

**WORLD-CLASS
MANAGED
IT SERVICES**



Why companies choose outsourcing

What you get when you choose the outsourcing model:

- ▶ Recruitment of IT professionals: recruitment and training of highly qualified staff takes a lot time and effort when there is a high turnover of IT specialists.
- ▶ Control over lost support requests and insufficient time for internal specialists to quickly resolve new incidents.
- ▶ Access to professional technical expertise from highly qualified specialists.
- ▶ Flexible budget, lower cost of IT ownership and maintenance.
- ▶ More IT projects within the scope of the current budget.

Advantages



Their own employees can focus on key business functions



Your IT department is relieved from routine and non-core tasks



Reduced company financial expenses

ABOUT ICL GROUP



ICL

Key facts



27 years in the industry



Full range of IT services

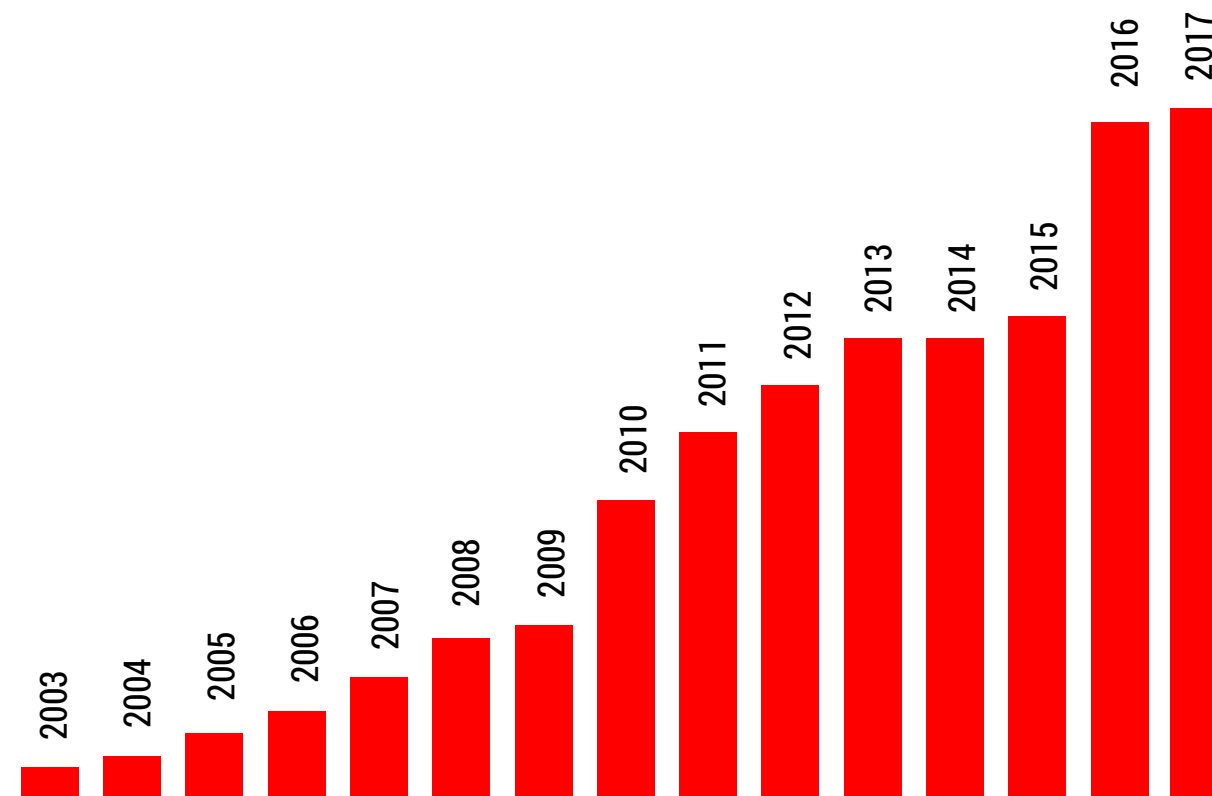


>200 large projects annually



>500 customers in Russia and abroad

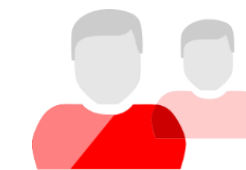
Key indicators



Revenue for 2017
9 527 096 000 rubles



More than 85 service centers across Russia and a wide partner network



More than 2300 employees



We are growing twice as fast as the market



Clients in 5 continents



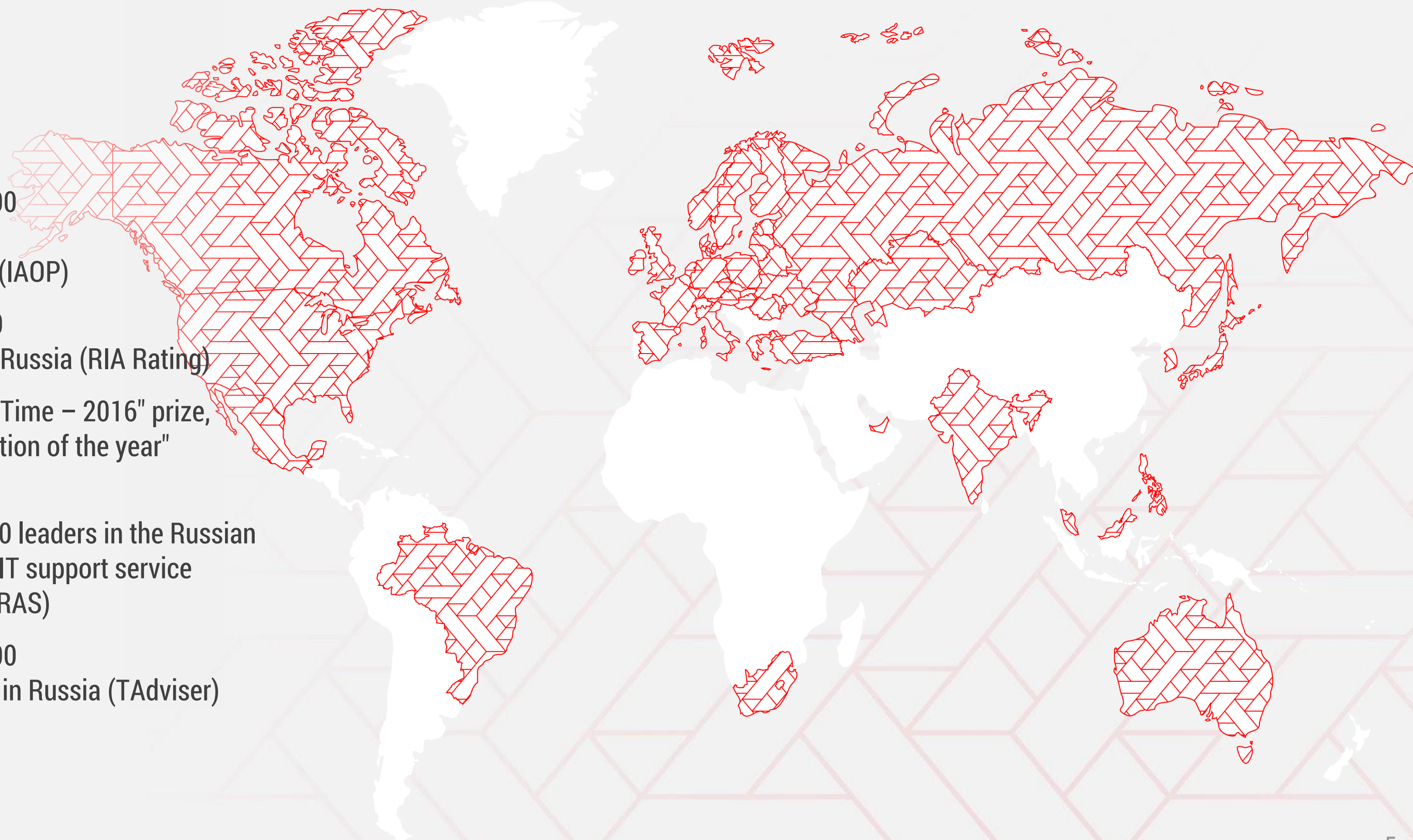
Offices in 5 Russian cities + Serbian branch

Geography of the company's clients

Ratings

ICL Services:

- ▶ We are one of the top 100 outsourcing companies in the world (IAOP)
- ▶ We are one of the top 20 largest IT companies in Russia (RIA Rating)
- ▶ We won the "Innovation Time – 2016" prize, in the "Technical innovation of the year" category in the IT field
- ▶ We are one of the Top-30 leaders in the Russian market of software and IT support service suppliers (according to RAS)
- ▶ We are one of the top 100 IT companies operating in Russia (TAdviser)



**UNITING PEOPLE
AND TECHNOLOGY**



ICL Group portfolio



Business services and software development

Solutions for different business areas

- Development and implementation of customized and packaged software in multiple economic domains
- Consulting services.



Equipment production and maintenance

- Desktops, laptops, servers, tablets
- Secure systems
- Multi-vendor warranty and post-warranty maintenance



Infrastructure solutions

- IT infrastructure
- IT security
- Personal data protection.



Managed IT services

- Service Desk
- IT infrastructure management
- Workstation management
- Technical support and hardware and software maintenance
- Software support and testing services

History of ICL Group



1991–1995

