

IT Infrastructure Services & Managed Services

Newbit Technology Infrastructure management Services provides Technology solutions to enable their business growth. Newbit defines the transformation roadmap for building the right IT Infrastructure for the customer business requirement. We bring the right technology, people and strategy to build, manage and operate critical IT Infrastructure and service operation of customers. Our IT Infrastructure Practice is based on the following key concepts.

1. IT infrastructure designing and management services

We help our clients in building secure and stable infrastructures. Starting with assessment, planning and framework development, we move on to deployment, migration and monitoring of IT infrastructure.

2. Network infrastructure management

This involves monitoring WAN, WLAN, desktops, servers, business platforms, and communication networks to ensure smooth and secure workflow environment for your business. We also manage your storage infrastructure comprising of storage devices, data centers, and servers for smooth business operations.

3. Security infrastructure management

Newbit Technology makes sure that no compromises are made in a secure IT enterprise. With proactive monitoring, risk assessment, security audit, regulatory compliance audit, and daily security checks you can ensure that your environment is safe.

4. Structure management

Our fully-equipped and flexible 24x7 Network Operations Center (NOC) houses some of the best engineers and technical experts in the industry. Leveraging cutting-edge technologies our team proactively monitors your IT infrastructure and resolves the issue tickets raised by your staff. We have a proven track record of consistently meeting pre-defined SLAs for infrastructure management. Our comprehensive processes and operation frameworks have resulted in tremendous cost savings for many of our clients.

Application and enterprise systems integration

- Data centers Design and Setup
- Servers, storage and computing
- Enterprise Network integration
- Disaster Recovery Services
- Security Infrastructure

Data Centre Management



Newbit Technology infrastructure Management services provides Data centre design, implementation and management Services to our customers.

Managed Hosting Services provides end-to-end hosting management on a 24x7 global support via our Network Operation Command Centre (NOC) .Our technical support team has experience across technology platforms to deliver exceptional customer support. We provide datacenter hosting services through our partners which is managed and Operated by our Network Operation command centre.

Newbit provides following managed services for Data centre management

- Data Centre modernization services
- Virtualization and data centre consolidation
- Enterprise application hosting services
- Server Management Services
- Storage management Services
- Web Hosting services
- Data centre operations – 24x7 Infrastructure monitoring
- Application Management

- **End User computing**

Newbit Technology Infrastructure Management Services provides our customers highly efficient desktop and user end technology management services. Our desktop Management support services team provides onsite. As well as remote management services to manage customers user end infrastructure.

To manage cost, complexity and an ever-changing technology, Newbit desktop management team offers Customized solutions like standardized builds, automated software and security tools deployment, remote Desktop management. We provide our customers entire gamut of desktop and user end services from procurement to disposal.

We have a team of highly qualified engineers trained in latest software, hardware technology to provide comprehensive back-office technical assistance to your business operations. Newbit has developed in house products and our strategic alliance with industry's leading product principals ensures best support services to our customers.

Newbit Technology infrastructure managed Services provides following end user services to our clients

- Planning and provisioning Desktop Support services
- Asset management
- Planning & testing
- Procurement assistance
- Standard built, staging and imaging
- Deployment
- User end support
- Install, move, add, change (IMAC)
- Technology refresh and upgrade
- Disposition

IT Service Desk

Newbit IT Service Desk provides world class infrastructure support to our customers Newbit IT service desk provides a web interface to users for the entire spectrum of service management activities. Our customized IT service tools and Service offerings range from automating existing service desks to implementing new ones, and consolidating IT service desks to incorporating web-enabled support.

Our standardized process based on Newbit methodology provides an interface between service Providers and end users keeping users informed of all relevant service events, changes that Impact them and the business. Our Service desk provides customers a interface which tracks User call from call logging to resolution.

Newbit matured service desk processes based on ITIL methodology, trained engineering Staff, Well defined SLA's, standard operating procedures provides an enhancing customer experience. Newbit today has capability to run enterprise service desk for medium and large enterprises. Our Well equipped Network Operation Centre, robust telecom infrastructure ensures that customer gets best of Remote infrastructure management services.

- Single point of contact for enterprise IT Users
- Web based call logging and tracking system
- Web self service and knowledge based services
- User Administration
- Security management and virus control
- Change management proactive change planning
- Trend Analysis, performance management, reporting

Cloud Computing Services

What is Cloud Computing ?

Cloud computing generally refers to email, calendaring, document sharing, and other collaborative and communication tools hosted by an external provider via the Internet ("in the cloud").

