</b> System Engineer - 4	

**Joining List as on Feb, 2018**

<b>Bangalore</b> System Engineer - 1	<b>Delhi</b> System Engineer - 1 Helpdesk Coordinator - 1 ITSecurity Architect - 1	<b>Jammu</b> System Engineer - 1
<b>Bhubaneswar</b> System Engineer - 1	<b>Gurgaon</b> System Engineer - 9 System Admin. - 1	<b>Ludhiana</b> System Engineer - 1
<b>Chennai</b> System Engineer - 1	<b>Durgapur</b> System Engineer - 1	<b>Lucknow</b> Remote Support Engineer - 1
<b>Noida</b> System Engineer - 1 Logistics Executive - 1	<b>Mumbai</b> System Engineer - 2	

**Joining List as on Mar, 2018**

<b>Bangalore</b> Team Leader - 1	<b>Noida</b> System Engineer - 3 Executive MIS - 2 Network Engineer - 1 Project Coordinator - 1 System Admin. - 1	<b>Hyderabad</b> System Engineer - 2
<b>Chennai</b> System Engineer - 1	<b>Delhi</b> System Engineer - 4	<b>Lucknow</b> System Engineer - 1 Remote Support Engineer - 3

**WINS**

Product	Remarks
Hardware AMC	A leading Financial Data & News provider firm renewed their Hardware AMC contract with FSPL to manage their IT Assets spread across the country for span of 4 years.
Product Retail	India's largest Ayurvedic Medicine & Natural Consumer Products Manufacturer has chosen FSPL to deploy and support DC security range of solution from Trend Micro.
Managed Services	One of 'Next-Gen' technology firm renewed their service agreement with FSPL and it's proud moment for FSPL to announce that with this renewal, we are celebrating our 11th year of association with this customer under same contract.
Product Retail	One of leading Financial solutions provider in corporate finance and wealth management invested in the business productivity solutions of Microsoft and chose FSPL as its partner of choice for deployment and integration of the same in their environment.
Product Retail	One of leading International digital consulting and transformation Services provider has awarded "End-to-End Gateway Protection " project to FSPL for two of their key locations in India.
Software AMC, Managed Services, Professional Services	<p>A global Software Solutions and IT Services company has chosen FSPL as its strategic IT partner to:</p> <ul style="list-style-type: none"> <li>Deploy Citrix Technology solution for their crucial business requirement and the entire setup which includes extending of Application monetization services to the 1000+ users using Citrix XenApp solution</li> <li>Manage their Domain and Primary Security infra for about 15k user setup across India under FSPL Professional Services agreement.</li> <li>Manage IT Assets for its Entire Storage deployment for EMC Boxes to FSPL under Hardware AMC agreement</li> <li>Manage support portfolio mapping to end user/ server or network profile. Presently FSPL is the largest tech support partner for the client across India which has a strong user base of more than 15k users across 30+cities of India.</li> </ul>

ENERGY

Birthday Celebration



Goonj - 16 April 2018



Click here: Joy of Giving

Star Performers



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

**22 YEARS OF EXCELLENCE**



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



Futuresoft is recognised as a Super100 solutions partner with capabilities to create solution & service model for new age enterprises, address their end-to-end needs, that makes them a software enabled digital organization.

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

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