1991 – Company was created as a joint venture between Kazan Manufacturing Enterprise of Computing Systems and ICL.

1992–1995 – licensed production of ICL DRS 6000 servers began.

1994 – subdivisions were set up to provide the full range of consulting services for improving customer business processes and software development, automated management systems, and data protection.



1995–2005

1995 – production of RAY computers began.

1999 – A special ICL subdivision was set up for the design, creation, implementation, and maintenance of distributed management information systems.

2002 – ICL became part of Fujitsu Group.

2003 – ICL became a top 10 hardware producer (Expert RA).



2005–2010

2005 – ICL started B2C sales of computer equipment .

2007 – The largest Russia IT & Security Forum conference was held for the first time.

2007 – ICL became a full member of the ABISS* Community as a consulting organization.

2008 – The Company began providing remote administration services for corporate information systems.



from 2010

2011 – New projects were launched for providing IT outsourcing services to European customers.

2013 – The Computer Factory was commissioned.

2015 – ICL System Technologies LLC was established in Innopolis.

2016 – A service company opened in Serbia.

2017 – We finished a Technopark building in Innopolis Laishevo and we are building the second phase of the IT town in Usady village.

WE ARE A TRUSTED
BUSINESS PARTNER



INDUSTRY EXPERTISE

We have become a trusted business partner for more than 500 customers from various industries in Russia and abroad



Key customers in manufacturing

Largest car producer

Services

- ▶ Server management
- ▶ Management and support for virtualization platforms
- ▶ Database and network administration
- ▶ Security management
- ▶ Backup and data recovery service
- ▶ Migration to OS and Database
- ▶ Remote workplace support

Result

- ▶ Full range of functions for infrastructure monitoring, design, and maintenance 24/7;
- ▶ We support 1450 servers, 400 DBMS, and 17,000 workstations;
- ▶ Automatic deployment of a standard image on workstations.

Tire producer

Services

- ▶ Database administration
- ▶ Security management
- ▶ Messaging systems support
- ▶ Backup and data recovery service
- ▶ Storage system management
- ▶ Remote workplace support
- ▶ Workplace application lifecycle management services

Result

- ▶ All levels of technical support;
- ▶ We provide support for 800 servers;
- ▶ We have implemented a standard IT infrastructure based on virtualization software;
- ▶ Full compliance with all business processes and customer requirements.

