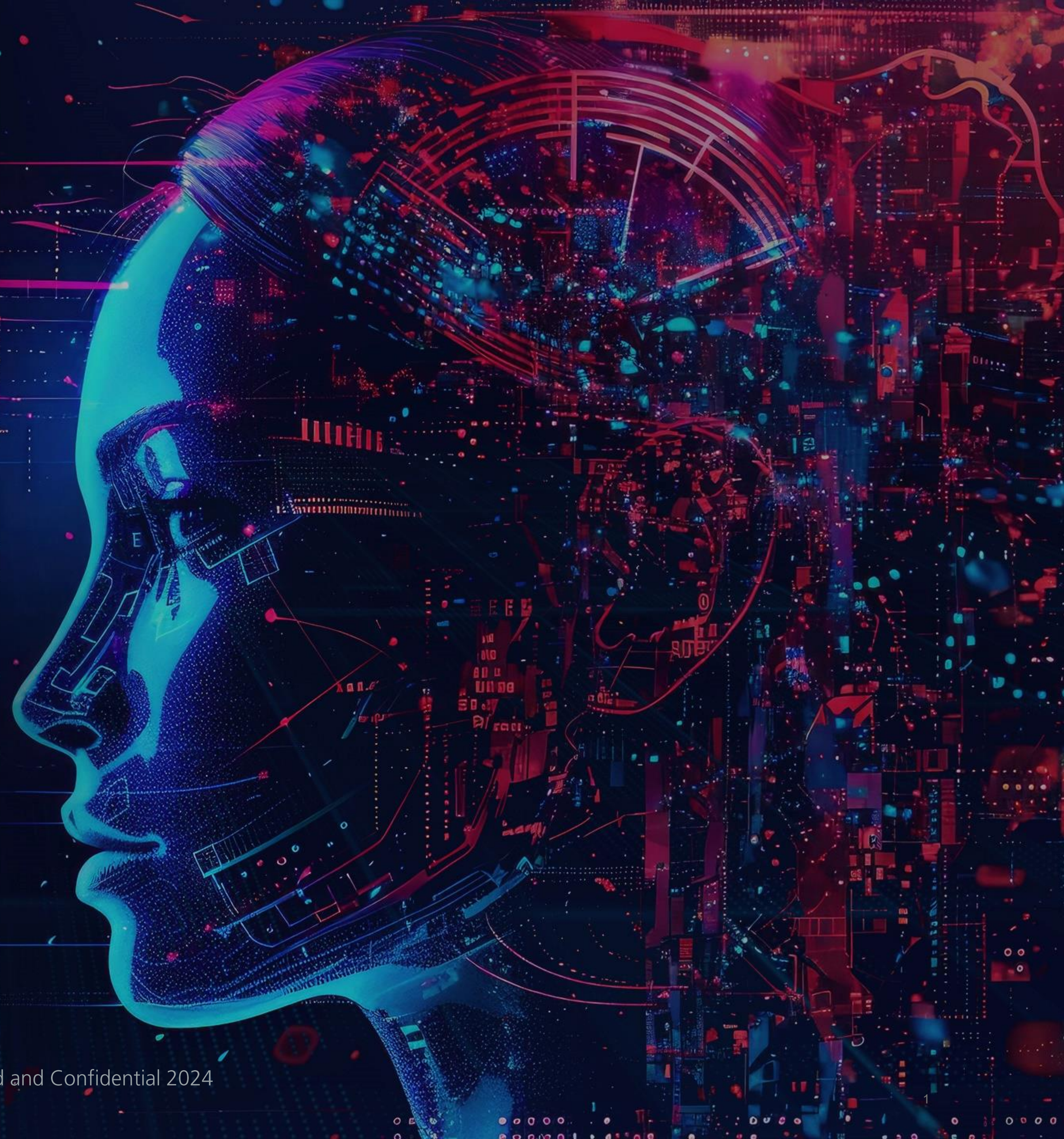




COGNITIVE INFRASTRUCTURE SOLUTIONS

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

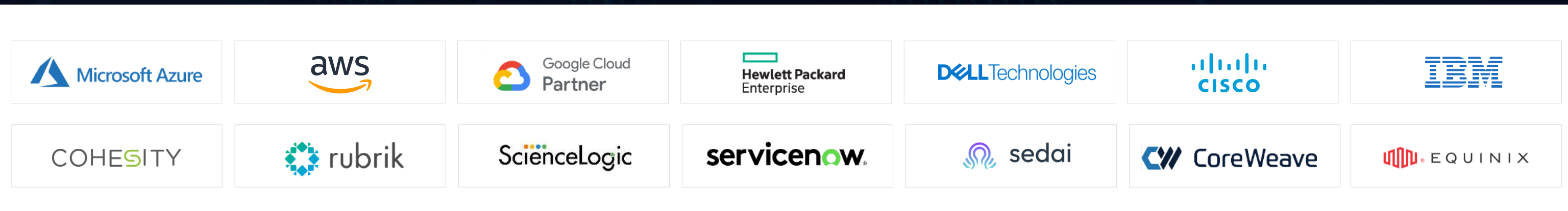


OUR PURPOSE

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

INCREASED ADOPTION OF CLOUD-NATIVE SERVICES

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

EVOLVING LANDSCAPE OF DATA PLATFORMS

- Data Resiliency
- Compliance & Governance
- Network Data Pathways
- Interoperability

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



& Now with AI
becoming
Mainstream...



Impacts on I&O are further intensified driving enterprises to focus on key imperatives

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 AI 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

AI FOR INFRA

AI FOR EVERYONE

INFRA FOR AI

Our Solves for Imperatives enabled by our Practices

Foster groundbreaking innovations at scale

COGNITIVE FOUNDATION

Delivering Intelligent Orchestration and Management of Heterogenous Infrastructure & Cognitive Networks



AI FIRST WORKPLACE

Elevate Workforce Experience through Hyper-Personalization, empathetic agility, enabling ease of work & Hyper Collaboration for AI augmented hybrid workforces



ADAPTIVE TOOLS FABRIC

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



PLATFORMS FOR THE FUTURE

Focuses on building Purpose-built Platforms, Industry Cloud Platforms, Foundational Readiness for Integrating AI & Edge into Mainstream Consumption



SOLUTIONS

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

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

- Full Stack Observability & AIOps Platform
- Reliability Platform
- Asset Intelligence, AI-TAM
- ServiceOps

