

INFRASTRUCTURE SOLUTIONS

OCTOBER 2024



Who we are?

OUR UNIQUITY

1 Support and Engineering Partner to a large hyper scalar

Delivering 100% system resiliency for a large NE American Utility provider

Empowering Connected
Workers with Resilient IT/OT
Support for a Fortune 10 O&G
Leader

Advancing Sustainable IT for a Leading European Farm Machinery Manufacturer



IN NUMBERS

125MN+

MANAGED COMPUTE CORES

500K+

MANAGED NETWORK DEVICES

1 MN+

MANAGED END USER DEVICES

99%

RETENTION RATE 2X GROWTH IN NEW LOGOS 250+

TRANSFORMATION ENGAGEMENTS

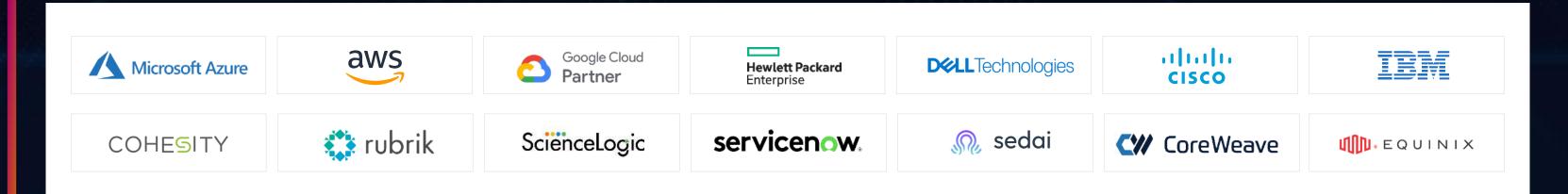


OUR PURPOSE

Transform to Cognitive Infrastructure that is Resilient, Agile, Scalable and Secure, powered by AI solutions and insights



& OUR ECOSYSTEM





Innovations in technology

Continual technology advancements are intensifying demands on infrastructure and operations

GROWING RELIANCE ON HYBRID-MULTI CLOUD ECOSYSTEM

Increased Complexities
Security & Compliance
Performance Issues
Cost Management

EVOLVING LANDSCAPE OF DATA PLATFORMS

Data Resiliency
Compliance & Governance
Network Data Pathways
Interoperability

INCREASED ADOPTION OF CLOUD-NATIVE SERVICES

Vendor Lock-In
Unknown Third-Party Risks
Visibility Complexities
Predictability of Costs

NEW EMERGING WORKFORCE ARCHETYPES

Diverse Expectations
Driving Effective Usage
Support Models
Access Pathways

MASSIVE DATA TRANSFERS & REAL TIME PROCESSING

Data Egress Costs
Experience Reliability
Increased Complexities
Security Risks





FOR EVERYONE

SYSTEM RESILIENCY

Focus on Modern Resiliency Strategies to navigate growing unknown third-party risks, Regulatory Requirements & Cyber Threats

HARMONISED TECH

Maximize value of Cloud Era by Intelligent Workload Placement Strategies across hybrid environments, Data Infrastructure Optimization & Industry Cloud Platforms

HIGH PERFORMANCE OPS

Unify Biz-Dev & Ops by Breaking Data Silos, Building a Common Knowledge Fabric, and Implementing Business Observability

HYPER PERSONALISATION

Enhance Hyper-Personalization and Experience Management with Al in Service Desk, and Boost Collaboration and Productivity with Co-Pilot Integration

FUTURE PROOFING THE FOUNDATION

Integrate GPU-Centric Cloud & Edge Services into Infrastructure mesh with transformed Data Pathways, Network Fabric and implementing Unified Management plane

Our Solves for Imperatives enabled by our Practices

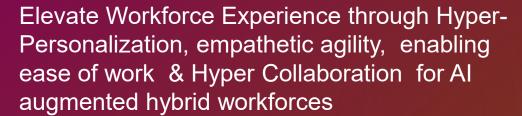
Foster groundbreaking innovations at scale



Delivering Intelligent Orchestration and Management of Heterogenous Infrastructure & Cognitive Networks



AI FIRST WORKPLACE



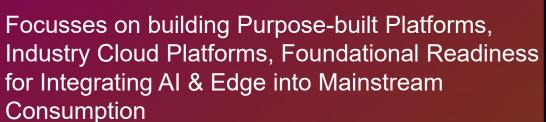


ADAPTIVE TOOLS FABRIC

Paradigm Shift to Self-Operating Systems with Knowledge Network where Humans and Machines Work Together



