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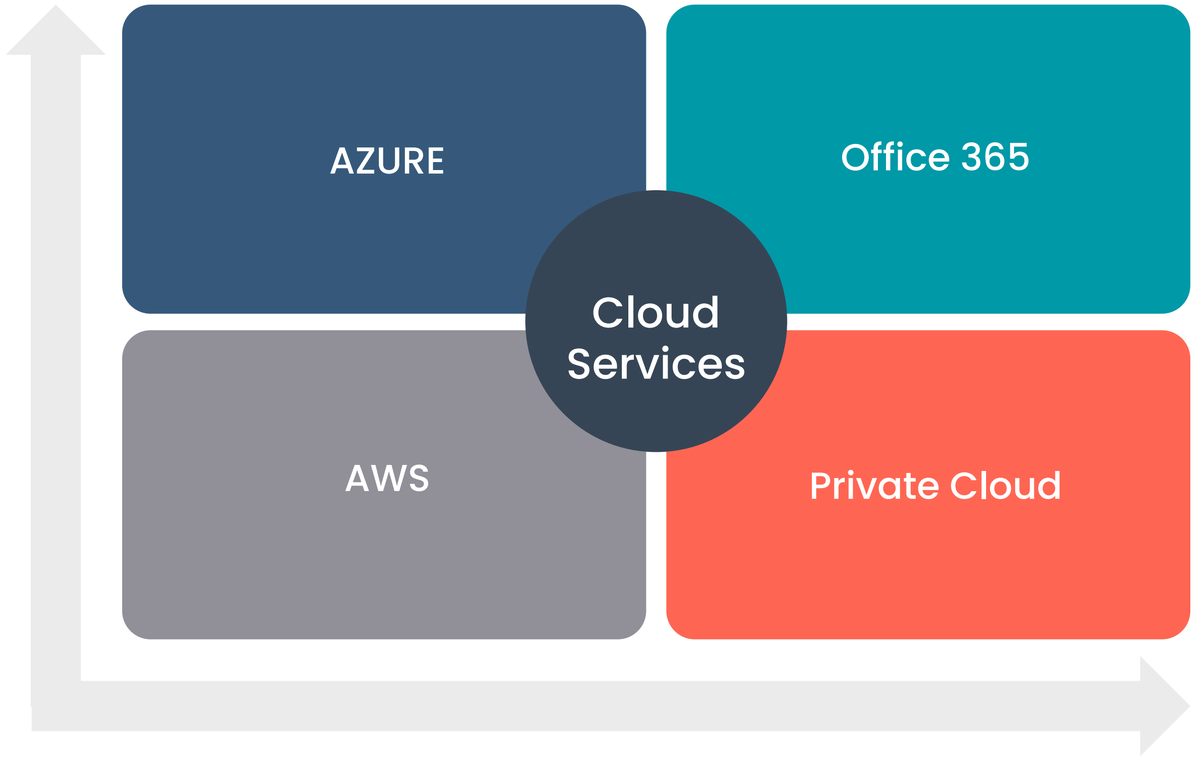
Customer wise Service Spared

We are managing mix of public and private cloud infrastructure of 21 customers. On cloud our services are dominated by Microsoft and Azure , followed by AWS and other technologies.

- 16 Customers
- 19 Customers
- 20 customers
- 7 Customers

We deliver services based on what our MSP customers are supporting and the kind of infrastructure they are using , hence we become technology and tool agnostic,