Newbit Technology have following features regarding to Cloud Computing.

Simplified

Newbit Technology provides considerably efficient network architecture for a cloud data center network. The results are massive scale, improved efficiencies, and lower operational, capital, and environmental costs.



Share

Complete cloud-like efficiency and elasticity. Network virtualization technologies based on open standards and simplified policies dynamically partition and leverage the back-to-back network.

Secure

Newbit's virtualized security services, including application-aware policies, help service providers efficiently secure data flows to, between, and within the cloud data center.

Network Infrastructure & Services



In Network Infrastructure space Newbit has developed expertise in consulting, solution design, integration and execution. We bring to the table technology, product and technical expertise along with strong processes and

strategic alliances with product vendors.

We provide end-to-end solutions and services across technology layers by adopting a flexible delivery model, bringing right product and technology and ensuring a cost effective and robust solution to enterprises.

Enterprise security



Business operations today can not function without ensuring highest level of Information, Data security and other security compliance Newbit Managed

Information Security services helps organizations build a strong information security management system and guide them to achieve compliance certifications like ISO 27001, ISO 20000.

Newbit also helps the organizations to use technology to safeguard their information and data by integrating diverse security technology. Integration of well defined security policies, controls and technology security solutions ensure organization consistently meets the security compliance requirements

Remote Infrastructure Management Services

Managed Services Offerings:

- Network and Convergence Services
 - Managed IP Telephony Enterprise
 - Managed IP Telephony Express
 - Managed VoIP
 - Managed VPN
 - Managed WAN/LAN
- End User Computing Services
 - Managed Active Directory
 - Desktop Management
 - Managed Exchange
 - IT Help Desk Service



IT Managed Services (ITMS)

Newbit's IT Managed Services (ITMS) is a comprehensive offering designed to meet the IT needs of any organization. Today's the technology is becoming more and more complex. It spans across the entire breadth of the IT infrastructure to include:

- LAN Management
- WAN Management
- Remote Management
- Desktop Management
- Storage Management
- Applications Management
- Datacenter Management
- Security Management
- Helpdesk Management

Advantage of IT Managed Services:

- Availability of application infrastructure for end-users
- IT Strategy leveraging existing infrastructure
- Simplified vendor management
- Compliance with corporate governance
- Scaling IT operations for business growth
- Ability to manage cutting-edge technology
- Create value potential of IT and not just managing costs

Flexible Service Delivery:

Flexible service delivery and convenient service options are integral features of Newbit Technology IT Managed Services. Customer can choose to select services options such as onsite, remote or a combination of the two. Newbit offers further flexibility in services to its customers by offering short-term and long-term agreement. This flexibility in services allows customer to choose the mode that best suits their business requirement.

Advantage:

- Past experience in managing complex & business critical IT infrastructure
- Ability to deliver globally
- Resource skills and certifications
- Long-term sustainability and financial stability
- Best people and process practices
- Scalability and flexibility in operations

Business Benefits:

- Better control and efficiencies of scale
- Access to proven expertise in BFSI domain
- Gain Insights into application performance and end user experience
- Speedy transition and reduce dependency on manpower through automation
- Peace of Mind

Data Center Services

Datacenters are the backbone of effective IT operations. Managing them on a 24/7 basis is critical. Infosys provides support to different elements within a datacenter such as:

- **Systems and Storage Management:** Includes activities that are performed to monitor and manage the server and storage infrastructure in a datacenter
- **Database Management:** Includes providing support to different database environments such as Oracle, Progress, DB2, Sybase and SQL server
- **Messaging Environment Support:** Includes support to applications such as Microsoft Exchange and IBM Lotus Notes
- **Hosting:** Caters to customers looking to avail of a co-location space for the infrastructure components. The services include provisioning of hardware (servers, storage and network), bandwidth and security infrastructure
- **Migration and Re-hosting**

RIM (Remote Infrastructure Management)

Remote Infrastructure Management Services provide for monitoring and management of all infrastructures pertaining to networks, data centers, servers, storage security, Applications and End user computing, outside the company's offices. RIM involves a combination of near-shore and offshore delivery models. RIM can reduce the costs of operations, thus enabling IT managers to consider investing in new technology.



Advantage of RIM in Business

Cost Reduction - Reduced manpower, performance efficiency and capacity planning resulting in up to 50% reduction in costs.

Quality and Process -Process-based approach to solve issues, efficient handling of escalations, and quality certifications to ensure adherence to standards and security controls.

Best practices - Experience with multiple enterprises resulting in standardization through ideas, learning and best practices.