PLATFORMS FOR THE FUTURE





SOLUTIONS

- Cloud Continuum (Private, Public & Edge)
- Data Infrastructure Optimization
- Digital System Resiliency
- Network Fabric

- Human-Centric Al Service Desk
- Workplace Observability, UXP
- Modernization & Engineering Services
- Productivity & Collaboration Services

- Full Stack Observability & AlOps Platform
- RelAlbility Platform
- Asset Intelligence, AI-TAM
- ServiceOps

- Hybrid Al Stack
- Industry Cloud Platforms
- Intelligent Edge
- Native Computing Foundation

SOLVING FOR IMPERATIVES

SYSTEM RESILIENCY AND HARMONIZED TECH

HIGH PERFORMANCE OPS AND HYPER PERSONALIZATION

HIGH PERFORMANCE OPS AND HYPER PERSONALIZATION

FUTURE PROOF THE FOUNDATION

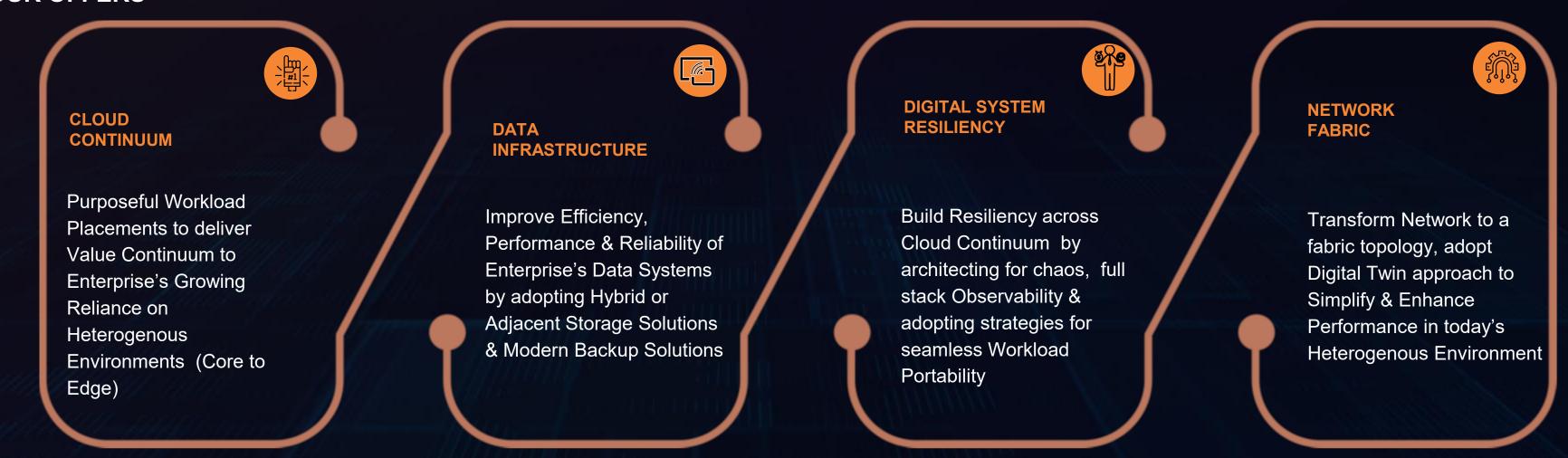


Cognitive Foundation



amplifying Value Realization of Digital Transformations

BY OUR OFFERS



DELIVERING OUTCOMES

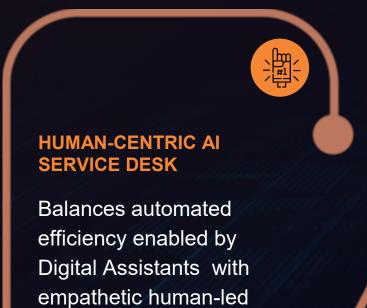


Al-First Workplace



driving empathetic agility for today's Al Augmented Workforce

BY OUR OFFERS



interactions delivering

Personalized IT Services

well rounded Hyper-

WORKPLACE OBSERVABILITY (UXP)

> Delivers hyperpersonalization enabled by Experience Management & automation platform, User Centric Insights., Proactive and Sustainable IT

MODERNIZATION & ENGINEERING SERVICES

Simplifies Full Life Cycle Mgmt., & Oversight of diverse devices, apps & data with Imaging, App. Packaging, Centralizing Computing (VDI) & built in security from Chip to Cloud

