

## Offerings

- ✓ Helpdesk Services
- ✓ Network Management
- ✓ Server & Backup Management
- ✓ Desktop Management
- ✓ Database Management
- ✓ Application Performance Management

## Benefits

- ✓ Ongoing visibility into Infrastructure
- ✓ Build an IT infrastructure that can be leveraged for maximum business value
- ✓ Reduce the total cost of IT operations
- ✓ Focus limited IT resources on core business activities
- ✓ Rationalize IT staffing costs
- ✓ Optimize IT asset utilization
- ✓ Maximize return on IT investments
- ✓ Facilitate service delivery
- ✓ Lower total cost of ownership
- ✓ Free up capital for strategic initiatives
- ✓ Streamline operations through a single point of contact and accountability
- ✓ Enhance decision-making with accurate event reports that demonstrate business value
- ✓ Adapt to changing requirements through flexible contracts
- ✓ Improve uptime and system availability

## About LanceSoft

LanceSoft is leading global IT Consulting and Services provider. Headquartered in Virginia. LanceSoft provides advanced information technology solutions and consulting services to a host of corporate clients in the BFSI, LifeSciences, Healthcare, Telecom, Manufacturing, Technology, Retail, and various federal, state and local government agencies, across crucial markets

## Infrastructure Management Services

As enterprises scale their IT infrastructure to support business growth, managing global networks, databases and applications becomes a Herculean task which can overwhelm internal resources.

LanceSoft provides comprehensive services to help organizations optimize critical IT staff. With Infrastructure Management Services from LanceSoft, customers get the technology, reliability and control that their business demands without jeopardizing strategic priorities. LanceSoft's technology infrastructure management and outsourcing services ensure responsive 24x7 supports that can be scaled up as per business demands. LanceSoft's Balance Shore Delivery model and proven processes provide for seamless transitions and smooth project management. At the same time, it helps customers reduce focus on non-core functions and reduce costs.

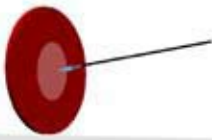
LanceSoft's well defined Service Level Agreements (SLAs) provide customers with the assurance of consistently superior performance. Be it multiple service windows, availability or technologies, LanceSoft has the flexibility and agility to ensure that the customer's IT infrastructure remain responsive to their business needs.

The infrastructure management services enable customers identify efficiency improvement opportunities, design the right solutions for their operating environments, and then plan and implement a solution that delivers measurable performance improvement against quantified service level agreements (SLAs).

The infrastructure management services are used by several organizations around the world as a means of achieving large increases in availability and reliability for relatively modest investments in services and tools. Organizations using LanceSoft's infrastructure management services have achieved these goals by reducing the time required to resolve problems, improving capacity planning, streamlining change management, increasing business resiliency and better management of data center assets.

## Network Management

The portfolio of network services provides customers with responsive, fully integrated networks that connect their enterprise and ensure dependable, highly secure, real-time access to people and information. Services include Network Audit, Network Architecture, Network Integration, Remote Network Outsourcing, Network Management and Support.



## Helpdesk Services

LanceSoft has extensive experience in helping companies execute offshore strategies to reduce costs, enhance quality and improve customer satisfaction & experience. LanceSoft's helpdesk services help customers build streamlined, scalable IT support infrastructure. This range from automating existing Helpdesks to installing new ones, consolidating IT helpdesks to incorporating web-enabled support. LanceSoft's services include:

- Setup a help desk (Single Point of Contact) for IT users
- Run onsite and remote Helpdesk to support desktop and server issues
- Remote management using remote troubleshooting tools for effective first call resolution
- Create and maintain knowledge base for Helpdesk users
- Support users on desktop applications and office productivity tools
- Performance management and reporting

## Server and Backup Management

LanceSoft helps customers manage their server environment and backup effectively to maintain performance at optimum levels. The server and backup management offerings ensure that server parameters and operating systems are administered and tuned well. The offerings span multiple environments, platforms, operating systems and tools. The service deliverables include Operating system administration, Performance monitoring of servers (monitoring CPU, disk space, memory utilization) and fine tuning, Management of upgrades and patches, first level diagnosis of server problems and escalation of hardware problems to vendors.

## Desktop Management

LanceSoft's desktop support services are focused on helping Information System managers ensure quick deployment and standardization of desktops across the organization for cost and time savings with better manageability and productivity. The service offerings in this area include:

- Desktop Computer configurations
- Standard office application management and support
- Desktop standardization and imaging
- Asset management - single point for acquiring, deploying, and managing computer and software.
- Technology refresh upgrades,
- Personal computer maintenance through single point of contact

## Database Management

Databases of any organization are the repository of critical information and their smooth functioning is essential for virtually all the operations. LanceSoft's database services provide for secure, optimal management and increased database productivity. LanceSoft's services range from database design and enhancement to installation / upgrades, backup / restoration and performance and capacity management. Our expertise extends globally, with support available on-site or through strategically located offshore centers.

## Application Performance Management

LanceSoft provides end to end solution to the customers in the space of performance management. Our Application Performance Management service offers application monitoring, performance, diagnostics, root cause, memory leaks and application availability.

Our Application Support service offers 24x7 application support desk, incident management and problem management. We provide first contact resolution, handle knowledge base driven procedural errors, updating knowledge base, minor workarounds, user administration and problem assessment.