- Hybrid AI 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

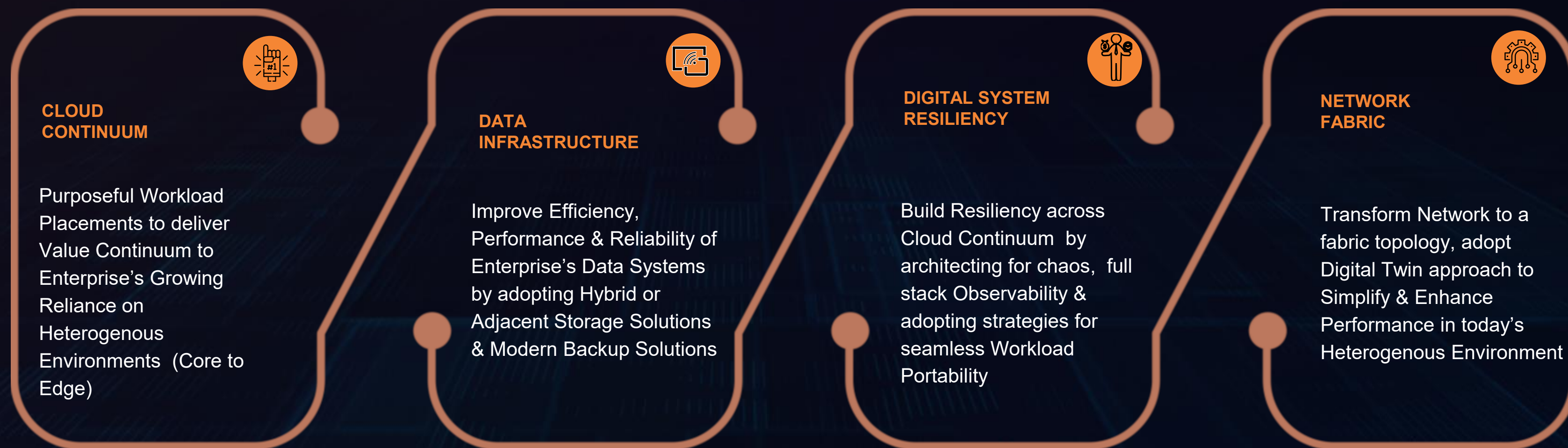
FUTURE PROOF THE FOUNDATION

Cognitive Foundation



amplifying Value Realization of Digital Transformations

BY OUR OFFERS



DELIVERING OUTCOMES

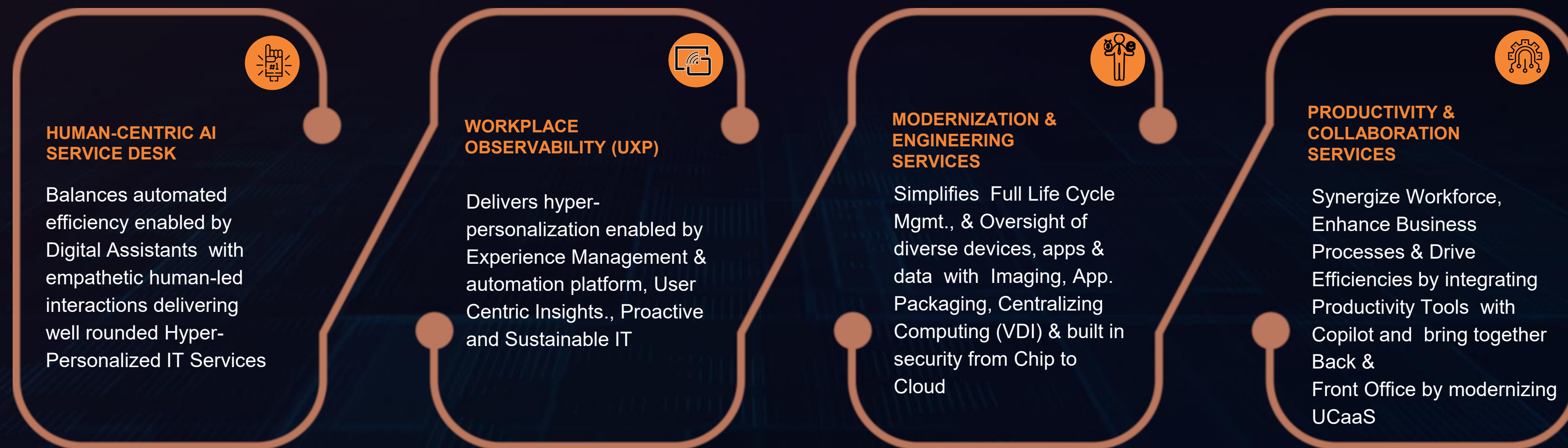


AI-First Workplace



driving empathetic agility for today's AI Augmented Workforce

BY OUR OFFERS



DELIVERING OUTCOMES



Elevating Workforce Experience through Enterprise Service Fabric



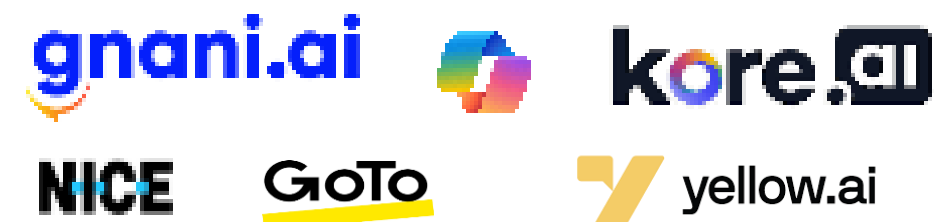
AI-FIRST Workplace

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



1 HUMAN-CENTRIC AI SERVICE DESK

Multi-Lingual, Omni-Channel Service Desk

Voice Biometrics, NLP/NLU Chat Bot
Workflow Automation

Integration of ITSM Platform to Contact
Centre Platforms

2 WORKPLACE OBSERVABILITY

Predictive intelligence through AI driven
real-time telemetry & analytics

Intelligent Automation with anomaly
detection & auto-fix

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

3 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

4 WORKPLACE PRODUCTIVITY

Industry-Verticalized Collaboration
Platform, Integration to Customer Service
Platforms