PRODUCTIVITY & COLLABORATION SERVICES

Synergize Workforce,
Enhance Business
Processes & Drive
Efficiencies by integrating
Productivity Tools with
Copilot and bring together
Back &
Front Office by modernizing
UCaaS

DELIVERING OUTCOMES

45%-55%

BOT CONTAINMENT RATE

~30%

NGINEERING OPERATIONAL EFFICIENCIES GAIN DUE TO CO-PILOTS > 5 to 7

IMPROVEMENT
IN UX SCORE

~25%

USER PRODUCTIVITY
IMPROVEMENT

~20%-30%

CHANNEL COST OPTIMIZATION

Elevating Workforce Experience through Enterprise Service Fabric



AI-FIRST Workplace

Enterprise
Service
fabric



Built using Workplace Observability & Service Datasets



Infused with IT & Enterprise Service Ontologies



with enhanced accessibility to enterprise information thru Custom Co-Pilots











Multi-Lingual, Omni-Channel Service Desk

Voice Biometrics, NLP/NLU Chat Bot Workflow Automation

Integration of ITSM Platform to Contact Centre Platforms

WORKPLACE OBSERVABILITY

Predictive intelligence through Al driven real-time telemetry & analytics

Intelligent Automation with anomaly detection & auto-fix

Al-driven Health & Wellness assessment, insights & improvement programs

5

WORKPLACE MODERNIZATION

Unified End Point Management, Automation of Routine Tasks, Copilot adoption for engineering assist

Intelligent Automation for Security Patches, Software Updates & Compliance Checks

User Personas, Customized VDI, Browser Isolation based Solutions

WORKPLACEPRODUCTIVITY

Industry-Verticalized Collaboration
Platform, Integration to Customer Service
Platforms

Custom Copilots for enhancing Productivity efficiencies

Deployment of Copilot for M365 Services



Platforms for the Future



Integrating Al into Cognitive Foundation

BY OUR OFFERS



Integrating Foundational
Systems with AI Systems by
enabling enterprise with AI
Infrastructure Readiness
Index, transforming Data
Pathways, Sizing for
Computational Power &
Orchestrating efficiently AI
Workloads

INDUSTRY CLOUD PLATFORMS

Accelerate Innovation &
Secure by Design by
adopting Pre-built,
Validated Landings for
Industry Solutions for
Banking, Financial, Media,
Entertainment & Industrial
Services



INTELLIGENT EDGE

Reduced Latency, Enhanced
Reliability, Scalability &
Security enabled by
transforming edge with
Convergence of IT/OT &
Intelligent Edge Computing
Paradigm for Real-Time Data
Processing



NATIVE COMPUTING FOUNDATION

Achieve Vendor
Neutrality and Realize
full Value of Cloud
Continuum by
adopting
Open Stack

DELIVERING OUTCOMES

> 60%

ANNUALIZED SAVINGS WITH DYNAMIC INTELLIGENCT RESOURCE ALLOCATIONS

> 20%

SAVINGS IN DATA EGREES COSTS

10X

MORE WORKLOADS ON SAME INFRASTRUCTURE

~30%

OPTIMIZATION IN LICENSING FEES

Adaptive Fabric Ops

enabling Biz-Tech Harmony, BizDevOps

SUPPORTED BY OUR OFFERS



Break Data & Team Silos with Full-Stack Observability enabled by Business Service Mapping & AlOps for enhanced Problem Resolution, Optimized Stack Performance and Informed Decision Making



RELIABILITY PLATFORM

Embed Business to IT by measuring what matters the most. Adopt Service Level Objectives, Error Budget and NFR based Chaos Engineering for delivering Reliable Experience



ASSET INTELLIGENCE (AI-TAM)

Enhanced Security, Audit
Compliance, Operational
Efficiency & License
Optimization with Al Powered
Platform for Full Visibility of
IT Infrastructure, Assets,
Licenses & SaaS
applications



AI SERVICEOPS MANAGEMENT (AI-SOM)

Integrate IT Service & Operations
Management to improve efficiency, resilience, costeffectiveness & service value stream optimization

DELIVERING OUTCOMES

~50%

IMPROVEMENT IN MTTR

~30%

SAVINGS IN

>40%

IMPROVEMENT IN

EXPEREINCE RELIABILITY

~25%

SAVINGS DUE TO LICENSE OPTIMIZATION

>100K

ANNUALIZED HRS SAVED IN

Adaptive Fabric Ops

enabling Biz-Tech Harmony, BizDevOps