Manufacturer of transport from Japan

Services

- ▶ Messaging systems support
- ▶ Server and storage system management
- ▶ Database and network administration
- ▶ Security management
- ▶ Backup and data recovery service
- ▶ Solutions for centralized management of enterprise environments
- ▶ Service Desk

Result

- ▶ Two Tier-3 data storage centers;
- ▶ Full compliance with the ITIL methodology; and service level agreement (SLA);
- ▶ A unified communication and collaboration system based on MS Exchange, MS Lync, and Polycom.

Key customers in construction

Manufacturer of construction materials

Services

- ▶ Database administration
- ▶ Security management
- ▶ Messaging systems support
- ▶ Directory service support
- ▶ Backup and data recovery service
- ▶ Remote workplace support
- ▶ Workplace Virtualization

Result

- ▶ We put together a team of 25 engineers to operate the IT infrastructure and provide support services for the second and third service lines;
- ▶ Support processes were organized in accordance with ITIL practices.

Design and construction company

Services

- ▶ Colibri SaaS;
- ▶ Workplace application lifecycle management services.

Result

- ▶ More than 500 business applications were successfully migrated from Windows XP to Windows 7;
- ▶ Resource availability and flexibility;
- ▶ Continuous service quality improvement.

RASSTAL

Services

- ▶ Management of machinery production using Microsoft Dynamics AX, version 3.0.

Result

- ▶ Based on a plan developed by ICL-KME CS specialists, technical specialists from RASSTAL were able to transition from Microsoft Dynamics AX 3.0 to Microsoft Dynamics AX 2009. The system is currently supported and modified by a single specialist from RASSTAL.

Key customers in the energy sector

British Petroleum

Services

- ▶ Service Desk and call center;
- ▶ IT staff outsourcing

Result

- ▶ Service Desk First line of support – more than 300–400 applications per month;
- ▶ Organizing and performing the design for IT infrastructure reorganization;
- ▶ Consulting the customer on implementation of various information technologies and information security tools.

Power transmission system operator

Services

- ▶ Backup and data recovery service
- ▶ Storage system management
- ▶ Development and implementation of ITSM processes improvement program
- ▶ Server management

Result

- ▶ Migration from the existing customer system to OTRS SaaS;
- ▶ Reliable operation in 24/7 mode;
- ▶ Optimized expenses and higher efficiency.
- ▶ Transparency of expenses and lower operational costs.

Global energy company

Services

- ▶ Business process mining and visualization service.

Result

- ▶ Bottlenecks in processes and cost reduction sources were identified;
- ▶ Recommendations for improving and optimizing the process;
- ▶ Process efficiency reached 275 %.

Key customers in the logistics sector

Itella

Services

- ▶ Server management
- ▶ Database administration
- ▶ Management and support for virtualization platforms
- ▶ Storage system management
- ▶ Backup and data recovery service
- ▶ Service Desk
- ▶ Applications maintenance and support

Result

- ▶ 24/7 Service Desk in two languages (Russian and English);
- ▶ An Oracle cluster on the Red Hat platform was designed and implemented at the data center;
- ▶ An MS SQL cluster was designed and implemented at the data center.

Logistics company

Services

- ▶ Software development
- ▶ Application development for the mobile platforms
- ▶ Independent testing service

Result

- ▶ Authentication;
- ▶ Automation; Interaction with external ERP systems;
- ▶ Address management.

Airline of Australia

Services

- ▶ Workplace application lifecycle management services
- ▶ Workplace Virtualization

Result

- ▶ Improved solution design;
- ▶ A training on AppSense technologies helped improve the skills of local specialists;
- ▶ Several packages were developed for installing applications on virtual desktops using Microsoft App-V technology.

Key customers in the information technology sector

Freelance.de

Services

- ▶ IT infrastructure design
- ▶ Cloud solution based on OpenStack
- ▶ Management and support for virtualization platforms

Result

- ▶ The customer was offered a design of a new IT infrastructure that was ready for implementation;
- ▶ We developed a modern system for request balancing, taking into account efficiency and security requirements;
- ▶ We developed server virtualization and horizontal scalability of the IT infrastructure.

An IT company in the United Kingdom

Services

- ▶ Infrastructure applications and services administration
- ▶ Server management
- ▶ Database administration
- ▶ Messaging systems support
- ▶ Solutions for centralized management of enterprise environments
- ▶ Backup and data recovery service
- ▶ Workplace Virtualization
- ▶ IT infrastructure design
- ▶ Migration to OS and Database

Result

- ▶ More than 100 innovations for support function automation.

Comprehensive monitoring of the IT infrastructure (internal project)

Services

- ▶ IT infrastructure design
- ▶ Solutions for the centralized management of corporate environments

Result

- ▶ A unique solution for Russia with respect to Microsoft SCOM monitoring from a cloud;
- ▶ On-the-fly introduction of new devices into the monitoring system, flexible accounting and licensing system for the current usage of the monitoring environment;
- ▶ Reducing to zero capital costs related to the maintenance of a proprietary solution;
- ▶ A wide range of opportunities for integrating the solution with ITSM systems.

Key customers in finance

European Bank

Services

- ▶ Backup and data recovery service
- ▶ Service Desk
- ▶ Comprehensive monitoring of the customer's IT infrastructure
- ▶ Management and support for virtualization platforms
- ▶ Messaging systems support

Result

- ▶ Full monitoring of operational and technical functions;
- ▶ A solution for the full spectrum of tasks related to supporting 2 Wintel clusters and an infrastructure of 2 Wintel clusters DBMS MS SQL deployed on them;
- ▶ Development and implementation of improved services for more efficient operation of existing systems and processes.

