



AnZ Technologies

Managed Services

Statement of Service (SoS)

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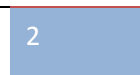
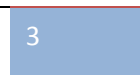




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1. About Us

We provide modern day IT and network solutions to enterprise markets through professional/managed IT services. We take pride in our distinction for being the single source provider of end-to-end IT solutions to cater for the business and technology needs of our clients.

We offer the following services with our team of qualified consultants & professionals:

1. Solution Designing
2. Pre-Sales Support
3. Technical Documentation
4. Technical Consultancy
5. Research & Analysis
6. BiD / Tender Management
7. Project Management
8. Software Testing
9. App & Software Development
10. Professional Services
11. Managed Services
12. Training Services
13. Human Resource Management

2. Introduction

Managed Services is the practice of outsourcing on proactive basis management responsibilities and functions and a strategic method intended to improve operations and cut expenses. It is an alternative to the break/fix or on-demand outsourcing model where the service provider performs on-demand services and bills the customer only for the work done.

Under this subscription model, the client or customer is the entity that owns or has direct oversight of the organization or system being managed whereas the managed services provider is the service provider delivering the managed services. The client and the managed services provider are bound by a contractual, service-level agreement that states the performance and quality metrics of their relationship.

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3. Scope of Service

In this proposal we are defining the managed services / SLA for the clients.

Following is the scope of the this proposal:

- Managed Services details are mentioned below

Service Objectives

The Basic objective of the managed service is to provide services as per the requirement of the client.

Note:

These are remote services (but also depends on signed SLA).

Followings are the required for the these services:

- Person with basic knowledge of computers
- Remote desktop software like team viewer or webex
- Floor Plans
- Connectivity with internet to access remotely

