

Enhance Application Performance with End-to-End IT Infrastructure Management Services

Large and medium companies often use different vendors for datacenter, end user, and network services. With multiple partners managing these towers, companies lack a wing-to-wing view of services, infrastructure availability lags, and TCO optimization suffers. A single partner for end-to-end IT infrastructure management services can help build and execute transformation road maps and enable adoption of emerging technologies in a much more effective manner. End-to-end IT infrastructure management services

uses a managed services model to manage all towers of IT Infrastructure, including service desk, datacenter, networks, IT security, applications, end user, and cloud, thereby shifting the attention to application performance instead of the underlying infrastructure components as primary metrics. As a result, they can drive higher business to IT alignment and better user experience

HOW WE HELP

Microland's End-to-End IT Infrastructure Management services deploy best practices and proven tools to deliver a leaner IT

governance organization. Figure 1 describes how we

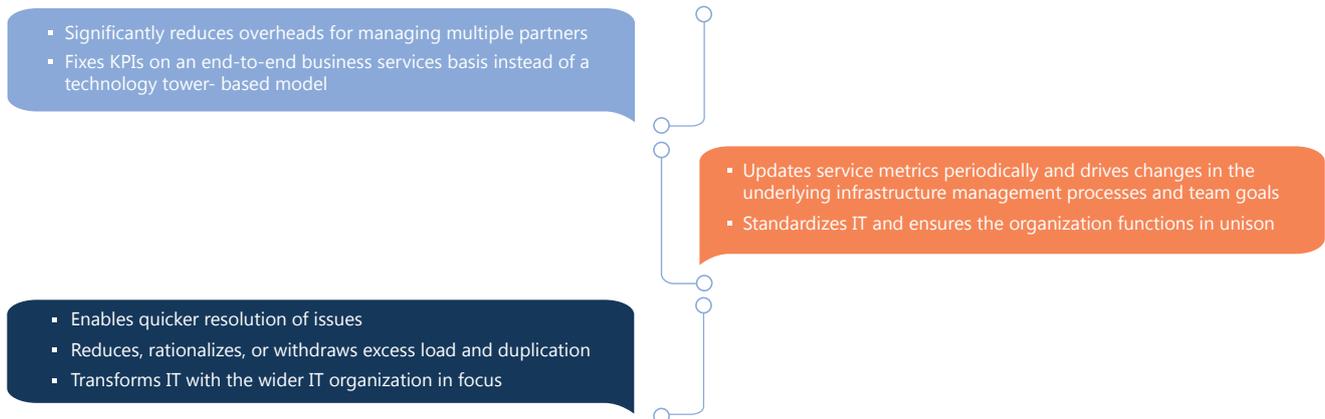


Figure 1: Microland's Managed Services Model for End-to-End IT Infrastructure Management

WHAT YOU CAN EXPECT

Microland's End-to-End IT Infrastructure Management services methodology enables top-class application performance. We help reduce

TCO significantly and deliver measurable outcomes that include:

- A cohesive IT organization – One IT with standardization and orchestration of all towers including service desk, datacenter, networks, security, applications, end user, and cloud
- Greater accountability – a single vendor is accountable for all services
- Alignment of IT organization with business by ensuring that IT evolves with the business
- Significantly simplified IT governance
- An inclusive IT transformation roadmap with a comprehensive strategy that includes the wider organization

WHAT SETS US APART

Microland's End-to-End Infrastructure Management services are distinguished by the fact that we build a three-year transformation

- **Outcome-driven engagement model** with service credits and bonuses
- **Real-time CIO dashboards** for complete visibility into operations
- **Automation using proprietary tools and platforms:**
Our smartCenter IT service management platform automates end-to-end IT services management while the operations insight manager (OIM) platform uses predictive analytics to improve performance, availability and capacity management.
- **Maturity assessment framework** benchmarks current maturity of IT infrastructure against peers in the industry and the readiness to meet current and emerging business needs
- **Global Delivery Model** reduces TCO by enabling right-shoring for offshore cost arbitrage wherever possible

Hundreds of reusable tools and scripts reduce human intervention for level-one and level-two tasks while business service maps give a cross-tower view of incident management

For more information, log on to www.microland.com

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,400 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

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