



**TRANSFORMING
IT OPERATIONS
FOR DIGITAL ENTERPRISES**

ABOUT INKNOWTECH



Founded

In 2002



Employees

1000+



Headquarters

Bangalore



Customers

Fortune 500
companies across
diverse industries



Certifications

ISO 27001
ISO 9001:2008
ISO 20000
Large technology
certifications



Operations

24x7 delivery from
Global Enterprise
Management
Centre

“We transform IT
Operations for
businesses to go
DIGITAL”

OUR CUSTOMERS

Direct Customers					Master Integrators	Sub Contracts		

INDUSTRY NEED

The new era of digital transformation is forcing Enterprise IT to deliver three key outcomes for businesses to achieve growth:



Enhanced customer engagement & experience



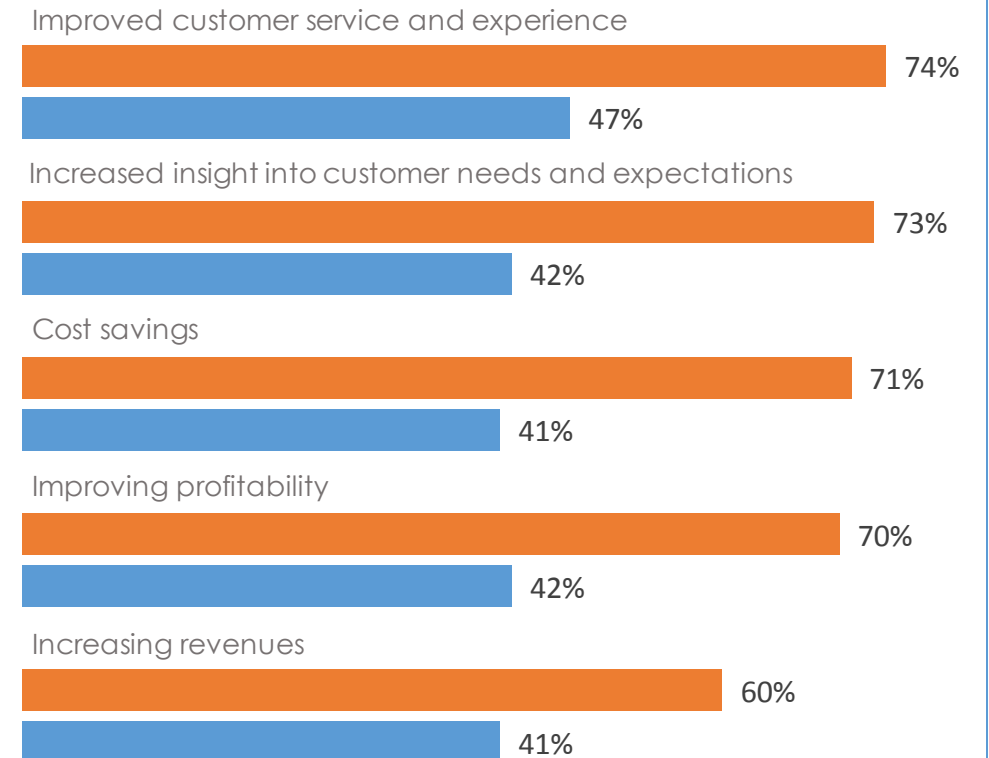
Faster delivery of products & services



Deep connections between technology infrastructure and business

What are the desired and achieved benefits of your organization's investments in digital technologies?

