



# **Rolta SmartManage™ Global Managed Services Excellence**

**Bringing Differentiated Value to your IT Transformation**

# Rolta SmartManage™ Differentiated Services Offering Portfolio

(1 of 2 )



## Database services

### Offerings

- Oracle DBA Support
- SQL Server DBA Support
- SAP HANA DBA Support
- Sybase DBA Support
- MYSQL DBA Support

### Services:

- Monitoring & event management
- Incident and Problem management
- Space Management
- Backup & Recovery
- Performance tuning
- Capacity Planning
- DB install, configuration, Upgrade, Cloning & Patching
- Oracle RAC design & Implementation
- SAP HANA Migration Services

## Apps DBA Services

### Offerings

- Oracle APPS DBA Support
- SAP Basis Admin & SAP Functional (L2,L3) Support
- Oracle Hyperion Admin Support

### Services:

- Application Performance and availability monitoring
- Incident, Problem and Log Management
- Application Installation & configuration, Patching, Cloning, Upgrade and Roll out Services
- Application Performance management, testing and tuning

## Middleware Services

### Offerings

- Oracle Fusion Middleware 10g and 11g Admin Support
- Oracle OBIEE Admin Support
- Oracle WebCenter Admin support

### Services:

- Middleware Admin, Monitoring & event management
- Incident, Problem and Log Management
- Installation & configuration, Patching, Cloning, Upgrade and migration Services
- Performance testing and tuning
- Reports Migration and Services
- Oracle WebCenter Content and Web App management

## SharePoint Services

### Offerings

- MS Sharepoint Administration and Content management Services.
- MS Office 365 admin and management

### Services:

- SharePoint Farms Admin and Monitoring. Policy admin , log & event management
- Real time monitoring of KPIs for SharePoint and entire stack and topology
- Installation & configuration Deployment , Patching , Cloning, Upgrade, migration and Roll out Services
- Web App and Website monitoring and Support
- Information Architecture, User experience and design services
- Reports Migration and Services
- Backup and Recovery Services

24x7x365 Proactive Monitoring & Management, L1/L2/L3 Support

Best Practices, Proven Processes & Tools, Certified Professionals & Global Talent Pool

Sustained Delivery Excellence & Governance, SLA Driven, Continuous Improvement

# Rolta SmartManage™ Differentiated Services Offering Portfolio

(2 of 2 )



## Datacenter Operations

### Offerings

- Network Administration
- Servers and VM Admin
- OS Administration and Lifecycle management - Windows, Linux, Unix.
- DB, Middleware and Storage
- Active Directory/Messaging Monitoring & Mgmt.
- Security Incident & event log monitoring and Mgmt

### Services:

- Advisory Services
- Backup and DR services
- NOC support
- Admin - Monitoring & event management
- Incident /Problem management
- Performance testing and tuning, Capacity Planning
- Install, Upgrade, Cloning, Patching and Roll out
- HA design & Implementation
- ITIL processes implementation & management

## End User Services

### Offerings

- Service Desk Management – HP and CA
- Remote Desktop Management

### Services:

- Service Desk Management
- Service Desk automation
- ITIL processes implementation & management
- Incident & Problem Management
- Desktop Install , Config, Patching and Upgrade support
- Asset Inventory Management
- Desktop Data and Security protection support
- Backup and Recovery services

## Information Security

### IP Sec Offerings

- Data Loss Prevention /Data leakage protection (Symantec)
- Security Risk Assessment
- Network Security
- Vulnerability Assessment /penetration testing (VAPT)
- Security Incident and Event management (SIEM –HP)
- Identity and Access management (Oracle, CA, open source)
- Certified Security and Audit Professionals

### Services:

- IP Security Advisory Services

## Datacenter Transformation

### Transformational Services Technology

- Business Continuity Planning and Disaster Recovery architecture and design, implementation services
- Virtualization (P2V)
- Server rationalization & consolidation (Virtual Datacenter Setup)
- Cloud transformation and enablement
- MS Exchange Messaging Architecture and implementation Services
- Service Management automation

### Process

- ITSM Assessment & standardization
- IT asset, project portfolio analysis & financial mgmt.