4. How to do it?

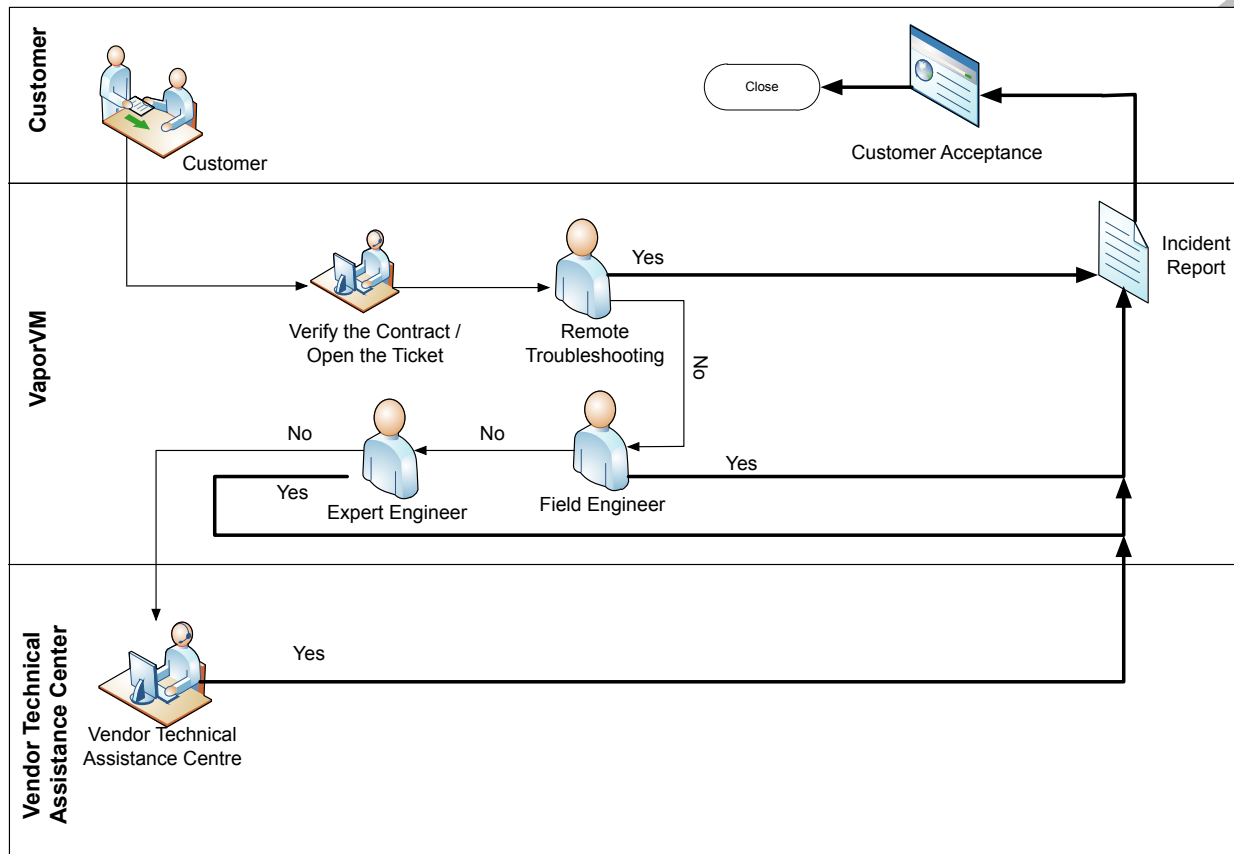


Figure: Process Diagram

Following steps have to be followed:

Step-1: Complaints have registered via complain register

Step-2: NoC engineer will try to resolve the issue over the call

Step-3: If problem has not been resolved then; later field Engineer will be assigned for the complaint

Step-4: On 2nd layer all the support calls will be escalated to experts & higher authorities.

Note: This is sample architecture will be changed / signed as per SLA

a) End-User Level Support

Following is the end-user side support methodology:

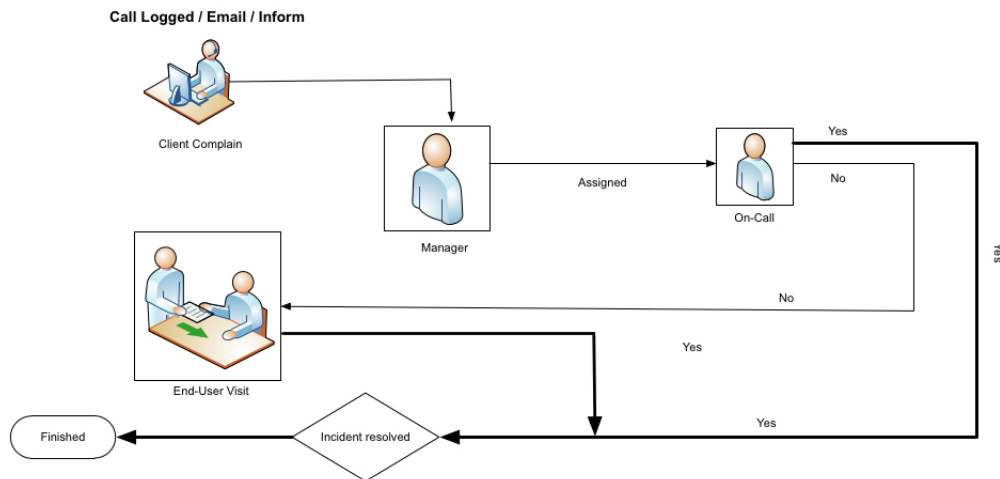


Figure: End-User Support

Following steps have to be followed:

Step-1: Complains have registered via complain register

Step-2: NoC engineer will try to resolve the issue over the call

Step-3: If problem has not been resolved then; later field Engineer will be assigned for the complaint

Step-4: On 2nd layer all the support calls will be escalated to experts & higher authorities.

Note: This is sample architecture will be changed / signed as per SLA

b) Network Operation Services (Escalation Methodology)

Following is the Network Operation services support methodology:

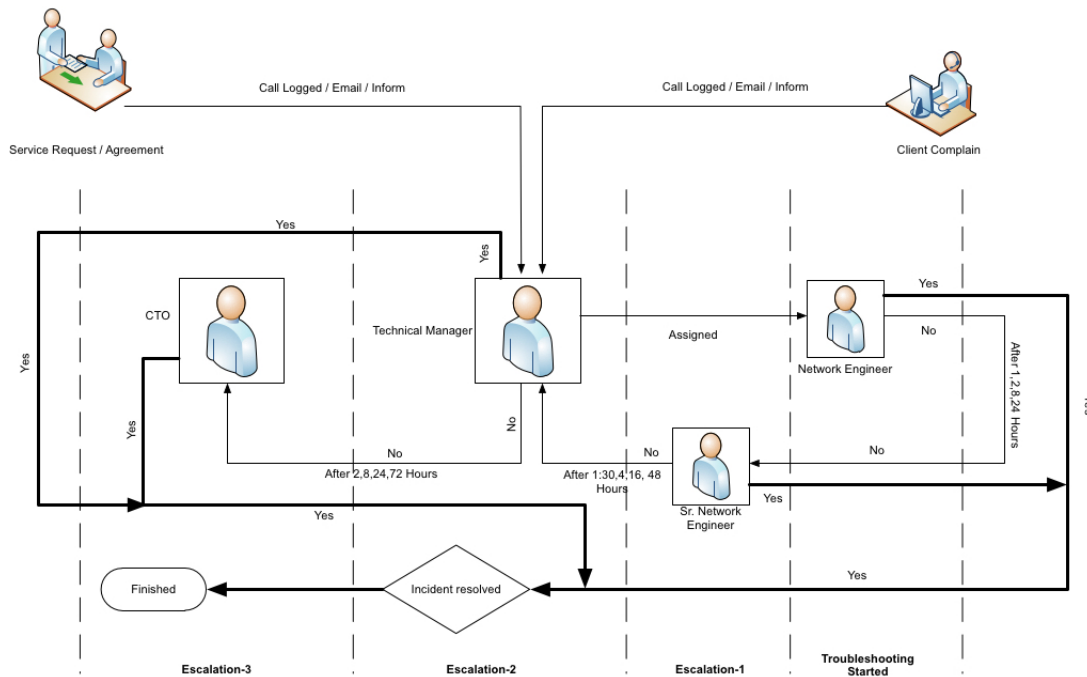


Figure: Network Operation Services Support

Following steps have to be followed:

Step-1: Complaints will be registered via complaint register

Step-2: NoC engineer will try to resolve the issue over the call

Step-3: Unsolved issues will be escalated to the Technical Manager

Step-4: Technical manager will assign the job to Network Engineer

Step-5: On 2nd layer all the support calls will be escalated to Network experts & higher authorities

Note: This is sample architecture will be changed / signed as per SLA



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5. Deliverables & Pre-requisites

We will do the designing on the basis on ABD (Assign, Bound & Design) terminology:

AnZ Technologies Responsibilities

- Provide adequate skill set of resources to manage KPI based scope for support
- Receive, validate and acknowledge requests from client, within pre-defined times as per the SLA and monitor the request handling progress and keep the information updated
- Monitor the request handling progress and keep the information updated
- Quarterly Support Services Report
- Relevant support cases handling, logging and reporting

Client's / Partner's Responsibilities

- Ensuring the availability of administrative level access to relevant systems, and devices
- Necessary remote connectivity arrangements (with sufficient bandwidth, speed and stability) to the relevant devices, networks and systems
- Installation/configuration/trouble shooting of end point, user systems, client application etc.
- Support specific to physical infrastructure such as new cabling, electrical and Civil work etc. is not part of the service provider's scope
- Valid Contracts / Licenses from principle / vendor
- Purchases of all kind hardware

Out of Scope

- Major configuration changes, design changes, major upgrades, addition of new features / services /applications, will not be covered under this scope of work. Such services will be delivered through PS (Professional Services) activities
- Physical security and safety of the equipment
- Resolving level 1 issues and problems
- Any kind of purchasing

6. Services Catalogue

Order the followings for managed services.

Managed Services			
Sr #	Product ID	Description	Remarks
1	ANT-MS-04	AnZ Technologies Managed Services (1 Months)	Managed Services from 1 Month to 5 Months
2	ANT-SLA-06	AnZ Technologies Support Services (6 Months)	Managed Services / SLA for 6 Months
3	ANT-SLA-12	AnZ Technologies Support Services (12 Months)	Managed Services / SLA for 12 Months



7. Contact Us

For details contact us:

sales@anztech.net

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