Renaissance Capital

Services

- ▶ Server management
- ▶ Database administration
- ▶ Infrastructure applications and services administration
- ▶ Management and support for virtualization platforms

Result

- ▶ Number of resolved incidents per year: more than 3000;
- ▶ Percentage of incidents processed in a timely manner: 98.42 %;
- ▶ Percentage of incidents resolved in a timely manner: 99.56 %;
- ▶ The cost of ownership and IT infrastructure support was reduced and, as a result, the cost of the investment company services also reduced.

Major regional bank

Services

- ▶ Maintenance of Unix servers and load automation servers;
- ▶ Maintenance of Swift workplaces.

Result

- ▶ Smooth operation of the bank's IT infrastructure;
- ▶ We informed the bank about IT outsourcing and presented examples that demonstrated its advantages and efficiency;
- ▶ The customer decided to gradually introduce IT outsourcing.

Key customers in the retail sector

Auchan

Services

- ▶ Service Desk and call center;
- ▶ IT equipment maintenance and repair;
- ▶ Comprehensive monitoring of the IT infrastructure.

Result

- ▶ We designed, planned, and implemented migration of the customer's stores to a new model of comprehensive support of self-service areas in 24 of the Customer's stores in 15 regions of the Russian Federation.
- ▶ The number of incidents in the self-service line hardware platform was halved;
- ▶ A reporting system was implemented making it possible to comprehensively control the service's efficiency.

Russian cosmetics manufacturer

Services

- ▶ Infrastructure services;
- ▶ Design and comprehensive monitoring of the IT infrastructure;
- ▶ Server support and maintenance;
- ▶ Data storage systems
- ▶ Migration of applications, databases, etc.

Result

- ▶ The speed of report preparation and transaction increased;
- ▶ A significant reduction in space occupied in the DPC (one service rack instead of four);
- ▶ Consumed and dissipated energy reduced seven-fold
- ▶ Reduction in TCO (Total Cost of Ownership).

National pharmaceutical distributor

Services

- ▶ Software integration
- ▶ Software development
- ▶ Applications maintenance and support
- ▶ SharePoint applications management
- ▶ Software development consulting

Result

- ▶ A system for collecting and consolidating commercial information was created from scratch;
- ▶ The customer can flexibly control the service volume (from 88 to 400 man-hours per month) and costs by regulating the load in accordance with platform development plans;
- ▶ ICL Services implemented a series of improvements that ensured higher stability of supported applications and lower support costs.

SERVICE PORTFOLIO



ICL Services

Quality and standards

- ISO 27001
- ISO 20000
- ISO 9001
- ISO 14001

Customer support



24/7 in Russian, English, French, German, Italian, and Japanese



Experience of working with major IT vendors and global customers;




Using modern methodologies and processes;



Working with Fujitsu offices worldwide to provide services.

Delivery Units



User support




Technical support and hardware and software maintenance




IT infrastructure support



Management and IT consulting



Software development, integration, and testing



Managed workplace

User support

SERVICES:



Service Desk

- Centralized Service Desk
- First Contact Resolution: 35 % of the total number of queries
- Extended service time
- Call Response Rate/Within: 90 %/30 s



IT infrastructure monitoring

Real-time monitoring of the customer's IT infrastructure and/or business applications/processes

Numbers and facts

- ▶ 40+ customers
- ▶ 150+ agents
- ▶ 45,000+ users
- ▶ **24/7/365** service
- ▶ Average EU-SAT: **9.8**
- ▶ Average C-SAT: **8**
- ▶ Average SLA performance: **97 %**
- ▶ Service Desk agents are located in offices in Kazan, Moscow, Belgrade and in 12 other cities in Russia

SUPPORTED LANGUAGES:

- ▶ Russian, English, French, German, Italian, Japanese, and Serbian
- ▶ 26+ languages in the Belgrade office

Technical support and hardware & software maintenance

SERVICES:



Local and on-site technical support

- Management of users' automated workplaces / IT infrastructure
- Print and copy management
- Engineering infrastructure management



IT Equipment Repair and Support

- Warranty and post-warranty repair of IT equipment
- Multi-vendor technical support for software and hardware systems
- Disposal of IT equipment



Development and implementation of technical solutions

- Audit and consulting services for engineering systems
- Design, installation, and commissioning of engineering systems



Supply chain management

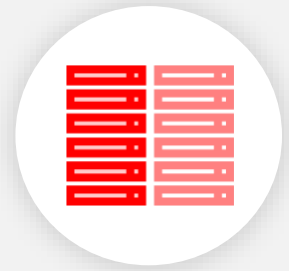
- Logistics, warehouse, and FZO management
- IT equipment sale and delivery

Numbers and facts

- ▶ Geography of services: **>85** cities (Russia, CIS, former Soviet republics)
- ▶ **>50** customers
- ▶ Service delivery time: **9x5, 10x5, 12x5, 12x7, 24x7**
- ▶ Service level (SLA): **4 hours, 8 hours, NBD**
- ▶ **We service:**
 - **500+** objects
 - **10,000+** AWS
 - **5000+** CCM
 - **4000+** retail equipment items
 - **1000+** printers and MFDs
 - **500+** servers
- ▶ **1500+** implemented projects and project designs
- ▶ **30,000+** equipment repairs each year
- ▶ Reaction time is from **15 minutes** depending on priority

IT infrastructure support

SERVICES:



Comprehensive support for data centers

- Development strategy and optimization for data centers
- Managed servers (UNIX, WINTEL, E-Mail, Enterprise Management, virtualization, databases, IT security solutions, etc.)
- Managed data storage systems
- Managed networks (LAN, WAN, VPN, DSL, network security, etc.)
- Solutions for automation of IT infrastructure management



IT consulting

- IT infrastructure survey
- Software asset management
- Assessment of the IT infrastructure security
- Inventory and streamlining
- Capacity and availability management
- IT infrastructure optimization and transformation
- Testing and analysis of IT infrastructure productivity
- Service project architects; sales support
- Service development

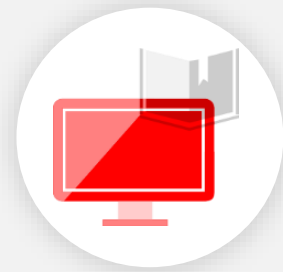
Numbers and facts

- ▶ Support for **10,000** servers;
- ▶ Support for **3000** network devices;
- ▶ **50,000** client stations;
- ▶ **13 PB** of data storage;
- ▶ **50** data centers around the world
- ▶ **140,000** users in directory services supported by us;
- ▶ **8000** databases with a volume of data over **4 PB**;
- ▶ Higher security, fault tolerance and optimization of the infrastructure's operation.