### Services:

- Advisory Services

ITIL / ISO 27001 compliant Global Delivery model, ISO 20000 certified. Flexible delivery and pricing models

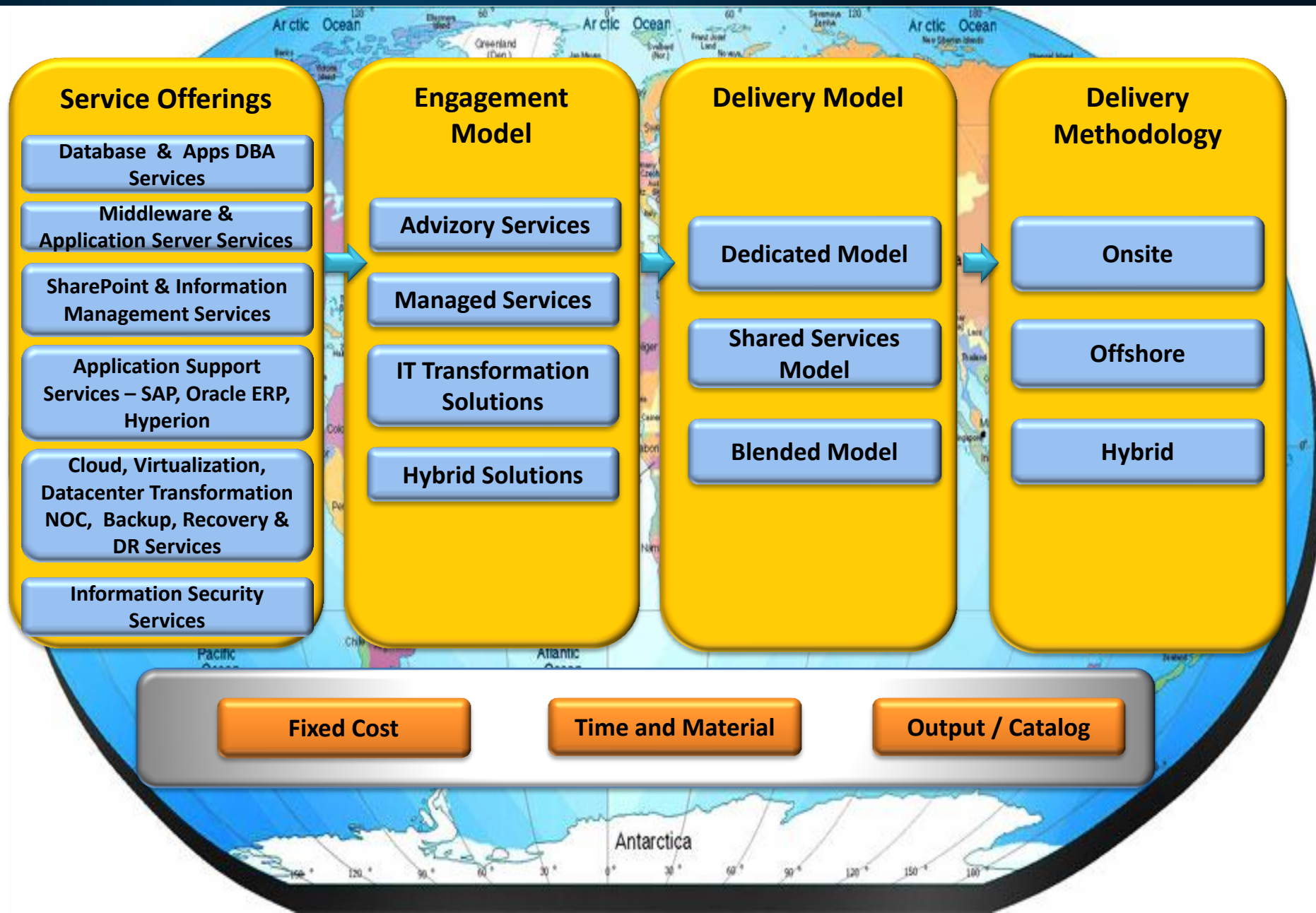
State-of-the-art Data Center, NOC and “Always On” Managed Services infrastructure at Mumbai and Delhi

20+ years of proven Onshore/Near Shore/Offshore Managed Services, Infrastructure Management and Operational Excellence Framework, Excellent CSAT and 100% customer retention

ROLTA has developed differentiated Global Delivery Model consisting of productized service portfolio, different engagement models, and robust delivery model & methodology which caters to customer's distinct business requirements.

ROLTA offers various pricing models & solutions to help customer reduce their overall Total Cost Of Ownership (TCO) and in turn help improve their operational efficiency.

