

MIEL PSA – Products & Services



MUMBAI · PUNE · AHMEDABAD · DUBAI

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CONSULTANCY | TRAINING | PRODUCTS

1

Agenda

Organization Profile

Skill Sets and Partnerships

MIEL PSA Highlights

Product Offerings

Service Offerings

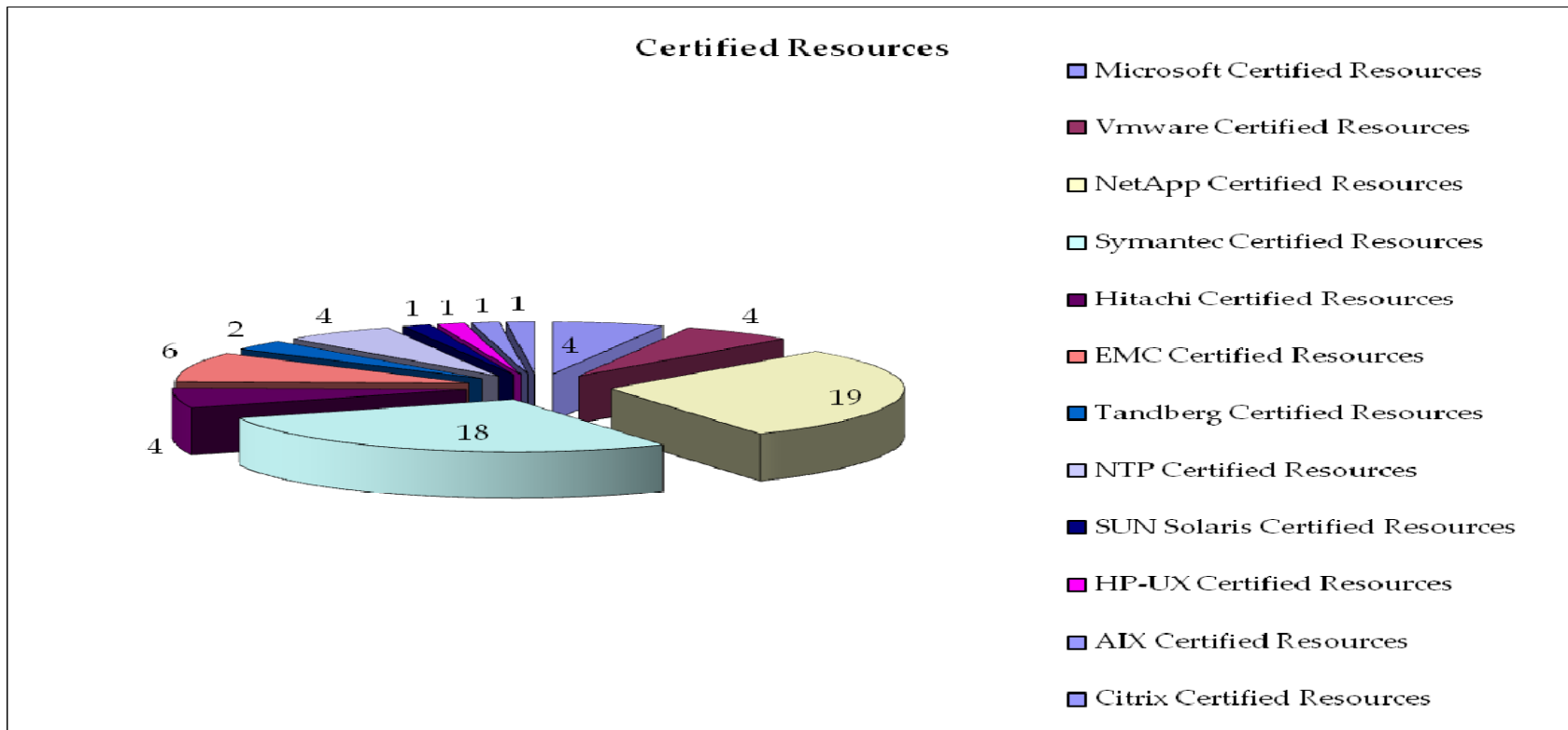
Q & A

MIEL e-Security Pvt. Ltd. (MIEL)

An ISO 27001:2005 certified company is one of the largest Information Security, virtualization, availability and Data Storage Company in India. MIEL is headquartered in Mumbai with office in Pune, Ahmedabad and Middle East. With a pioneering 10 - year track record in providing end-to-end services & solutions in the security, virtualization, availability and storage, MIEL has to its name more than 500 satisfied clients across multiple verticals (Government agencies, IT, ITES, manufacturing, Banking, Financial Services, Insurance & more). These services include information security audit, consultancy, technical assessment, implementation and training.

