

# MANAGED CLOUD INFRASTRUCTURE

Cloud Hosting/IaaS Services has become a dire need for the growth of any business. Now you can build a thriving digital enterprise, without owning IT infrastructure. We are providing state of the art cloud infrastructure, built on the basis of SAP S/4 HANA certified hardware, having secure environment, unfailing & uninterrupted connection, coupled with our superior 24/7 client support. Our cloud experts have extensive experience in helping customers build their IT strategy on cloud.



**WE HELP  
BUSINESS  
CONNECT  
WITH PEOPLE**

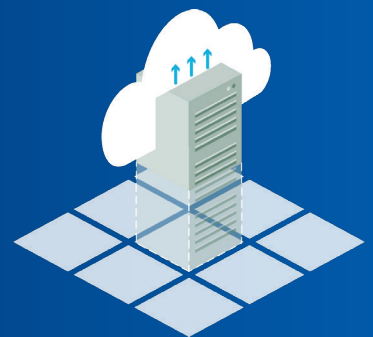
## SAP S/4 HANA MANAGED CLOUD

- HANA Certified Hardware and Site to Site connectivity.
- Linux OS included with Enterprise Support
- Dedicated bandwidth provided will be 10 Mb.
- Bandwidth, hardware, backup and system monitoring available to client.
- Monthly physical backup will be dispatched to Client.
- Backup copies will be provided to Client on demand.
- DR site with 12 hours restore time.



### TIER 3 DATA CENTER

- Multiple independent distribution paths serving the IT equipment.
- Compliant with Client Screen-Screen switch timings.
- Guaranteeing 99.8% availability.
- All IT equipment dual-powered.
- Dual ISP DNS resolution.



### DISASTER RECOVERY BACKUP & RESTORE

- Providing high availability with disaster recovery site feature.
- Remote backup with archive logs transferred every five minutes.
- In case of a disaster the recovery can be executed within 12 hours.



## UNINTERRUPTED CONNECTION

- Powered by sophisticated redundant UPS supplies being fed from multiple power sources.
- Intelligent power infrastructure able to handle problems such as; spikes, surges, sags, brownouts, faults, blackouts.
- 24/7 monitoring systems which anticipate problems in the system and alert timely.
- The infrastructure is based on a true modular system consisting of swappable power modules, battery modules, a static bypass switch, and intelligent management modules that facilitate easy and efficient service.

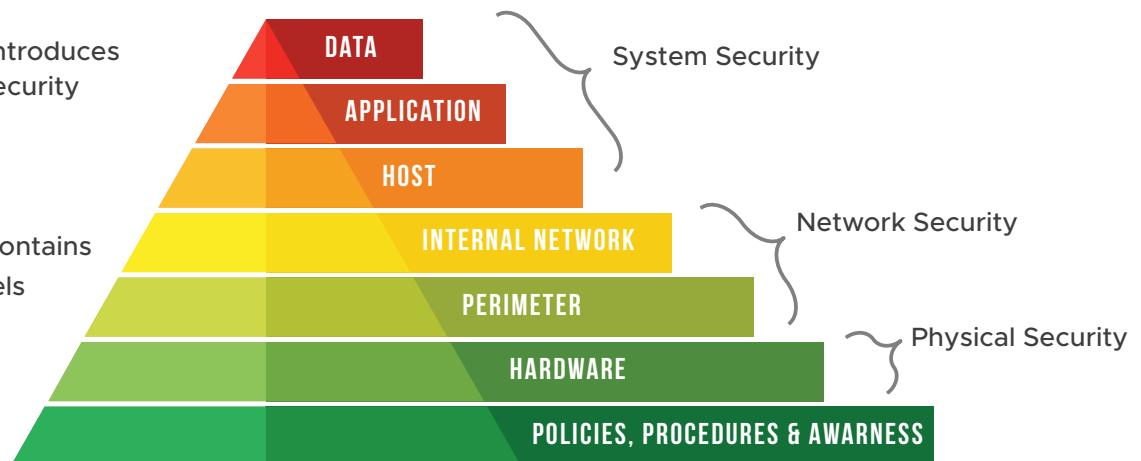


## DATA SECURITY

### Several Layers of Defence

Each layer introduces additional security measures

Each layer contains multiple levels of control



## MANAGED SERVICES

### Post implementation Support

*Software Maintenance TAMS (TallyMarks Application Management Support)*

- Global message handling by TallyMarks for Incidents related to Software with Low, medium, High and Very High priorities, including SLAs for Initial Response Time and maximum response time.
- Global 24x7 Root Cause Analysis and escalation procedures to get access to resources available to provide a solution to severe problems.
- Global Top-Issues procedures – to get access to resources available support Licensee during critical escalations.

*“Cloud is about how you do computing, not where you do computing.”*

*Paul Maritz*

## OUR CLIENTS