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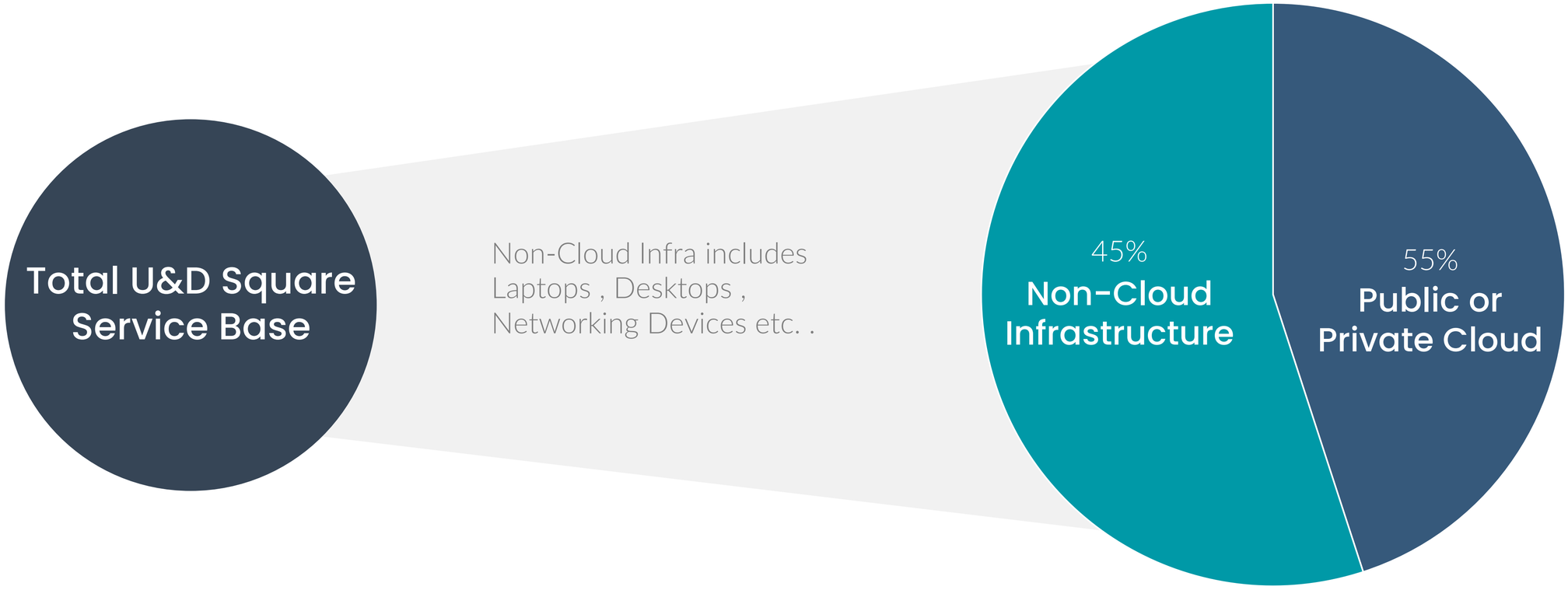
Service Share Analysis

We Manage over 4,50,000 end points out of which 55% endpoints can be consider on cloud.



On cloud services we are expert towards Infrastructure management , Backup , Storage and Security . We have limited capability towards application management or testing. However, we are tuned to build the capabilities in quick time.

