

Effective
process-driven
Service Support



Frontier Business Systems has over a decade of experience in design, delivery, deployment and support of complex IT infrastructure environments. Frontier's engineers have an extensive portfolio of technical skills. The experience and skills span multiple products, technologies, vendors and platforms. The depth of technical skills ensures that IT incidents are handled efficiently and effectively. With a well structured escalation matrix that maps onto high levels of skills, Frontier ensures high quality of service, and very high levels of availability of the IT infrastructure.

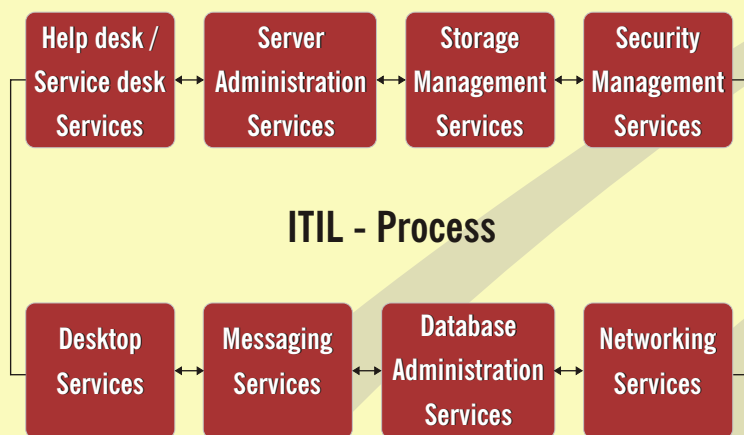
Frontier has the knowledge, experience and portfolio of skills and services to manage complex and enterprise IT infrastructure environments.

ITIL BASED SERVICE SUPPORT

Effective process driven Service Support

Frontier has ITIL trained Service Delivery staff, and follows ITIL best practices for Service Support and Service delivery. Incident and problem management processes are defined to follow the contours of the ITIL framework. You know upfront, the scope of each service, the service deliverables, SLAs, problem resolution methods recommended, escalation matrices and reports that will be submitted. Our services are tailored to meet the unique service support requirements of customers.

Services Portfolio

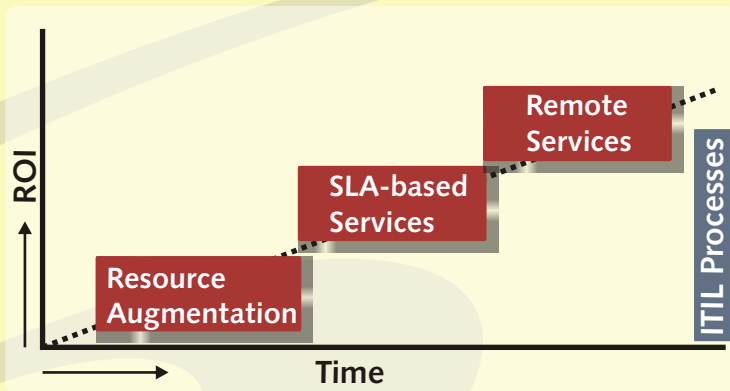


Service Desk	Processes and operations based on ITIL best practices
Desktop, Workstations and laptop support	Hardware, vendor management, Desktop OS (Windows, Linux, Solaris) and office productivity applications, email clients.
Server Administration	Hardware and vendor management. Network OS Windows server, UNIX -AIX, Linux, Solaris
email	Administration and support for Exchange, Lotus Notes, Sendmail etc.
Network management	LAN, WAN, VOIP
Network Security	Antivirus, Antispam, Firewall, UTM/IDS/IPS, VPN, RSA, PKI
Storage Management	SAN, NAS, Veritas, Tivoli etc
Asset Management/Configuration management	Hardware & software. Add/Move/Change. CMDB
Inventory audit	IT infrastructure inventory audits (Hardware, software, networking equipment, UPS etc)
Database Administration	Database administration for Oracle, MS SQL, Sybase
Vendor Management	Vendor management for problem resolution and warranty execution
Document management	Support document management SLAs, contracts etc
L1 Application support	Support for customer applications post training on application

Multi- Level Service Offering

Frontier offers several modes of engagement depending on client requirements.