Custom Copilots for enhancing Productivity
efficiencies

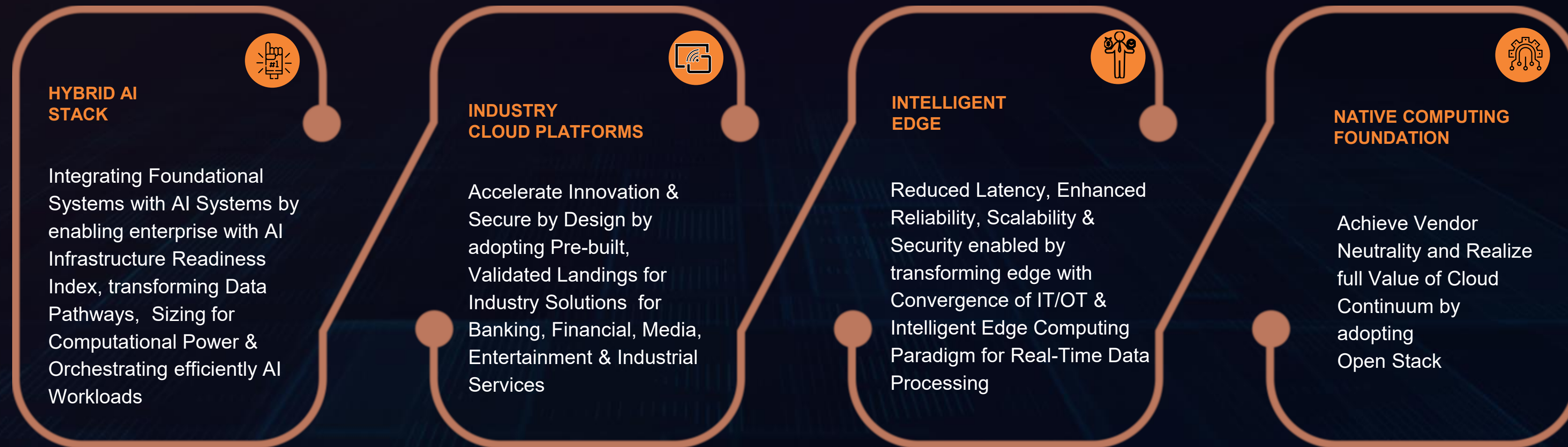
Deployment of Copilot for M365
Services

Platforms for the Future

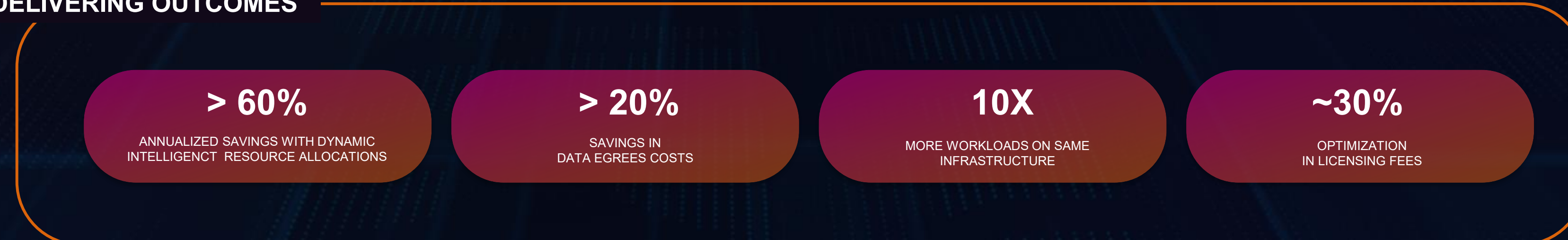


Integrating AI into Cognitive Foundation

BY OUR OFFERS



DELIVERING OUTCOMES

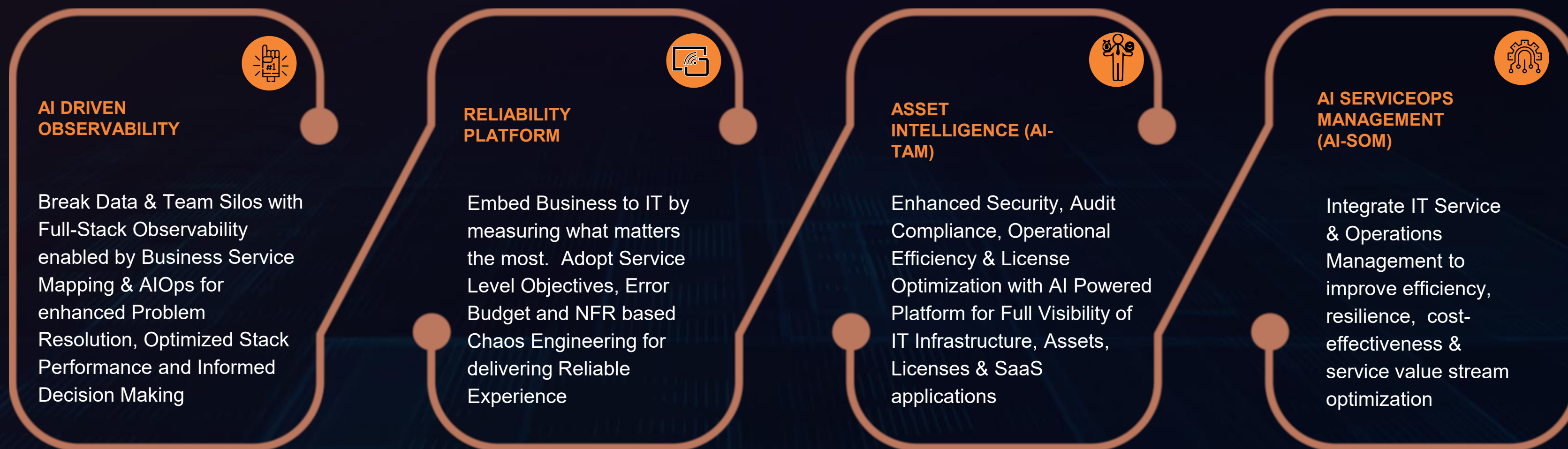