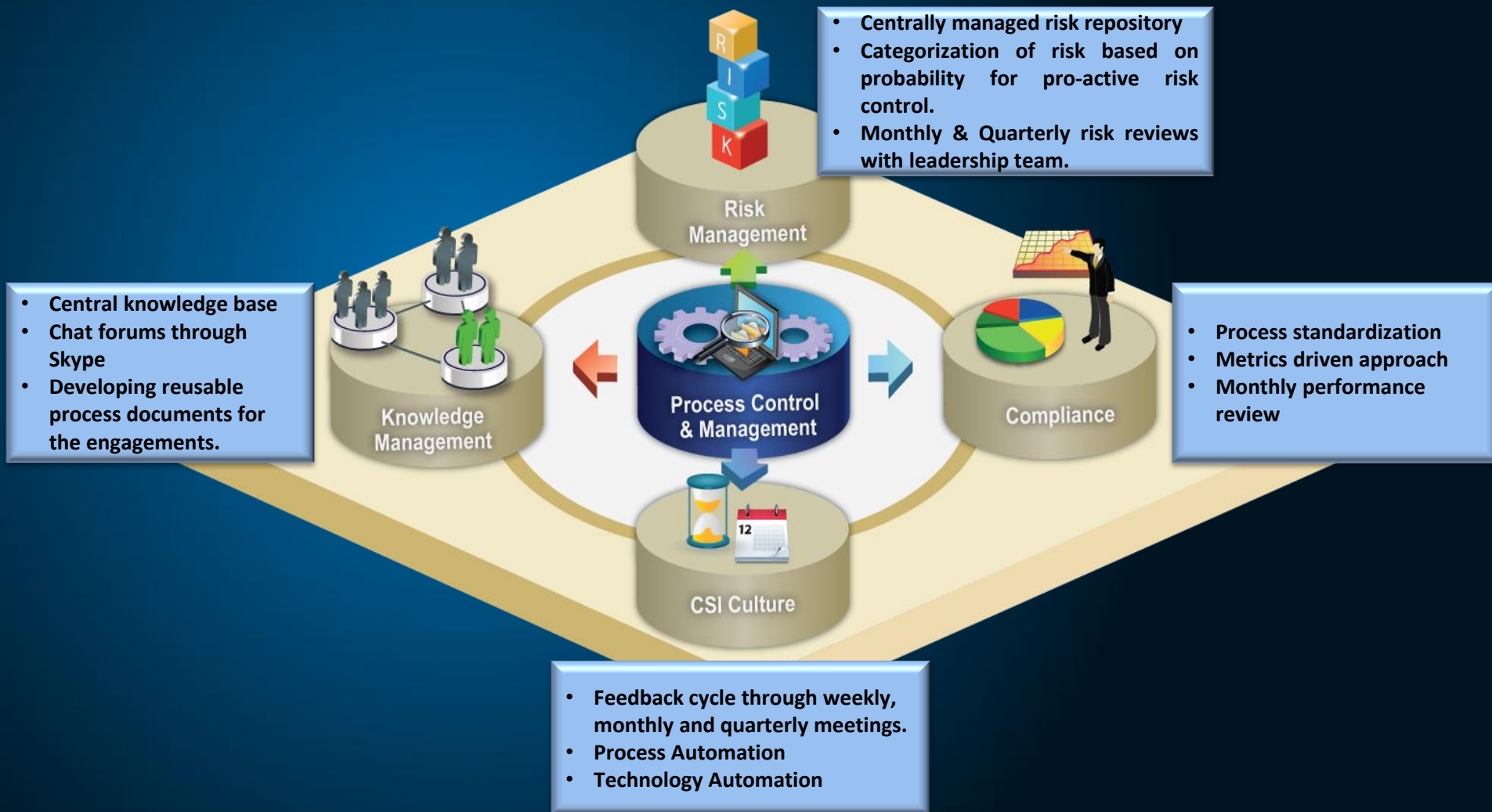
# Rolta SmartManage™ Global Delivery Model



ROLTA has developed unique Operational Excellence Framework which focuses on key areas of service operations, Risk management & Control, Process Compliance powered by ISO20K:2011 & ITIL framework; Continual Service Improvement culture in their staff and Knowledge Management to preserve and create repeatable process environment.

The operational excellence methodology empowers ROLTA to deliver superior quality services that provides stability, agility, consistency & high availability to the infrastructure environment of their customers.

# Rolta SmartManage™ Operational Excellence Framework





# Rolta SmartManage™ Global Delivery Process Model





## 7 Step Global Delivery Model Process



ROLTA's Global Delivery model is an integrated framework which ensures the smooth on-boarding of every customer right from pre-engagement stage to sustenance stage of the engagement. Each stage of integrated process covers well documented methodology and guidelines to achieve superior quality service.

The 7-step Global Delivery Model process is as follows:

- ✓ **Pre-Engagement** – ROLTA engages with their customers as a true partner and helps their customers in their business objectives. In this phase, ROLTA analyzes customer's existing IT environment to better understand their operation, pain points and business goals.
- ✓ **Contract Creation** – After finalizing the solution, ROLTA reviews with customer the solution, the scope, and the service level agreement. The solution and the scope is revised as needed based on the review discussion. Once the solution is signed-off, a Statement of Work is created and the contract is signed-off.