- Resource Augmentation
- SLA Based service
- Remote Infrastructure Management



Resource augmentation guarantees Service continuity

Most organizations start their outsourcing with simple Resource augmentation. Utilizing this service gives organizations the guarantee of Service continuity, since the Service Provider's contract typically includes back-up clauses. You are relieved of service discontinuity issues arising out of attrition.

Frontier has a very successful track record in providing Resource Augmentation services. We have a pool of highly skilled resources across all IT infrastructure domains - Desktops, Servers, Network, Storage and Power. The back office processes ensure that every site has a deployable and well structured resource back-up plan.

SLA based delivery

Frontier has been offering SLA based Infrastructure Management services to several customers. Our SLA based offering removes the uncertainty out of the clients IT Service continuity, guaranteeing high uptime, and low MTBF.

Frontier has an in-depth understanding of IT infrastructure developed over a decade of experience in design, deployment and management of enterprise IT infrastructure. We have Program managers who are sensitive to client requirements and place high levels of commitment to meeting SLAs optimising availability, security and continuity.

Benefits of implementing SLA based services

- **Increased returns** on investment in IT infrastructure expenditures.
- **Reduced failures** - Our Program Manager's constant interaction from the inception with the business user in planning, designing, procurement and implementing helps in fully understanding the needs from the beginning and they are 'part of the solution', rather than 'part of the problem'.

Remote Infrastructure Management

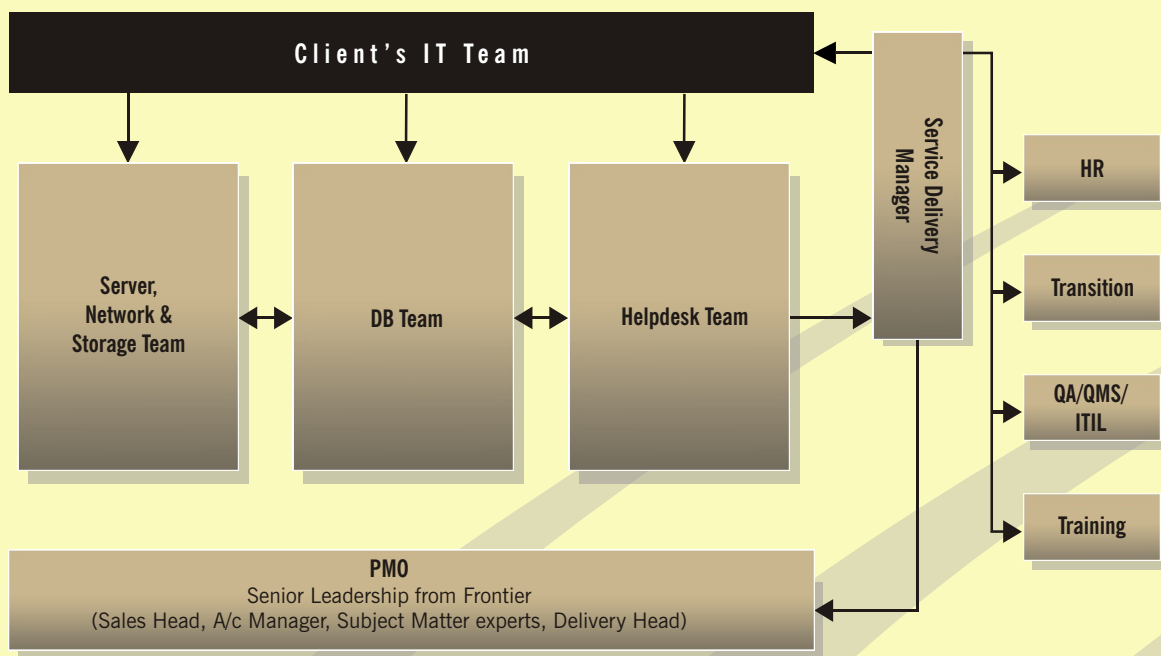
As an organization's ITSM matures, Remote Infrastructure Management is a model that organizations are increasingly turning to as the next step in optimizing IT infrastructure investments. While the costs come down, SLAs ensure high uptime. An added benefit is that heightened security consciousness actually results in more systematic and process driven management practices.

