



**IT SUPPORT MADE SIMPLE
WITH FSPL'S EXPERIENTIAL
MANAGED SERVICES OFFERINGS**

FSPL's proven Managed Services delivery models are based on mutually agreed SLA's and are targeted at high availability of infrastructure, Applications, better efficiency and greater safety outlook.

For continuous improvement, FSPL Managed Services includes Change Management, Frequent service and Resource Productivity Reviews.

FSPL is currently managing 2 Lakh+ tickets per month. Total strength of 700+ On-Premise Engineers present in 27+ cities of India and growing at a rapid pace quarter on quarter.



Our Key Service Inclusions

Hardware Support

Simplification of IT Support Management

- ▶ Problem isolation with efficient resolution
- ▶ Support on new installations and upgrades
- ▶ Support for replacing defective parts
- ▶ Support on IT equipment with warranty
- ▶ Configuration of Systems, Servers etc.
- ▶ Vendor Management



Software Support

Prompt, organised and continuous support is rendered

- ▶ Servers / Desktop Operating system
- ▶ Middleware like Mail Messaging, Groupware, Virus Protection, NMS support
- ▶ Close watch to ensure users receive pre-configured desktops as per standards
- ▶ Software Patch Management



Help Desk Management

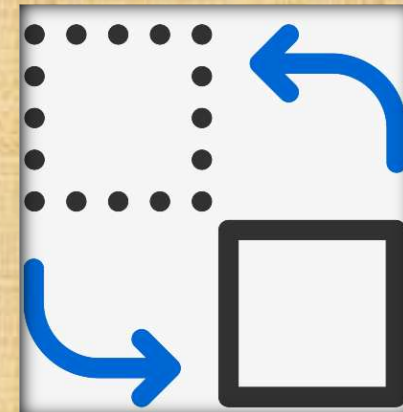
Speed Up Ticket Resolution with Smart Automations

- Incident management on basis of ITIL (Information Technology Infrastructure Library)
- Ability to assign support tickets, keep users informed of the ticket status
- Adherence to agreed SLA's
- MIS extraction and publication on agreed format & timelines
- Analysis on calls statistics
- Announce and manage with resolution on every Norm violation
- Change Management Transformation



Change Management process *within ITIL framework*

- Through change management, we quickly work on improvisation of infrastructure quality to reduce service disruption, and be more responsive to the business.
- Usage of standardized methods and procedures to ensure efficient and prompt handling of all changes.
- Recording of all changes.
- Minimizing overall business risk.
- Respond to customers' changing business requirements, maximize value and reduce the number of incidents, disruptions, and rework.
- Respond to businesses for changes, aligns services with business needs.



Root Cause Analysis Process

Two processes hand in hand

- Through RCA process, we check what went wrong and accurately report the impact of the incident and or failed change so that the results are understood and a similar incident can be avoided in the future.
- RCA process is primarily focused on identification and reporting.
- Through Problem Management, we can eliminate systematic issues at once, for simple purpose of improving overall availability and reliability of Service Management.
- Problem Management is focused on Problem Identification and Elimination.



Network Management

Process of managing networks for fault and performance

- Identification and proactive rectification of LAN and WAN faults
- Monitoring of connections and network devices to maintain LAN and WAN efficiency
- Network plotting should be performed automatically based on pre-set mapped services



Mail Management Services

- Configuration of emails for new users and deletion of email ids for existing users
- Setting up of effective email policies like email forwarding, insertion of rules in email to avoid them being misused or shared
- Access and authority can be given to use Directory listings; additions can be made as per requirement
- Regular updation of antivirus files to protect against virus attacks
- Monitoring of mail queue at regular intervals to check faster response
- Ensure email replication between internet and server



System Administration and Security Services

- Monitoring of CPU utilization and disk space management
- Resolving server platform issues with time as valuable parameter
- Ability to install OS and other necessary software as and when needed
- Collaborating system parameters for optimum performance
- New user accounts creation be made simple, with defined rights & privileges assigned
- Ensuring strict access to confidential system files
- Reporting and taking necessary action on any security breach
- Monitoring of remote logins and file access / transfers/ sharing
- To check mail server for parallel access or security breach



Vendor Management

- SLA freezing on basis of pre-defined and mutually agreed availability requirements
- Incident escalation on warranty / AMC support services
- Performance evaluation and service reporting



IT Asset Management

- Contract management by maintaining inventory of IT and Non-IT assets and track details throughout its lifecycle
- Regular creation and updation of software inventory
- Maintaining records of installation of new machines, any movement within sites, change in configuration of machines at any point
- Creation of barcodes and periodic asset verification
- Regular MIS report generation and dashboard reports creation



Backup Management

- Planning and preparation of backup strategy
- Ensure regular backup and various drills of restoration on basis of pre-decided agreement
- Foresee proper labelling and storage of backup media
- Restoration of data in case of any requirements or disaster recovery
- Regular backup of nodes on requirement / need basis



Internet Traffic Monitoring Services

Regular Traffic monitoring and leased line bandwidth efficiency check

- Vendor management to monitor traffic services with no delay or escalation

Internet traffic monitoring is needed to review, analyse and manage network traffic for any abnormality.

Brings visibility to internet network traffic and identifies slow applications , detects spyware etc.

Server Management Services



- Creation of new file systems and correction of existing file system inconsistencies

- Creating / Modifying / Deleting users and groups as per requirement

- Installation of OS upgrades and patches as and when provided by security administrator

- Re-installation of Operating system if needed

- Performing periodic system tuning for better performance

- Escalating unresolved problems to the principal vendor for faster resolution on raised service requests

Endpoint Security Control

- Review of security policy and its related maintenance

- Malicious code protection support to control Virus, Ransomware and Spam attack

- Installation of Firewall, IDS, Content filters, PKI support

- Ransomware protection is an additional feature to provide greatest possible safety.



Let's **Partner** for
Better
Tomorrow



Thank
You!



Get Connected to Futuresoft,
Stay Connected to Global Success