SLA – 99.3 %

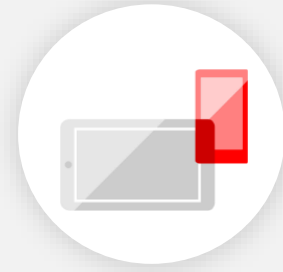
Software development, integration, and testing

SERVICES:



Application management

- Development and modification of business applications based on .Net and Java
- Integration, support, and maintenance of existing business applications (1–4 lines)
- Alignment of ITSM processes for application support



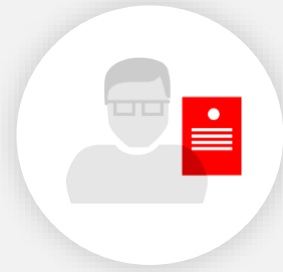
Application development for mobile platforms

- Android, iPhone/iPad (iOS), Windows Phone
- Native applications and Xamarin



Business automation

- 25+ SharePoint specialists
- Microsoft Dynamics AX management and maintenance



Independent testing

- Functional testing, alignment of the testing process from scratch, security testing
- Load testing and automation of web, desktop, and mobile applications
- UX testing

Numbers and facts

- ▶ Software competence center for retail trade
- ▶ Project management and system analytics
- ▶ **250** applications in service
- ▶ **More than 150** developers
- ▶ **More than 40** testers
- ▶ **40** ISEB Software testing certificates
- ▶ **100,000** test cases
- ▶ Developers with expertise in OS SDK, Cocoa Touch, Objective-C, Android SDK, Java, and Windows Phone

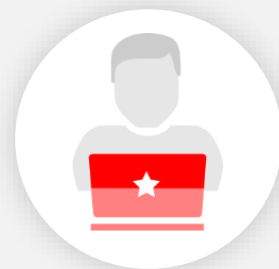
Managed workplace

SERVICES:



Software lifecycle management

- Software inventory and streamlining
- Application packaging and automatic deployment
- License management



Remote support for workplace infrastructure

- Generation and automatic deployment of OS images
- Regular deployment of OS and software updates
- Support for mobile devices and thin clients
- Office365 migration and support
- Support for the virtual workplace infrastructure
- Support for MacOS clients



IT consulting

- Inventory and optimization of workplace infrastructure
- Software inventory, rational use of software assets, licensing optimization
- Projects related to migrating clients to a new OS
- Projects related to implementing the VDI infrastructure

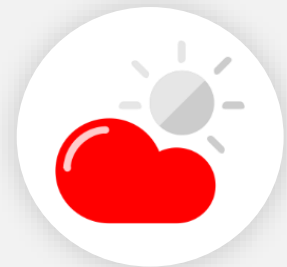
Numbers and facts

- ▶ **80,000** supported workstations
- ▶ **40,000** users who migrated to Windows 10 with the help of ICL Services
- ▶ **45,000** application packages prepared using Windows Installer and Microsoft App-V technologies
- ▶ **65** device models from various vendors in support
- ▶ **More than 100** highly qualified specialists

Average SLA – 98 %

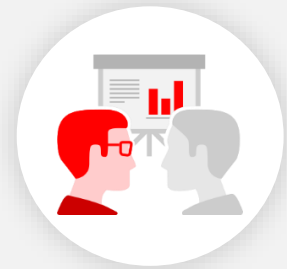
Management consulting

SERVICES:



PRO/Vision

In-depth analysis, virtualization, and optimization of business processes as a service



IT service management

Development of a program for improving the provision IT services aimed at higher quality



IT audit

- Audit of the IT service management system
- Audit of the readiness for the deployment of an ITSM system.
- Audit of the readiness for IT outsourcing



LEAN

Implementation of the lean production system

Numbers and facts

- ▶ More than 8 years of consulting project experience;
- ▶ Broad expertise in project management (PRINCE2, PMBoK) and risk management (PRINCE2, M_o_R, etc.);
- ▶ Specialists with ISO 20000, ITIL v.3 Expert and Intermediate, CobiT certificates, as well as ISO 27001, SixSigma;
- ▶ Strong background in analysis and implementation of ITSM processes in various systems: ServiceNow, BMC, HP SM, OmniTracker, Itiulum, Jira ServiceDesk, etc.

Comprehensive offers



ICL Workspace

access to office facilities at any place, any time and from any device and guaranteed corporate data security.



Microsoft Dynamics AX

a scalable system for medium-sized and large enterprises, corporations and holding companies that need a single solution for the automation of business processes.



ICL Cloud

a hybrid cloud platform based on cutting-edge virtualization technologies that make it possible to program the requirements of business applications and access the required resources upon request.



OpenStack solutions

consulting, design, development, implementation, integration with the customer environment, migration of the current infrastructure or business applications to the cloud, as well as full post-project support.



Monitoring as a Service

the service makes it possible to obtain full information about the state of the IT infrastructure at any moment, including historical data for earlier periods.



Colibri Suite

a storage with application packages; a workflow management system; an instrument for smoke testing application packages; an instrument for intelligent data analysis.