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Revenue Share Analysis

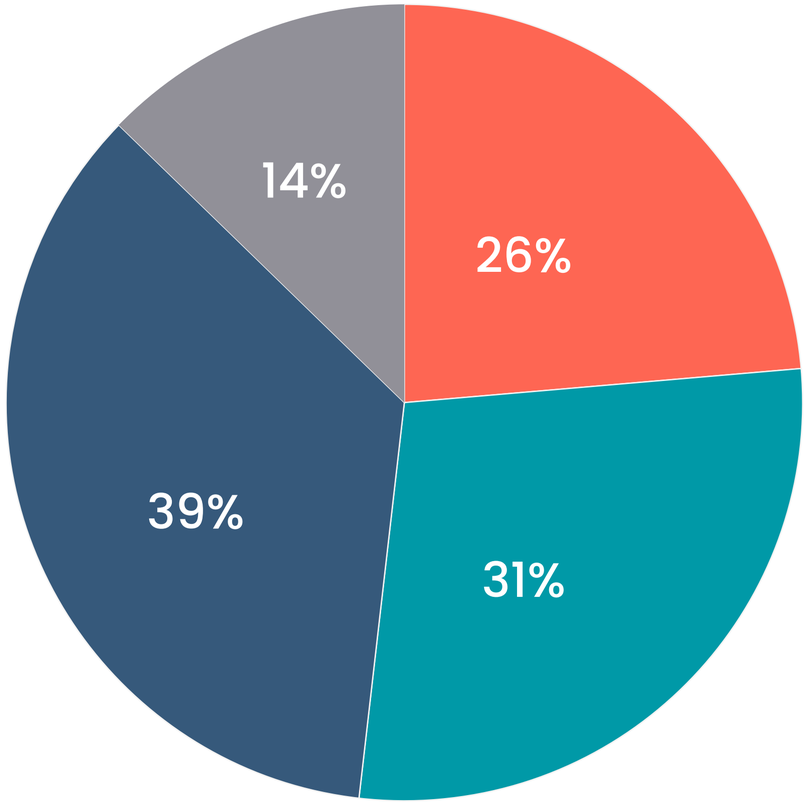
Across the 21 customers revenue split of core services are as below:

Service Desk & Helpdesk support — A — Monitoring , Management and Remediation of Cloud and Non-cloud devices .

Proactive Maintenance — B — Schedule tasks such as Patching , Antivirus etc.

Backup & Storage Management — C — Backup and Storage Management of all Public and Private Cloud infrastructure

Network & Security — D — Network Monitoring and Management : Routers , Firewalls , Printers , Access Points etc.



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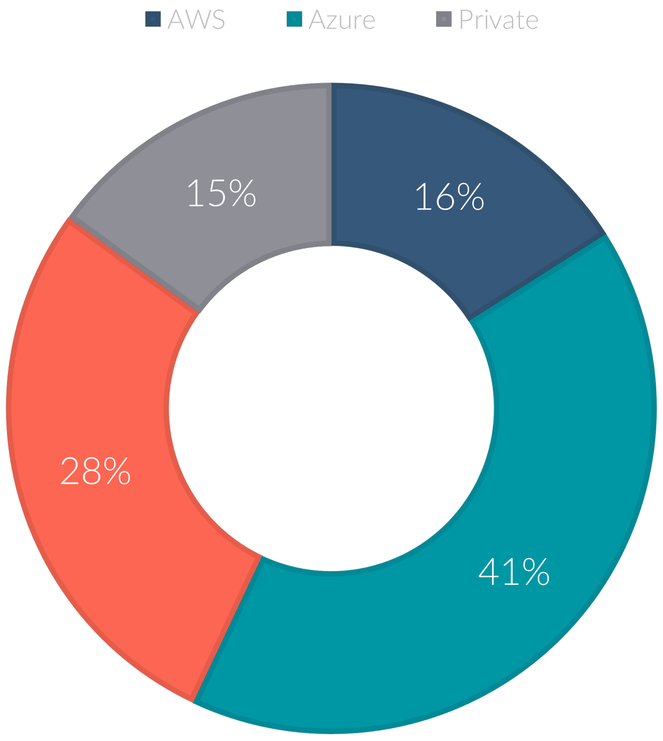
Type of Cloud Services being delivered



We have very little play on application management hence capability on micro service management tools like Kubernetes , Docker etc. is limited

Azure

Azure Mars agent
Professional Services
Setting up VM's
Server Migration (P2V & V2V)
Data Migration
Azure AD Management
Azure Storage & Backup
Resource Management
Performance Management
Firewall and DNS
Virtual Network

O365

Exchange Online
-portal Management
-user management
License management
SharePoint
OneDrive
Microsoft Teams

AWS

Backup & Storage
Server Migration
Data Migration
Resource Management
Performance Management
Load balancing
Firewall Management
AWS Directory Services