Adaptive Fabric Ops



enabling Biz-Tech Harmony, BizDevOps

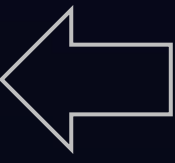
SUPPORTED BY OUR OFFERS



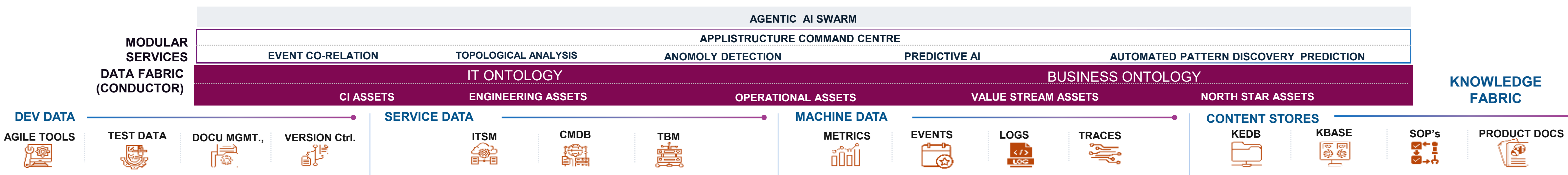
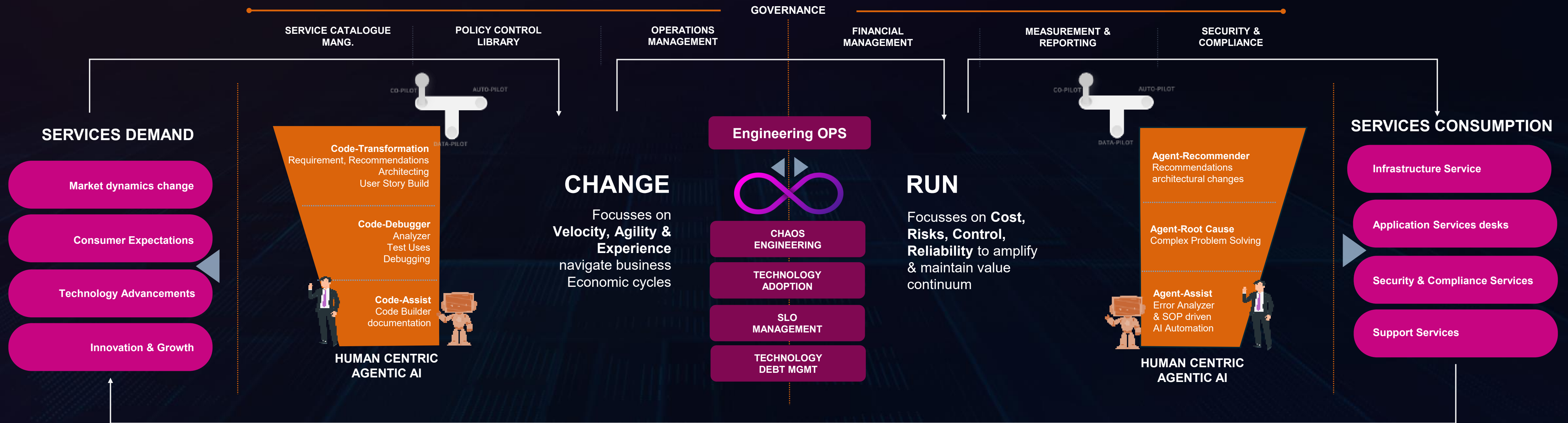
DELIVERING OUTCOMES



Adaptive Fabric Ops



enabling Biz-Tech Harmony, BizDevOps



Getting to the
future, faster.
Together.