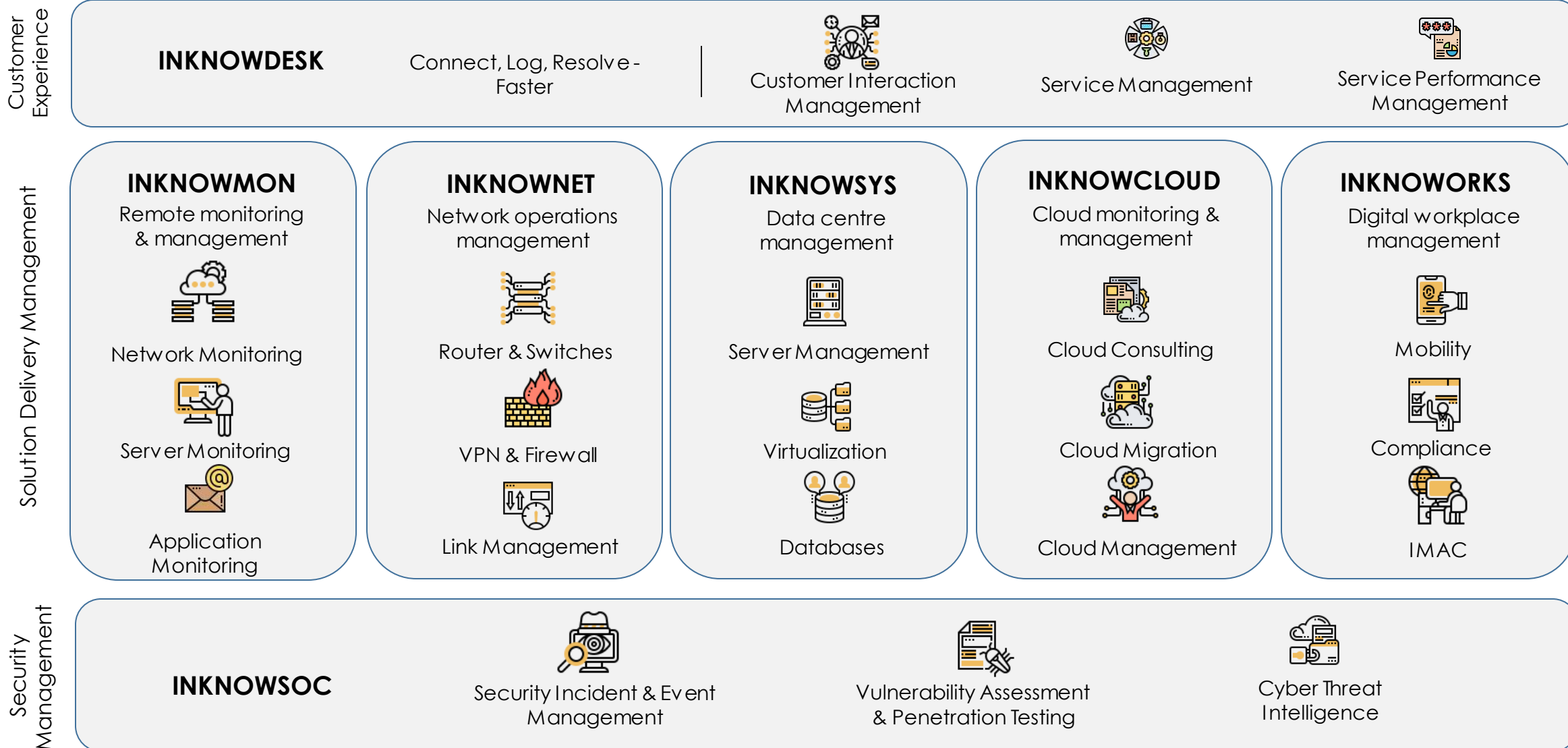
■ DESIRED BENEFIT ■ BENEFIT ACHIEVED



SOURCE: HARVARD BUSINESS REVIEW ANALYTIC SERVICES SURVEY, JANUARY 2017

OUR SOLUTION – INKNOWSERVE

An integrated IT operations & services transformation framework



TRANSFORMATION METHODOLOGY



DESIGN

Ideate, collaborate & create a transformation roadmap

TRANSITION

Gather knowledge, access system & achieve service readiness

EXECUTE

Establish ownership, reduce operational risks, drive SLAs, track and monitor metrics

TRANSFORM

Align IT to business objectives through innovation, process optimization & cost savings

SERVICE DELIVERY MODELS

InKnowTech provides different service delivery models to render IT operation transformation services.

REMOTE SUPPORT SERVICES			ON SITE SUPPORT SERVICES	ON CALL SUPPORT SERVICES
Shared Services	Shared Services - Tenanted	Dedicated – White Label		
<ul style="list-style-type: none"> - Shared infrastructure comprising of people, process and tool stack - Data separation achieved through tenancy but people, process and tools are shared 	<ul style="list-style-type: none"> - Dedicated infrastructure for a customer with multiple tenants. - The infrastructure, people, processes are shared amongst multiple tenants of a customer 	<ul style="list-style-type: none"> - Dedicated infrastructure for a customer in white label format. - Process, People, Tools are completely dedicated to the customer. 	<ul style="list-style-type: none"> - SLA driven onsite support services <ul style="list-style-type: none"> - Help desk - End User Support - IMAC - Mobility - Staff Augmentation services 	<ul style="list-style-type: none"> - On demand support services for supporting PAN India operations. - Coverage for more than 40 cities in India - On Call Orchestrated through partner network
HYBRID SUPPORT SERVICE MODEL				

INFRASTRUCTURE – GLOBAL ENTERPRISE MANAGEMENT CENTRE



- 200 seat capacity scalable up to 400 seats with 24x7 operations
- NOC & SOC Command Centre with multi-panel video wall for better operations management
- Active power supply with UPS & 24 x 7 Generator backup
- Multiple internet service providers with high-speed internet connectivity & telephony Over Optical Fibre (OFC)
- Dedicated, fully secured, data centre infrastructure
- Multi-level security across entire facility with 24x7 CCTV monitoring & manual patrolling