These include BAGIC, BALIC, eClerx, SABA, HDFC, Kotak, National Securities & Depository Ltd. (NSDL), Central Depository Services (India) Ltd. (CDSL), Arab Financial Services (Bahrain), SunGard Availability Services (UK & India), Cybage, GE Capital International Services (India), ICICI Bank (India), & many more in India and abroad.

MIEL Skills Matrix



Our resources are well experienced on the respective technology and have experience ranging from 2 years to 12 years.

MIEL – Snapshot

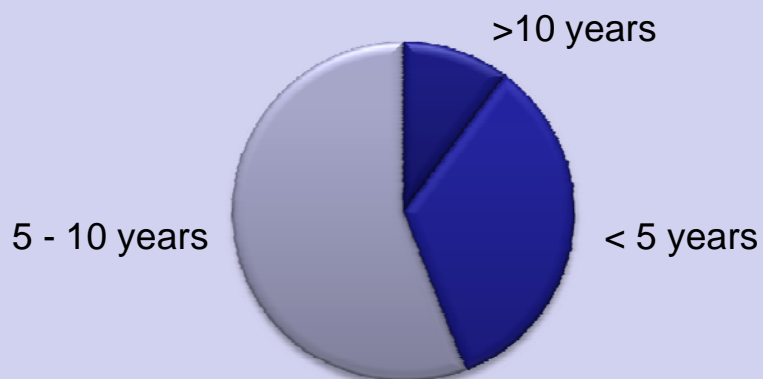
Diversified industry experience

- Automotive
- Insurance
- Healthcare
- Oil & Gas
- Construction
- Banking & Financial Services
- IT, ITES – BPO, KPO

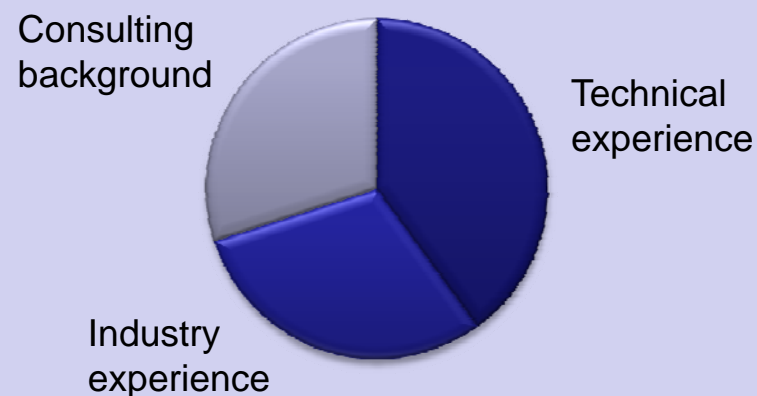
Diversified project expertise

- IT Infrastructure Consulting.
- Enterprise Storage Strategy.
- Datacenter Optimization & Consolidation.
- Server & Desktop Virtualization.
- Cloud Computing.
- Enterprise Data Protection.
- Information Lifecycle Management.
- Microsoft Services.

Experience Range



Experience Background



MIEL – Technology Partnerships - 1

- EMC Professional Services Provider (ASN certified)
- NetApp Support certified Partner
- NetApp Professional Services Partner
- Symantec Professional Services Partner
- VMWare solution provider Partner
- Citrix solution provider Partner
- Microsoft Gold certified Partner

MIEL – Technology Partnerships - 2

- Tandberg Professional Services Partner

- IBM Global technical Services Partner
 - Modular Datacenter setup Services
 - Data migration and replication services
 - Datacenter remote management services
 - Datacenter hosting services
 - Workspace for BCP/DR

- Remote management services for availability and security through SOC

Value Proposition to Customer

- Multiple Support windows to choose from.
- MIEL acts as Single Point of Contact for support via phone/Web/E-Mail.
- Online case logging through customer portal.
- MIEL takes ownership for resolution.
- Implementations in accordance to Vendor best practices.
- Integration with other storage technologies and processes (backup/archival/recovery/DR/BCP)
- Professional services and consulting services from highly experienced Industry professionals

MIEL - Highlights

- Nationwide AD implementation project for RIL (135 locations)
- Enterprise Vault implementation for GenPact (8 locations)
- NetBackup Additional products deployment across 110 servers and three locations for HDFC Bank
- NetApp storage integration and DR at 10 locations for Taco group
- NetBackup/EMC/NetApp integration at three locations for Kale Consultants
- Implemented Backup/storage/Vmware/Citrix environments at eClerx
- SF-HA implementation project in Bamako Mali, West Africa
- SF-HA, VVR, GCO, NBU implementation for several government organizations

