

The background of the top half of the page is a photograph of a server room. The server racks are illuminated with a bright green light, creating a futuristic and high-tech atmosphere. The racks are arranged in rows, and the perspective is from a low angle, looking down the aisle. The overall color palette is dominated by green and yellow tones.

Velocis Infrastructure Services Framework

Introduction

In today's challenging business environment, the customers expect their IT vendors to become a strategic partner in their business growth. In line with this expectation, Velocis aspires to become a strategic technology partner as well as a strategic business partner with our customers.

Velocis Systems Pvt. Ltd is a leading IT Services organization in the areas of networking, computing, messaging & collaboration, portals, and business process automation. Velocis is uniquely positioned to deliver end-to-end IT solutions and services beginning from cabling to collaboration to the market.

Velocis's IT Services strategy is based on creating and delivering value for its customers and thus becoming a strategic partner in their business growth. Velocis Services aim to help customers extract the most out of their IT investments. With a proven track record and comprehensive suite of offerings, Velocis is ideally positioned to manage the IT infrastructure and to support the customer's business needs. Velocis has invested significantly in people, processes and technology to seamlessly deliver the services offerings to the customer and thereby maximize the return on investment.

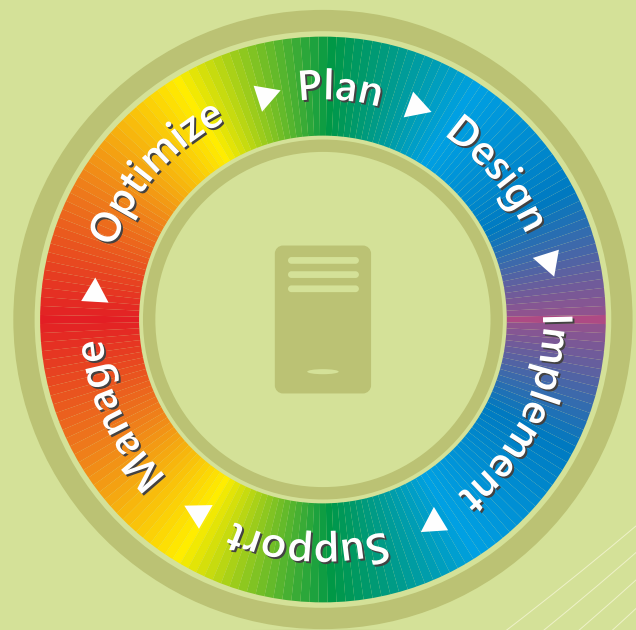
Velocis Services Framework

Velocis has proven credentials in the Infrastructure Managed Services space. Velocis's services framework is designed to deliver value to customers as a strategic partner throughout the services lifecycle engagement process.

The customers can choose from a comprehensive suite of standard and pre-designed services to address unique business requirements, with a proven delivery methodology and cost efficiency. If the customer needs specific expertise or a highly specialized service, then Velocis works closely with the customer to tailor the solution to meet the challenging business requirements.

Plan

Velocis takes a consultative approach in its engagement with customers. The Velocis professional services team understands the customer's business challenges and translates them into technological requirements. Then, it proposes an appropriate solution to address the challenges thereby making a positive impact on the customer's business environment.



Design

In this stage, the Velocis team actively engages with the client's IT team and gathers the details of the current infrastructure and the business challenges. Then the team proposes a design to arrive at an optimum solution to address the business requirement. The deliverables in this stage include a detailed proposal, scope of work and associated commercial proposal for the customer to decide on the investment. The Velocis team works on both high level design as well as low level design which provides the IP configuration for smooth implementation.

Implement

Once the customer finalizes the order, Velocis takes care of the ordering, procurement and logistics of the products ordered. The Services team works with the customer on the implementation of the products ordered as per the agreed scope of work (SoW). This process involves staging and testing. Velocis has a proven project management methodology, compliant with PMBOK (Project Management Book of Knowledge) to ensure the project is delivered within the budget, time lines and quality.

Support

Once the project is successfully implemented, it is transitioned to the support team for the ongoing support as per the SLA entered into with the customer. This includes break-fix, spares replacement, operations and resource management in order to maintain the uptime of the customer's infrastructure. Velocis ensures to enhance the customer experience during the support contract.

Manage

Most customers have deployed mission critical infrastructure and hence would require mission critical service to keep the IT operations running. This requires a combination of services to be performed to meet the stringent SLA conditions to maintain business continuity. These services include helpdesk services, remote infrastructure management, uptime support, spares replacement and facility management services etc.