**MANAGED
IT SERVICES**



SERVICE DESK

Service case:
INTERNATIONAL TRANSPORT AND
LOGISTICS COMPANY



Service Desk

This service is for you if:



the total number of IT service requests is growing uncontrollably and you can't process them efficiently;



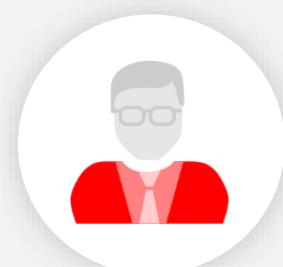
there is no information about how major incidents are resolved;



incidents are not dealt with until system alarms;



incidents are re-assigned many times to different groups; resolution time is growing;



managers have to be highly involved in dealing with certain incidents.

Numbers and facts

- ▶ On the Service Desk market **since 2006**;
- ▶ User satisfaction: **9.7/10**;
- ▶ Customer satisfaction: **8/10**;
- ▶ Average call response time **10 sec**;
- ▶ **70 %** of requests are resolved during the first call from the user;
- ▶ Branch specific query resolution (retail, logistics, banking, etc.)
- ▶ Gradual reduction of the service cost due to fewer incidents. This is achieved through the continuous improvement of the service quality (LEAN)

Average SLA – 98 %

International transport and logistics company

Task

Put together an experienced team that will provide high-quality and efficient user and infrastructure support

Specific features

- ▶ The total number of incidents reported to the Service Desk doubled;
- ▶ First Time Fix: 90 % of incidents were resolved that were classified as potentially resolvable by first line specialists;
- ▶ Bilingual Service Desk, 24/7;
- ▶ Incident management practices, lean practices.

Results



A single point of contact for users to report incidents and queries operating since 2012



Call Response Rate: **97 %** calls are responded within 30 seconds



Over 2500 incidents and queries per month



Service Request Fulfillment time – **99.8%**

A photograph of two men in business suits sitting at a table. One man is holding a pen and pointing at a document on the table. The other man is looking at the document. On the table, there is a glass of water and some papers. A large red geometric overlay is on the left side of the image, containing white text.

REMOTE WORKPLACE SUPPORT

Service case:
MAJOR TOBACCO PRODUCER

Remote workplace support

This service is for you if:



Your company is unable to control the increasing cost of user IT infrastructure maintenance;



Specialists are located in different offices making it difficult for IT staff to access workstations;



You need to minimize end user downtime and related risks and problems, as well as improve the IT infrastructure security;



You need to improve the maturity of your IT processes and scalability of the IT infrastructure.

Numbers and facts

- ▶ **97–98 %** of incidents are resolved as part of contractual obligations;
- ▶ **100 %** of successfully implemented changes in the workplace infrastructure;
- ▶ **1.5–2 hours** – average time spent by an engineer to resolve an incident
- ▶ Patch Management ensures the security of user workstations by guaranteeing timely installation of security updates and patches on user workstations.

Average SLA – 98 %

Major tobacco producer

Task

Support users migrating from Windows7 x32 to Windows10 x64, and migrating applications from Altiris to SCCM

Specific features

- ▶ More than 40,000 users worldwide;
- ▶ 2–3 lines of remote user support 24/7;
- ▶ 5000 applications that had to be migrated to a new platform;
- ▶ At the same time, users were migrated to Office365.

Results



Rational use of applications— **from 5000 to 800**



Migration of 40,000 users completed within **6 months**



Migration of applications completed within **4 months**



User satisfaction index **9/10**

ICL CLOUD

Service case:
ARYSH MAE

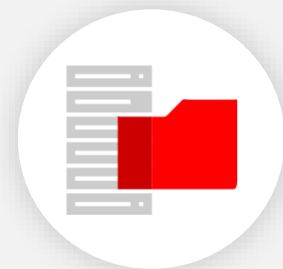


ICL Cloud

This service is for you if:



Needs of your business for computing resources change frequently;



You need to quickly expand your data center or create a redundant site for higher fault tolerance;



Support for IT infrastructure and business applications requires considerable investment, and you are planning to begin outsourcing it;



The speed of IT infrastructure and application implementation is critical for your business.

Solution benefits

- ▶ Secure access is ensured through SSL VPN, access to virtual servers can be protected using VPNaaS;
- ▶ Considerable saving on IT costs thanks to the transition of the IT infrastructure to the cloud;
- ▶ A personal account with a directory of services and invoices managed by the customer;
- ▶ **24/7/365 support;**
- ▶ ICL Cloud reliability is confirmed by the STAR certificate issued by Cloud Security Alliance (CSA).

Arysh Mae. JSC Tatspirtprom retail store network

Tasks:

- An inexpensive and reliable ICL Cloud platform for the Customer to create a corporate mail service;
- Provide round-the-clock infrastructure support;
- Provide Microsoft software licenses under the SPLA program.

Specific features

- ▶ A wide variety of information security products, including backup, secured access through SSL VPN, etc.
- ▶ Flexible conditions for cloud service provision;
- ▶ Round-the-clock technical support service.

Results



Server deployment time reduced from **2–4 weeks** to **5 minutes**



The cloud made it possible for the company to invest more in the development of its business



**IT EQUIPMENT MAINTENANCE
AND REPAIR**

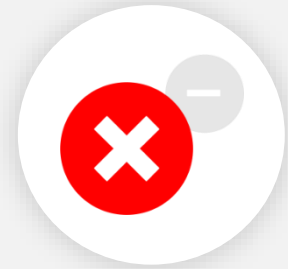
Service case:
AUCHAN

IT equipment maintenance and repair

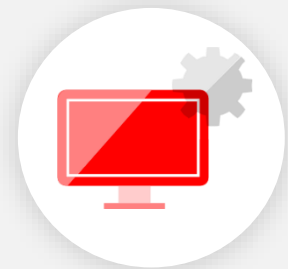
This service is for you if:



Support term for IT equipment is over (End of Support);



End of Manufacturers Warranty;



End of Life of equipment;



A company needs high-quality maintenance of software and hardware systems.