MIEL – Product Partnership Portfolio

Enterprise Storage:

NetApp
Hitachi
EMC



HITACHI
Inspire the Next

EMC²
where information lives[®]

Data Protection:

Symantec
EMC
IBM
Data Domain



EMC² | **data domain**



Tape drives and libraries:

Tandberg
IBM

TANDBERG



ILM (Information Lifecycle Management):

Symantec Enterprise Vault
EMC Extender

Microsoft (Migration & Implementation):

Sharepoint
Active Directory
Exchange

Microsoft

Virtualization Infrastructure:

Server Consolidation & Virtualization
Desktop Virtualization



CITRIX

Data Protection & Availability

Symantec

- ✓ Backup Exec System Recovery Desktop Edition
- ✓ Backup Exec System Recovery Server Edition
- ✓ Backup Exec for NetWare
- ✓ Backup Exec for Windows Servers

- ✓ NetBackup Enterprise Server
- ✓ NetBackup PureDisk
- ✓ NetBackup Server

- ✓ Storage Foundation Basic
- ✓ Storage Foundation HA
- ✓ Storage Foundation for Oracle
- ✓ Storage Foundation for Exchange
- ✓ Veritas Volume Replicator

EMC

- ✓ EMC Replistor
- ✓ EMC AutoStart
- ✓ Data Domain
- ✓ Avamar remote Backup
- ✓ EMC Disk Library

IBM

- ✓ Tivoli
- ✓ Data Center Services
- ✓ Data replication/migration

ILM (Information Lifecycle Management)

Symantec Enterprise Vault

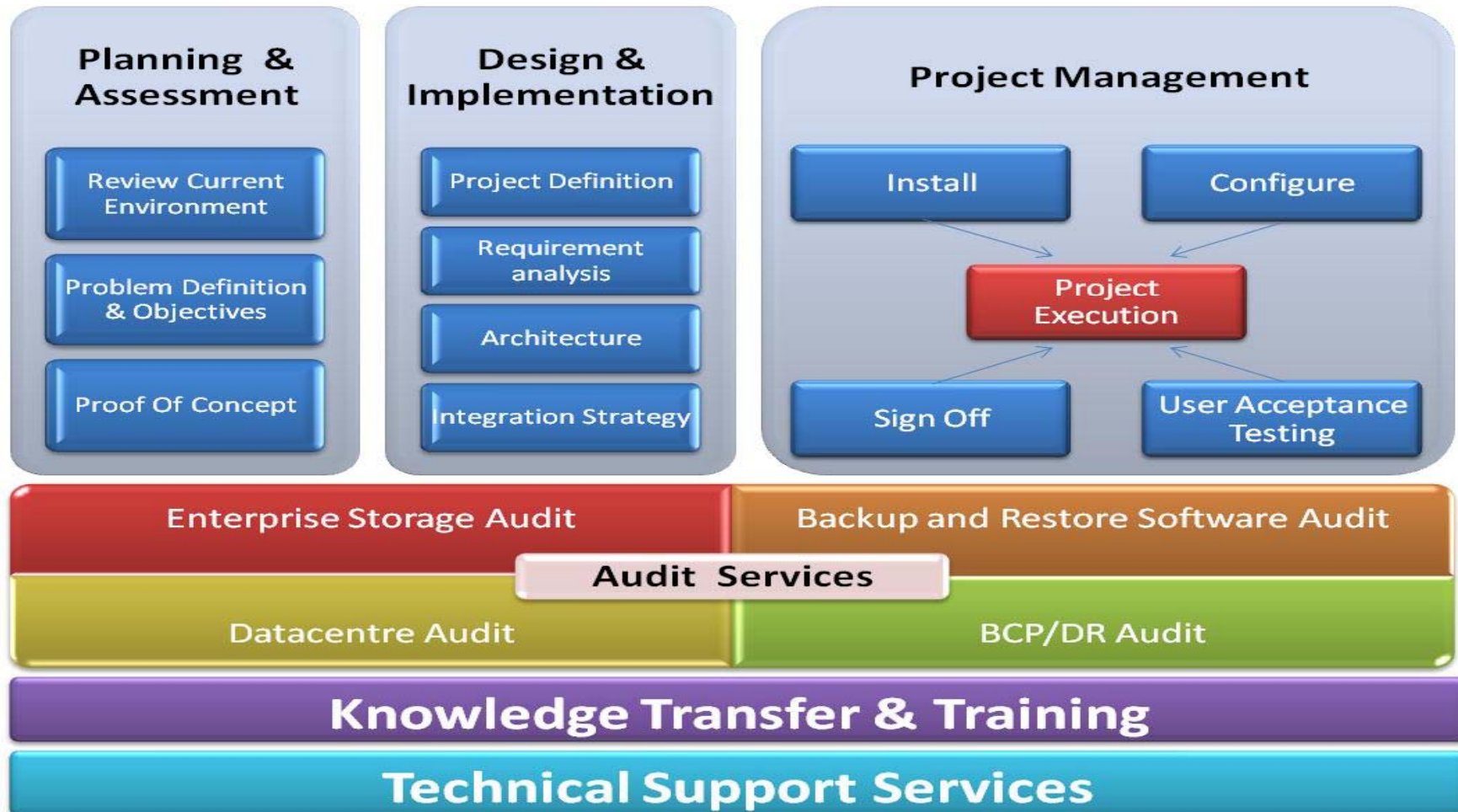
- ✓ Enterprise Vault Automatic Classification Engine
- ✓ Enterprise Vault Compliance Accelerator
- ✓ Enterprise Vault Discovery Accelerator
- ✓ Enterprise Vault User Classification Engine
- ✓ Enterprise Vault for File System Archiving
- ✓ Enterprise Vault for Lotus Domino
- ✓ Enterprise Vault for Microsoft Exchange
- ✓ Enterprise Vault for Microsoft SharePoint
- ✓ Enterprise Vault for SMTP