Private Cloud

Day-to-Day monitoring and troubleshooting
Migrations
Patch management
AV management
License Management
Backup Management
We use virtualization technologies like VMWare & HyperV

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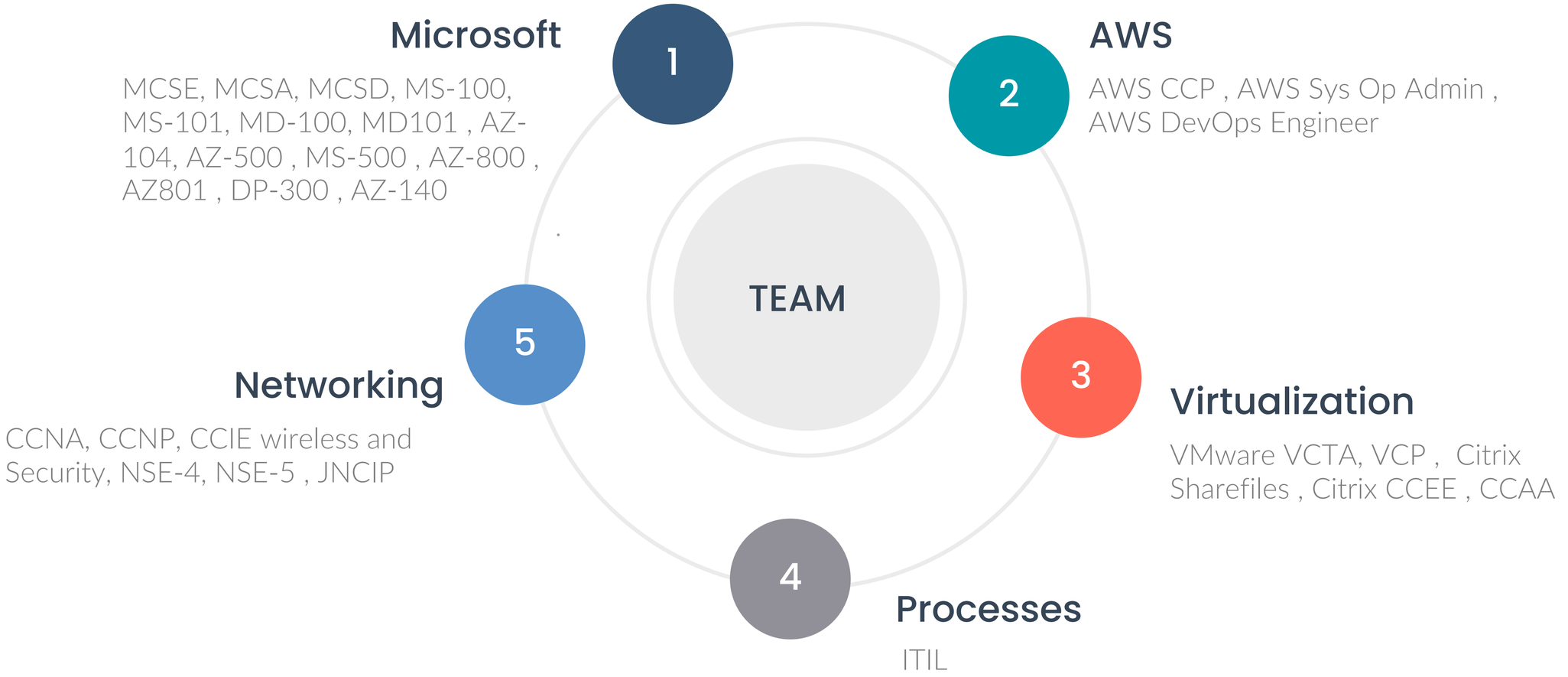
Certifications

We have a team of over 160 certified professionals . All the team members have verity of certifications depending on their work area.