Solution benefits

- ▶ Reduction of the total cost of equipment thanks to its extended lifetime;
- ▶ Qualified and certified specialists;
- ▶ Competitive prices;
- ▶ Multi-vendor support;
- ▶ Single point of contact for all calls.

Auchan. One of largest global retail operators, including grocery retail

Task

Migration of the Customer's stores with a self-service area to a new service model with a transparent service management structure and a price model with the "per device" base price.

Specific features

- ▶ Break&Fix (fixing software and hardware faults);
- ▶ Management of users' work stations / IT infrastructure;
- ▶ Regular maintenance and repair of all equipment stock;
- ▶ Temporary equipment replacement in the event of long-term repair;
- ▶ Commissioning works;
- ▶ Organization of equipment disposal and recycling;

Results



Number of supported devices: **3000***



Support for 23 stores in **15 regions of the Russian Federation**



A customized reporting system was implemented

* As of August, 2017

A person wearing a white coat is holding a brown leather handle of a Louis Vuitton bag. The bag features the iconic brown and gold monogram pattern. The person is also wearing a black watch with a blue and gold face. The background is blurred, showing what appears to be a train or subway car with blue and gold accents. A large red geometric shape is overlaid on the left side of the image, containing white text.

IT CONSULTING

Service case:

FRENCH LUXURY GROUP

IT consulting

This service is for you if:



Interest in returning IT investments and higher efficiency of IT services;



An independent assessment of the IT infrastructure is required;



You need to analyze and eliminate bottlenecks related to infrastructure performance, reliability, and scalability;



You are interested in implementing the latest IT solutions to optimize the operation of your business processes and reduce costs related to your IT infrastructure.

Solution benefits

- ▶ 20 dedicated project architects;
- ▶ 100+ accomplished projects in 2016;
- ▶ Cutting IT costs **by up to 60 %**;
- ▶ Reduction of expenses related to IT infrastructure development and support **by up to 40 %**;
- ▶ **More than 1000** valid vendor certificates;
- ▶ Reducing data leakage risks **by up to 30 %**;
- ▶ Reducing financial, reputational, and legal risks **by up to 40 %**.

French luxury group

Task

Migrating several customer data centers located in different European countries to a single provider platform (Equinix) with simultaneous consolidation of the data centers.

Specific features

- ▶ Coordinating several contractor and customer project teams;
- ▶ Using a wide range of technologies: virtual machine migration using VMware vMotion/svMotion, data storage migration using VPLEX, transition to the Nutanix platform using Metro-Availability, and so on;
- ▶ Migrating the Customer's entire infrastructure (virtual machines, data storage systems, physical servers).

