




# Serving beyond boundaries... Making distances insignificant



- SUPPORT FOR:**
- Remote Monitoring
  - Server Administration
  - Virtualization
  - Cloud Computing & Storage
  - Web Servers
  - Databases & Applications
  - Small Business Server (SBS)
  - Sharepoint Services
  - Microsoft BPOS
  - Microsoft Dynamics CRM
  - Wordpress Site Management
  - CMS Support
  - Network Protection

## RELIABLE PARTNER TO MANAGE YOUR IT RESOURCES



### Remote IT Infrastructure Management Services



Offering *solutions* and *services* to design, build and manage your IT infrastructure to ensure high availability at the same time reduce TCO and increase ROI.

#### INDUSTRIES

- Data Centers/NOC's
- ISPs
- Soho & SMBs
- Webhosting Firms

#### WHY VELAN?

- ISO 9001:2008
- Proven Track Record
- Reliable Service
- 24/7/365 Tech Support
- Short Response Time
- Quick Resolution
- Operational Efficiency
- Cost Effective

#### SERVICE OFFERINGS

- ▶ Data Center Operations & Helpdesk
- ▶ Network & Server Management
- ▶ Desktop Management
- ▶ Storage Management
- ▶ Security Management
- ▶ Application Management
- ▶ Patch Management
- ▶ End User Support
- ▶ Hosting Support

#### BUSINESS MODELS

- ▶ 24/7 Phone Support
- ▶ Pro-active Server Management
- ▶ Hourly Server Management
- ▶ Monthly Server Management
- ▶ Server Optimization Service
- ▶ Dedicated Resources
- ▶ Shared Resources
- ▶ Ticket Based Support

#### VALUES DELIVERED

- ▶ High Availability of Resources
- ▶ Proactive Maintenance
- ▶ Resolution of Root Cause
- ▶ In-depth Knowledge
- ▶ Best Practices



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