Expertise - Domain experts who aid others in skill development

Risk Mitigation - Improved risk-mitigation and assured business continuity

Visibility - Timely reporting providing CIO's with greater visibility, real-time control and analysis of historical trends. Increased automation with integrated tools, providing common framework for operations

Scalability - Absorb the peaks and troughs of manpower needs

Service levels - Precise service-level agreements with penalty clauses for downtime

Pre-emptive problem resolution - Through proactive monitoring and event correlation

Who is looking for RIM?

Business Issues

- Companies interested in upgrading or investing in new IT Hardware or Solutions
- Companies on the lookout for service providers assuring better service
- Companies looking to upgrade or migrate to newer technologies with complex IT environments
- Companies facing contract renewals
- Companies interested in consolidating their current IT set-up and improving performance
- Companies on the lookout for hosting and co-location services
- Companies facing challenges related to Processes, People and Technology connected with infrastructure management

Operational Issues

People related issues

- Poorly defined roles and responsibilities
- Every team does administration, development & support
- No clear responsibility matrix / SLAs. Outsourced support

Technology related issues

- When there is no evidence of architecture documents for network, systems and security
- When there are no tools for monitoring & managing the infrastructure
- When there is poor metrics measurement
- When there are single points of failure in Internet connectivity, Load Balancers, Firewalls
- When there is weak security
- When redundancy for applications at the system/ server/ database level is unavailable

Newbit's RIM Solutions

Newbit's Infrastructure Management Solutions ensure that your IT Infrastructure and applications are designed, managed and operated on a 24X7 basis, and that your IT transactions take place within a highly available and secure environment.

Service Offerings by Newbit

- ✦ Network Management Services
- ✦ Datacenter Outsourcing
- ✦ Helpdesk Outsourcing
- ✦ Desktop Outsourcing
- ✦ Storage Outsourcing
- ✦ IT Security Outsourcing
- ✦ LAN Outsourcing
- ✦ WAN Outsourcing
- ✦ Database Application Monitoring and Management

Video Conferencing

Uses of Video conferencing



Video conferencing can be used in a host of different environments, which is one of the reasons the technology is so popular. General uses for video conferencing include business meetings, educational training or instruction and collaboration among health officials or other representatives. Thus far video conferencing has been used in the following fields:

- Telemedicine
- Telecommunication
- Education
- Surveillance
- Security
- Emergency Response

Network security

Any organization which has a networked environment and is connected with the external world using telecom links and therefore exposed to threats from external world need it for designing their secured environment. Regulatory Compliance requirements drive companies to approach consultants. Newbit Technology works around partnered solutions and deliver end-to-end solutions that can be used by the customer to secure their network from all external threat. Solutions include

- Firewall / VPN
- IPSEC VPN
- IDS/IPS
- Anti-Virus
- SPAM Prevention
- Web Content Filtering
- SSL VPN
- WAN Optimization
- Security Information Management

Managed security

Newbit Technology's robust and validated solutions provide a secure environment to do business along with round the clock support from security experts. Onsite support network covering major cities across India. It will reduce risk means increased business uptime. Our solutions are designed to monitor the overall information and Internet security operations of a customer. A unique combination of onsite and remote support to provide continuous detection, prevention, protection and response capabilities against threats, remotely exploitable vulnerabilities and real-time incidents on customers' networks make Newbit Technology an ideal partner for choose for managed services.

- Onsite Support
- Remote Management
- 24 x7 Event Monitoring
- Event Correlation and Real Time Alerting for incidents
- Incident management
- 24x7 Telephonic and Email Support
- Reporting

Voice Services

Newbit Technology provides high quality voice origination and termination services with interconnects directly with both mobile and fixed line operators in India

Capabilities

- Truly Next Generation Network Core handling various Access Interconnects like PSTN & VOIP (h.323/ SIP)
- Carrier class Infrastructure- CISCO, Genband
- 24 X 7 manned Voice NOC

Our Clients

Clients	Location
US Dentist Association,	New York, USA
Brygladen	Denmark
Rouse Bank Travel	South Africa
D.S.Info Services	New Delhi
Matrimonial House	Noida, Delhi
Pramukh Metals	Kolkata
Nutan Construction Ltd.	Patna
Bihar, AIDS control society	Patna
Vaibhav Stocks	Ahmedabad
AJ Websoft	Rajkot
Narayan City	Patna
IGIMS	Patna
SMART Ad Agency	Patna
Newtan India Construction Pvt. Ltd.	Patna