www.eljayindia.com

Eljay Engineering
managing communications over IP

*Technology… Simplified!*

**IT INFRASTRUCTURE CONSULTING**
**VIRTUALIZATION**
**SERVICE PROVIDER SUPPORT**
**NETWORK SUPPORT**

## About ELJAY

**Recognitions for growth:**

- In IT services since 1988
- **CISCO** select certified partner specialized in Unified Communications Solutions
- **Microsoft** Certified Gold Partner
- **TCS** Business Partner for **IT-a-a-S**
- ISO 9001:2001 certified for providing Enterprise Voice & Data Network Management and Solutions

**Stable:**

- Strong partnerships in investment and business communities

**Global:**

- Offices and clients across North America, Western Europe and Asia Pacific

- ***Customer A – a Managed Services Provider in Canada***
  A top 50 Managed Services Provider in North America
- ***Customer B – a Facility Providing Company***
  A fortune 500 Company which has its locations in 400 Cities and in 70 Countries
- ***Customer C – Enterprise Class Network Infrastructure Company***
  New York Stock Exchange listed company, with more than 35000 devices managed and supported
- ***Customer D – A Silver Certified Cisco Partner in USA***
  One of the leading service providers in Cisco Unified Communications in North America

simplifying **IT**

**DNA**

- **Tech Support focused services**
- **100% '*referenceable*' customers**
- **100% '*referenceable*' transactions**
- **Focus on serving Technology Leaders**
- **Long term, valued partnership**
- **Process innovation as the value driver**

## Our Core Competency – Working with Service Providers for their customers

**Milestones:**

**1988 >> IT Training**

**1995 >> Web Hosting Services**

**2004>> Network Services (Cisco)**

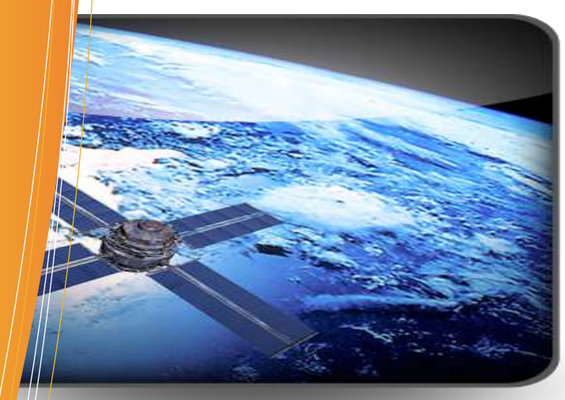
**2005>> Acquired NASDAQ listed customer**

**2006>> Added two large customers**

**2007>> Enhanced Multi Vendor Capabilities**

**2008 >> Added 4 SMEs & 2 Large customers**

**2009 >> Launched hosted IPT Services in UK**



## Remote Infrastructure Services

**IT Infrastructure**

Desktop Support
Server Monitoring & Support
Application Monitoring & Support
Data Center Monitoring & Support
Virtualization & Support

**Network Infrastructure**

Proactive Network Monitoring
Unified Communications Support
Converged Network Support
Reactive Network Support (Level 1, 2 & 3 Support)

**Day 2 Support (Extended NOC Services)**

Level 1, 2, 3 Support on Cisco IP Networks

**Extended Security Support**

Unified Threat Management

IDS & IPS Signature Management
QOS ( Quality of Services)
-Deep Packet Inspection
-Reporting & Analysis

VPN Security & Port Management

-Virtual private Network security
-Encryption and Authentication
-Manage and block ports

## CISCO EXPERTISE

- NETWORK & IT INFRASTRUCTURE
- UNIFIED COMMUNICATIONS
- COLLABORATION
- SECURITY
- REMOTE ACCESS/ VPN/ MPLS
- WIRELESS
- DATA CENTER
- CONTACT CENTER

## REMOTE INFRASTRUCTURE MANAGEMENT TASK OVERVIEW

| | |
|---|---|
| Desktop Management | Tune –up & Performance Optimization<br>Security Management - Spyware Removal<br>Patch management<br>Backup and archiving<br>Remote Connect |
| Server Management | Alert monitoring<br>Incident management (Level 1,2 &3 support)<br>Backup and Archiving<br>Vulnerability management<br>Virtualized Server management |
| Application Management | Alert monitoring<br>Resolution management (Level 1,2 &3 support)<br>Vulnerability management<br>User monitoring<br>Backup and Archiving<br>Remote App Management |
| Network Management | Alert monitoring<br>Vulnerability management<br>User monitoring<br>Patch and configuration management<br>Remote Troubleshooting (Level 1,2 & 3 Support) |
| Storage Management | Planning and design<br>Solution implementation (Devices, SAN/ NAS, Cloud)<br>Monitoring & management<br>Storage optimization<br>Backup and Archiving |

## MULTI VENDOR TECHNOLOGIES

**Storage**

- EMC
- Netapp
- IBM
- HP
- Hitachi
- Quantum

**Microsoft**

- Active Directory Services
- Exchange Server
- SharePoint

**Sonicwall**

- Unified Threat Management

**VMware**

- vCenter
- vSphere
- ESXi
- ThinApp
- ACE

**NMS Tools**

- Kaseya
- Tivoli
- HP Openview
- Solarwinds
- CA Spectrum
- N-Able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