EMC

- ✓ SourceOne
- ✓ Disk Xtender

MIEL – Services Methodology

MIEL Project Lifecycle



MIEL – Planning & Assessment Services

- ✓ **Understanding & Analyzing requirement.**
- ✓ **Designing & Sizing Solution**
- ✓ **Defining Solution Objectives**
- ✓ **Capacity Planning.**
- ✓ **Proof of Concept (POC).**
- ✓ **Preparing Bill of Quantity / Material (BOQ / BOM).**
- ✓ **Request For Proposal (RFP).**
- ✓ **Statement Of Work / Scope of Work (SOW).**
- ✓ **Define business benefits and ROI**
- ✓ **Documentation**

MIEL – Design & Implementation Services

- ✓ **Understanding & Analyzing requirement.**
- ✓ **Designing & Sizing Solution**
- ✓ **Defining Solution Objectives**
- ✓ **Capacity planning**
- ✓ **Defining Scope**
- ✓ **Project plan and implementation plan**
- ✓ **Implementation as per project schedule and plan (PMI)**
- ✓ **UAT and Knowledge Transfer**
- ✓ **Sign-off**

MIEL – Support Services Offerings

Silver support

- ❖ *Monday to Friday business hour Telephonic, WebEx and onsite (8) support*

Gold Support

- ❖ *Monday to Friday business hour Telephonic, WebEx and onsite (12) support visits.*
- ❖ *24 * 7 for priority 1 cases*

Platinum Support

- ❖ *24 * 7 * 365 mission critical support*
- ❖ *Basic Audit Services*

Resident Engineer

- ❖ **MIEL PSE will be deputed at customer site for the defined period**
- ❖ **MIEL PSE will work as customers own resource**

MIEL – Remote Management Services...1

MIEL offers Remote Management Services to manage customer Backup and Storage infrastructure remotely with 24X7 support window.

- **Monitoring**

- Monitoring Backup jobs
- Scheduling Backup jobs
- Monitoring storage for space, errors
- Monitoring and analyzing logs
- Monitoring virtualized servers

- **Troubleshooting**

- Troubleshooting of backup issues
- Analyzing hardware issues
- Troubleshooting storage space issues
- Analyzing hardware storage issues

cont....

MIEL – Remote Management Services...2

- **Configuration**

- Installation of Backup software
- Configuration of Backup software including policy, pools
- Configuration of storage (once storage on network then whole configuration can be performed remotely)
- Assigning shares and LUNs to hosts
- Creating new VMs
- Managing VMs

- **Health Check**

- Performance tuning for backup software
- Backup audit (success/failure ratio)
- Performance tuning for storages
- Performance and configuration audit for storages
- Performance tuning of VMs

MIEL – Audit Services

- Enterprise Storage Audit
 - ✓ Capacity
 - ✓ Performance
 - ✓ Configuration
 - ✓ Environment (Patch level, Bugs etc)
- Backup and Restore Software Audit
 - ✓ Success Failure ratio (graphical)
 - ✓ Suggestions for improving success ratio
 - ✓ Performance
 - ✓ Environment (Patch, features)
- Datacenter Audit
 - ✓ UPS, Air-condition, Cable laying, Operation
- BCP/DR Audit
 - ✓ RPO/RTO
 - ✓ DR drills

THANK YOU