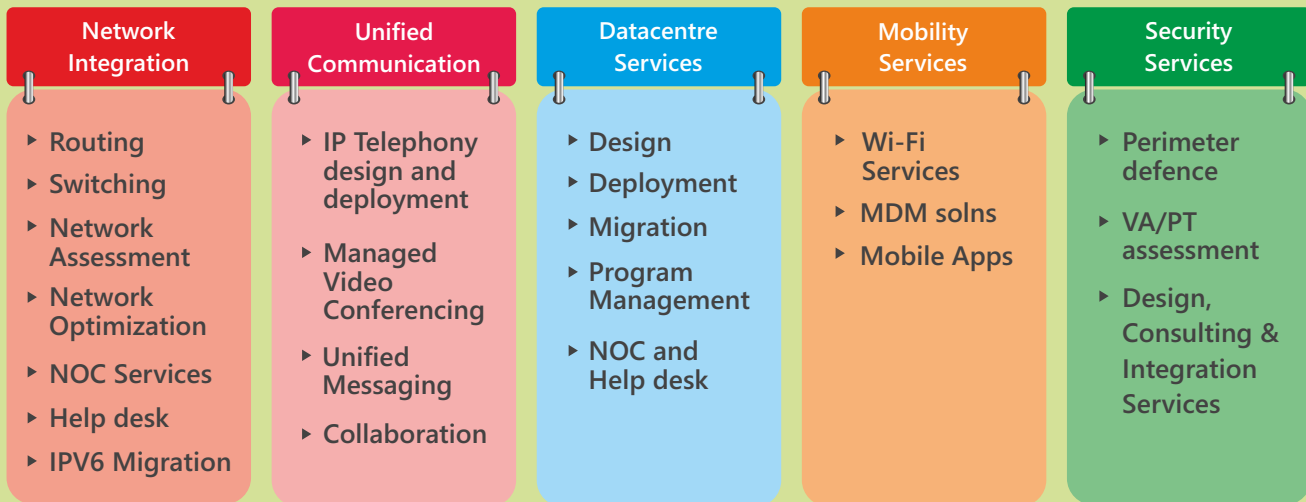
The Managed services, which is a combination of on-site service and remote management services of the infrastructure, require both operational and strategic management of the services rendered. The operational parameters are like release, change, and incident, problem and configuration management processes. The strategic parameters include capacity, availability, service level, service continuity and financial management of the overall IT strategic plan. Velocis ensures that the ITSM standards are complied with in the process while delivering such type of managed services through its on-site resources as well as remote NOC and helpdesk.

Optimise

As said, Velocis takes a consultative approach with customers. When customer IT infrastructure grows over a period of time, there are challenges that come along the way. Velocis undertakes an assessment service to discover the underlying assets in the customer's IT infrastructure and its performance, understands the vulnerabilities, and suggests recommendations and improvements as a result of this consulting assessment. Velocis is also willing to partner with the customer to customize a new service to the specific requirements of the customer.

Global Technology Services Capabilities

Velocis brings in expertise and in-depth capabilities in a range of technologies that are relevant to today's business.



Our Partners

Network Integration – Cisco, CA, Riverbed, Radware

Unified Communication – Cisco, Microsoft, Polycom

Data Centre Services – Cisco, HP, NetApps

Mobility Services – Cisco, Air Watch

Security Services – Cisco, Checkpoint, Fortinet, Palo Alto



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CORPORATE MEMBER



The Business Benefits

The benefits of Velocis engagement in Infrastructure Services are many and aimed at creating value for your organisation. Some of the benefits are mentioned below.

Reduce operating expenses, through a combination of outsourced services to manage the day-to-day operation of the IT infrastructure by leveraging Velocis expertise across multiple technologies.

Improve infrastructure performance by taking advantage of processes, people and platforms to achieve best-of-breed IP operational capabilities for your ICT environment

Increase the availability of your IT infrastructure with fewer critical outages and faster identification of incidents, thus improving organisational productivity, by subscribing to total managed services from Velocis

Improve your focus on strategic IT initiatives in your business through the delegation of operational activities to Velocis while maintaining full control of your IT infrastructure

Velocis Systems (P) Limited is a leading player in Networking, Computing, Messaging & Collaboration, Portals, and Business Process Automation. Velocis is uniquely positioned to deliver end-to-end IT solutions involving Data, Voice & Video. It brings a broader, deeper and state-of-the-art range of products, solutions & services to its customers. Velocis' offerings help its customers derive more value out of IT. Velocis' has expertise in IT Infrastructure wired and wireless deployment, Application Development and Deployment, Managed Services, Infrastructure Assessment, and Facility Management Services. Velocis' state-of-the-art NOC provides 24x7 support services to its valued customers to run their mission critical infrastructure.

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