



## A Partner for a Service Provider has to be the one who can complement and enhance.



Who is an ideal Service provider Whom we can complement?...

A Service provider providing Post Implementation Support & providing Remote Support as part of its Managed Services portfolio on Cisco's advanced IP Networking platforms.



"We already have an existing support in place. why would we need another support?"

- ✓ You do not need to Hire anybody for Support
- ✓ A quicker approach to enhance Economies of Scale during Recession
- ✓ Your customers will get the same quality of support at a much lower cost with no additional Infrastructure maintenance
- ✓ Apart from Tier 3 Engineers, all support engineers can be moved to business focus activities in a phased manner as transition process is quick & easy
- ✓ Our engineers will work on behalf of your company working closely with your expert engineers on day to day basis with appropriate shift hand off- take off process in place



Eljay Offers



- ✓ Network Infrastructure Management
- ✓ Unified Communications
- ✓ Security
- ✓ Remote Access VPN
- ✓ Conferencing / Collaboration
- ✓ Telepresence

Please Call us for a free Consultation

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## ⇒ A partner for the last 3years

One of the America's leading Network management, Unified Communications service provider having more than 45 large and medium enterprise clients based across USA.

The company is one of the large *CISCO Gold partners* in North America with its clients geographically distributed across USA, Canada and Europe. The client list includes some of the major Banks, Universities, Retail shopping mall chains, Law firms and Oil companies and IT Infrastructure provider.



## ⇒ Why Eljay

- ✓ Experienced in servicing Service Providers for last 3 Years
- ✓ Engineers having work experience in Cisco TAC
- ✓ Scalability support to any extend on short notice
- ✓ Absolute Dependability & Accountability with proven track record
- ✓ Free Live & Simulated Trials showcasing service capabilities
- ✓ Quick, Easy & Hassle free Transition in phases
- ✓ Flexible pricing models featuring fixed cost for 24 x 7 support
- ✓ Expertise in preferred & sophisticated NMS Tools & Service Desk



## ⇒ Quality , Process & security

All process are ITIL complaint  
in par with SLA adherence

Client /Partner Specific Processes  
are Logically & physically Separated

Information Security is in line  
with  
ISO 27001 standards