INFRASTRUCTURE- DISASTER RECOVERY SITE



- 50 seater BCP facility available on a 24x7 basis
- 24 x7 power supply with generator and UPS
- Multiple ISPs with internet & telephony facility
- Fully secured data centre infrastructure

THE INKNOWTECH ADVANTAGE

1.	Customer first approach	A customer-centric approach driven towards understanding, analysing & fulfilling customer needs.
2.	Long-term, trusted customer relationships	Strong belief in building & nurturing customer relationships resulting in long-term partnerships.
3.	Outcome-based business models	An outcome based business model built around dynamic SLA & enterprise priorities to align with business goals.
4.	Multi-modal service delivery models	Multi-modal service delivery models leveraging the power of remote, touch of near-desk & reach of on-call.
5.	Deep technology industry expertise	A rich talent pool of more than 1000+ consultants with expertise in diverse modern day technologies.
6.	World-class service delivery infrastructure	A world-class global delivery centre equipped to deliver a reliable, secure and consistent service 24x7, 365 days.

SUCCESS STORIES

“Achieved Net Promoter Score of 93% for a large Enterprise Business Operations company”



“Reduced 18000 incidents to 5000 incidents - 72.22% improvement enabling higher productivity and faster turn around time”

“Achieved nearly 50% resource optimization for a large multinational IT services company”



“Reduced MTR by 40% for a large media and entertainment conglomerate in a period of 3 months”

CUSTOMER CASES

DESIGN & DEPLOYMENT



Designed Cessna Business Park, phase 1, passive network, data centre, fire fighting system in Bangalore



Establishment of Centre for Technology Development and Innovation including NOC, DC for Government of Mozambique



Designed the complete network solution and deployed it in Headquarters, depots and stations.



Developed Global IT management operations, NOC, Data centre and telecom infrastructure.

DEPLOYMENT & OPERATIONS



Manage Global Service Desk, Cyber SIEM, Mobility support, Application support management with a volume of 10000 tickets



Established and operate GNOC, Info-Security, Server Management, End User Support, Install, Move Add & Change



Manage Network & WAN Monitoring pan India across different locations covering ILLs, MPLS, Firewalls, routers.

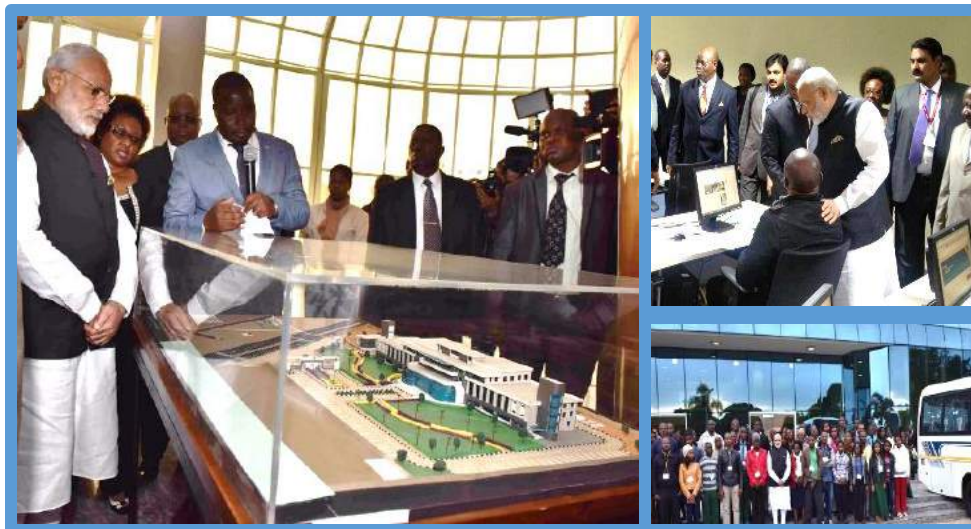


Manage end-to-end IT infrastructure for entire business conglomerate comprising of 20 data centres, 50 locations pan India

AWARDS & RECOGNITION



Mr. Modi, Hon. PM of India, visits CITD, S & T Park, Mozambique, an InKnowTech Project



“Thank you for dedicated efforts to work tirelessly for deploying and managing MPLS Core Network. You as a team has been prompt, precise and taking lead in all the activities”

- Director Operations, Vodafone

“InKnowTech has provided us excellent service in design, customization, deployment and support of network management system for Timken’s global telecom network. This helped us in being very proactive in managing enterprise telecom network on a 24*7 basis.”

- Head – IT & Operations, Timken Engineering and Research – India

THANK YOU



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