



**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

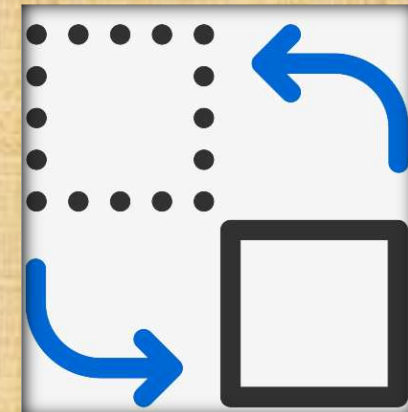
### *Speed Up Ticket Resolution with Smart Automations*

- 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!*