Results



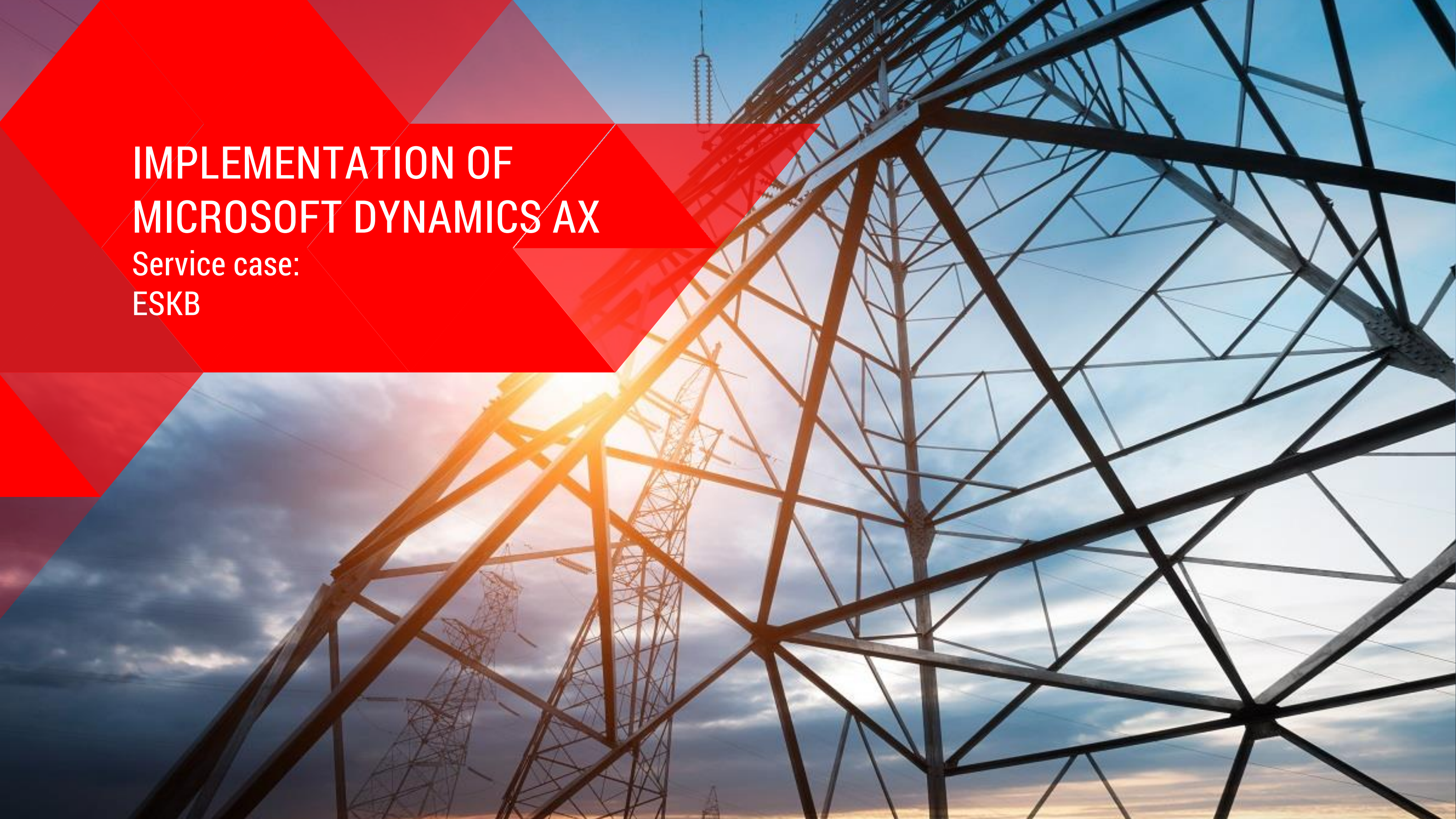
Minimal downtime was ensured



800 virtual machines were migrated



The migration schedule was met (**up to 10 servers per day**)



IMPLEMENTATION OF MICROSOFT DYNAMICS AX

Service case:
ESKB

Development and support of the "Energobilling" solution based on Microsoft Dynamics AX

This service is for you if:



You don't have a single information system;



Software products do not meet the more severe legal requirements;



You need individual solutions for new business tasks, and the cost of system integration is growing significantly;



On the one hand, you need to improve customer service quality and, on the other, you need to reduce the total cost of IT solution ownership and maintenance.

Solution benefits

- ▶ **20 %** budget saving on hiring, training and maintaining staff for implementing the project and maintaining the solution using MS Dynamics AX;
- ▶ Access to expert support **24/7/365**
- ▶ **More than 40** certificates for different versions of the Microsoft Dynamics AX platform.
- ▶ **More than 10 years** of experience in developing, implementing and maintaining systems based on Microsoft Dynamics AX;
- ▶ The implementation group consists of both technical specialists and specialists on functional modules with expertise in the subject area

ESKB. Energy Supply Company of Bashkortostan

Task

- The need for upgrading and centralizing IT systems and products;
- The need for flexible and rapid implementation of development projects;
- The need for outsourcing specialists to support the "Energobilling" solution in order to increase efficiency

Specific features

- ▶ Ensuring uninterrupted operation of the "Energobilling" solution based on Microsoft Dynamics AX 2012;
- ▶ Support for the current software version in terms of the changes in regulations and in accordance with the latest version of Microsoft Dynamics AX 2012;
- ▶ Provision of qualified methodological and technical advice on the operation and maintenance processes of the software system.

Results



100 % registration of requests received by email or through a browser



Integration with **14** related systems.



Database size – **2.5 TB**



more than 1.5 million consumers,



Calculation of the entire consumer database within **2.5 hours**

BUSINESS PROCESS MINING AND VISUALIZATION SERVICE

Service case:
FRENCH PHARMACEUTICAL COMPANY

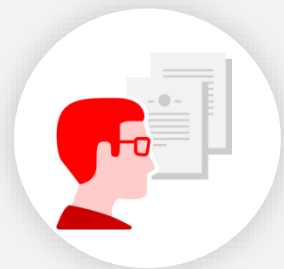


Business process mining and visualization service

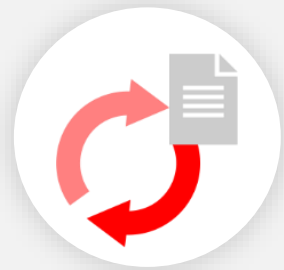
This service is for you if:



You doubt that a process is optimal and you think you may have the potential to increase its quality and efficiency;



You want to know to what extent your employees (process performers) follow the process rules;



You want to know if the supporting data system meets the requirements of business processes;



You want to increase the efficiency of a process and understand what you have to deal with in the first place.

Solution benefits

- ▶ Higher efficiency of analysis and the reliability of its results thanks to a unique Japanese technology and algorithms that the automatic assessment and process analysis are based on;
- ▶ Access to the experience and knowledge of specialists certified in the field of process and service management;
- ▶ Higher efficiency of processes and lower cost of their operation.

French pharmaceutical company

Task

- Assess the current situation and the maturity of IT service processes;
- Identify areas for the improvement of processes and collaboration when providing IT services;
- Develop a plan for process transformation in order to improve efficiency.

Specific features

- ▶ Analysis was performed remotely, since the service required only the data from the process event log;
- ▶ The analysis as part of the business process mining and visualization service was completed within 24 hours, and the participation of customer representatives was not required.

Results



More transparent and efficient processes



Considerable reduction in the number of unique paths for incident and change processing – **from 80 % to 40 %**



Automatic calculation of process efficiency indicators

HOW WE WORK



Advantages of cooperation

	We implement projects of any complexity that require a full-scale transition prior to providing services		Experience on the Russian and international markets. Customers in 5 continents
	Quality and security control: 3 non-disclosure agreement levels (NDA), independent audit, ISO 27001 compliance		Guaranteed quality and deadlines. SLA 99 %
	We have a team of experienced professionals. Our employees are certified specialists who continuously improve their skills		Business case assessment to ensure the highest quality of implementation
	The multi-level services directory makes it possible to choose only those services that you need; and each of them has its own KPI and SLA		Continuity of service. We work 24x7x365

Key partners

▶ Information Security



▶ Hardware



▶ IT systems



Partner certification



Premier Certified Partner

More than 70 certificates



Partner



Silver Solution Advisor

More than 45 certificates



Gold Partner

More than 600 certificates



Gold Partner, ASP, CSP Partner

Our company is an exclusive service center of Huawei in Russia



Gold

More than 20 certificates



Advanced business partner



Advanced

More than 40 certificates



Solution Provider Enterprise

More than 25 certificates



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