Benefits of implementing RIM based delivery services

- **Increased returns** - By adopting Remote Infrastructure Model, problems are resolved pro-actively leading to reduced support costs resulting in tremendous savings and extending scarce resources.
- **Enhanced service quality and business user satisfaction** - End users are extremely happy as most of the problems are fixed remotely and with the least amount of downtime.
- **Enhanced first contact resolutions** - Any information about the problem, the recommended solution and its effectiveness is reported, thereby getting the user to the right person for help which improves the overall experience and the first call resolution rate.
- **Continuous service improvement** - Periodic reviews provide insight into its adoption, usage and effectiveness. The reports provide a better understanding of user's needs and constant improvement of services.

Structured Service Delivery

Frontier has a well defined delivery processes and delivery organization. Service Support from the Project Management office is backed by a skilled team of program managers. Escalations map into the PMO and has a clear client engagement model.



Why Frontier for IT Infrastructure Management?

- Over a decade of experience in design, delivery and support of enterprise IT environments
- ITIL trained and certified IT Service Management team
- Skilled and experienced resources
- Experience in multi-location support
- Clearly defined management structures towards high quality service delivery
- Process documentation and compliance
- Highly flexible and scalable
- Customized service offerings depending on unique customer needs
- Customer focused and Service Partners to all major IT vendors
- Strong employee orientation and high employee retention rates
- Continuing and substantial investments on technical training and management development
- Investments on POCs and technical labs to ensure high engineer skills
- Well defined Escalation mechanism that addresses operational and technical issues
- Large pool of experienced, qualified and certified engineers to fall back on in emergency situations and ensure Service Continuity

With a well defined set of Infrastructure Management Services, a good understanding and delivery of Best Practices based IT Service Management, deployment of process automation tools and a deep customer focus, Frontier is well positioned to deliver high quality services maximizing your IT infrastructure uptime and ROI.

Contact us today for more details on Infrastructure Management Services

Email : ims@frontier.com

Mob: 98448 44253

Tel: 91-80-44229191

Fax: 91-80-44229192

Frontier - A brief profile

Frontier Business Systems (P) Ltd., established in 1994, had sales of over USD \$ 50 M in 2008. Over 525 skilled and experienced professionals work with Frontier across different business units and geographic locations. Headquartered in Bangalore, Frontier has Regional offices in Chennai, Hyderabad, Mumbai, Delhi, Cochin and many Tier-2 cities, besides support locations across the country, thereby ensuring a pan India presence.

Frontier has invested considerably in automating its internal business processes and maintains a state-of-the-art IT infrastructure setup for operational effectiveness.

FRONTIER - A SINGLE WINDOW TO COMPREHENSIVE IT INFRASTRUCTURE SOLUTIONS AND SERVICES

Frontier offers the complete range of solutions and services required in enterprise IT environments. We are organized into Strategic Business units that ensures breadth and depth in all our offerings.

SBU's Solutions: Enterprise computing, Networking, Virtualization and Application delivery, Personal computing and Power solutions.

SBU's Services: Infrastructure Management Services, Information Security Consulting, Virtualization Consulting, Infrastructure Consulting, Strategic Outsourcing

Industry recognition:

Dataquest: Solution Provider Silver Award.

Dataquest: Most Influential Partners in India

Indian Express: Best System integrator

Principal Awards: Multiple awards year on year



Frontier Business Systems Pvt Ltd

#3 Wood Street, Bangalore - 560 025.

Ph: 080 - 44229191 Fax: 080 - 44229192 Email: ims@frontier.com

Chennai	Hyderabad	Cochin	Mumbai
Ph: 044 - 44229191	Ph : 040 - 44229191	Ph : 0484 - 4014562	Ph: 022 - 44229191
Fax: 044 - 44229192	Fax: 040 - 44229192	Fax: 0484 - 4014559	Fax: 022- 44229192