## 7 Step Global Delivery Model Process

- ✓ **Customer Onboarding** – The key stage of the global delivery model, which includes setting up of Service Desk for the customer, enabling of access and setting up of support infrastructure for the project team, Knowledge acquisition & transition from existing support team. During the knowledge transition phase, ROLTA team defines processes which are aligned to ITSM framework.

ROLTA's delivery centers are BCP/DR compliant and during the knowledge transition phase, the BCP/DR processes are established and signed-off with the customer along with RTO (Recovery Time Objective)

- ✓ **Staff Onboarding** – ROLTA has rigorous selection policy for the lateral hiring of their employees. ROLTA's recruitment team short lists the pool of talent from the market on various criteria besides evaluating candidates on the required Job description. ROLTA's seven stage staffing process ensures right and competent resources which contributes into their superior service quality.

## 7 Step Global Delivery Model Process

- ✓ **Pilot Run (Guided Support)** - The pilot run phase is designed to ensure flawless transition of support services to ROLTA. ROLTA's transition team provides reversed transition to the existing SMEs, and gets sign-off on the knowledge transition. Any knowledge gaps identified during this phase are corrected through additional knowledge transition session. Once delivery team gets sign-off on knowledge transition, a guided support is started by handling samples of the tickets with the help of the existing team. SLAs defined during the contract review phase are base lined during the pilot & guided support phase and finally the engagement governance structure is put in place to continuous monitoring and improving of the engagement performance.
- ✓ **Steady State** – ROLTA assumes the ownership of complete support from the existing team, starts providing the support as per the scope of service as well as support coverage defined under support contract. During the entire duration of the engagement, ROLTA's Operation Excellence Framework powered by ITSM/ITIL framework (ISO20K:2011) ensure process compliance. ROLTA's customer & internal governance framework provides required monitoring of the service delivery.
- ✓ **Optimize** - The Operational Excellence Framework mandates each delivery team, through defined monthly KRAs, to provide a continual service improvement. The optimization of the service delivery is achieved through resource cross-skilling, process automation, Technology automation and through client satisfaction survey. The delivery teams are required to publish the scorecard on improvement they have accomplished through these areas.

# Rolta SmartManage™ Delivery Excellence Enablers

- High skilled resources ensuring strong delivery team & CoEs
- Cross-skilled people deployed on various projects
- Goal based performance assessment through scorecard

- 24X7 Support at Mumbai through state of the art NOC
- Bangalore & Hyderabad as secondary delivery / Support centers
- Inter-city & Intra-city BCP for uninterrupted delivery/Support

- Reward /Recognition programs to recognize achievements of the teams.
- Rewarding workplace by celebrating birthdays, organizing team lunch, etc.
- Appreciation E-mails for small achievements



- Established quarterly training calendar
- Aligned trainings needs to meet customer demands
- Mandatory ITIL certification for team members

- Well Established delivery excellence framework
- Well Established ITIL & ITSM Framework
- Robust Governance Structure
- Predictable delivery through metrics driven culture
- Knowledge Portal (MyKM)

- Next generation 24x7x365 World Class Virtual Datacenter, Rolta Private Cloud & NOC
- High speed Internet / MPLS connectivity
- BCP /DR Enabled

# 30 Years Of Global Success

## Global Recognition



## Global Presence



3 Decades in  
Geospatial,  
Engineering & IT

4000+ employees,  
~\$500M revenue,  
Human Capital  
Value \$3.0B+

Forbes Global “200  
Best Companies”  
outside US 4 times.  
Ranked amongst best  
employers in IT sector

Led & Dominated  
the GIS and  
CAD/CAM  
industry in India

Global Presence in  
50 Countries &  
executed projects  
in 45 countries

Key incumbent in  
“Make India\*” & “Buy  
India” Defense  
programs

IP Led Solution  
Driven Business  
Model. Multiple  
Industry &  
Technology awards

Industry Specific  
Differentiated  
Solutions.

Global Strategic  
OEM Partnership with  
Top Platform  
Providers

## Global COEs & Development Centers

Mumbai, Delhi-NCR, Hyderabad, Bangalore  
Atlanta, Chicago, Cleveland, Toronto, Boston

## Quality Certifications

ISO 9001, ISO 20000-1, ISO 27001, SEI CMMI L5  
Dev 1.3, ISO 14001, OHSAS 18001, HFI Level 5

***Ranked by Forbes Global amongst the best 200 companies, with revenues under US \$ 1 Billion – 4 times in 2001, 2002, 2003 & 2006***