

Remote Infrastructure Management Services (RIMS)



Benefits of Partnering with us:

- ◆ Help organizations strengthen against IT downtime and loss of productivity
- ◆ Optimized performance and improved productivity
- ◆ Maximize the value of investments in IT infrastructure and reduce the skill development of personnel.
- ◆ Cost effective and scalable workforce
- ◆ High quality of Customer Support Service guaranteed
- ◆ Delivering proactive monitoring and preventive maintenance
- ◆ Get the precise level of support and services it requires, with a level of flexibility and cost effectiveness that makes eminent business sense.

Businesses today face a considerable challenge to effectively optimize their IT infrastructure and related Operations and deliver ever-improving service levels to meet and exceed the expectations of their business-users without compromising on quality and security.

Remote Infrastructure Management Services (RIMS) provides effective end-to-end management and support of IT assets regardless of their location by pro-active and predictive monitoring. 90 to 95 per cent of infrastructure issues can be resolved remotely.

Under Remote Infrastructure Managed Services, we follow pro-active approach to maintain the overall health of each PC and server in your company. Our support plans ensure that servers and PC's are functioning properly, protected, and secure against technology threats and disasters. Proactive management and preventative maintenance of IT Systems over the traditional break-fix approach, enables us to minimize downtime and maintain a healthy network.

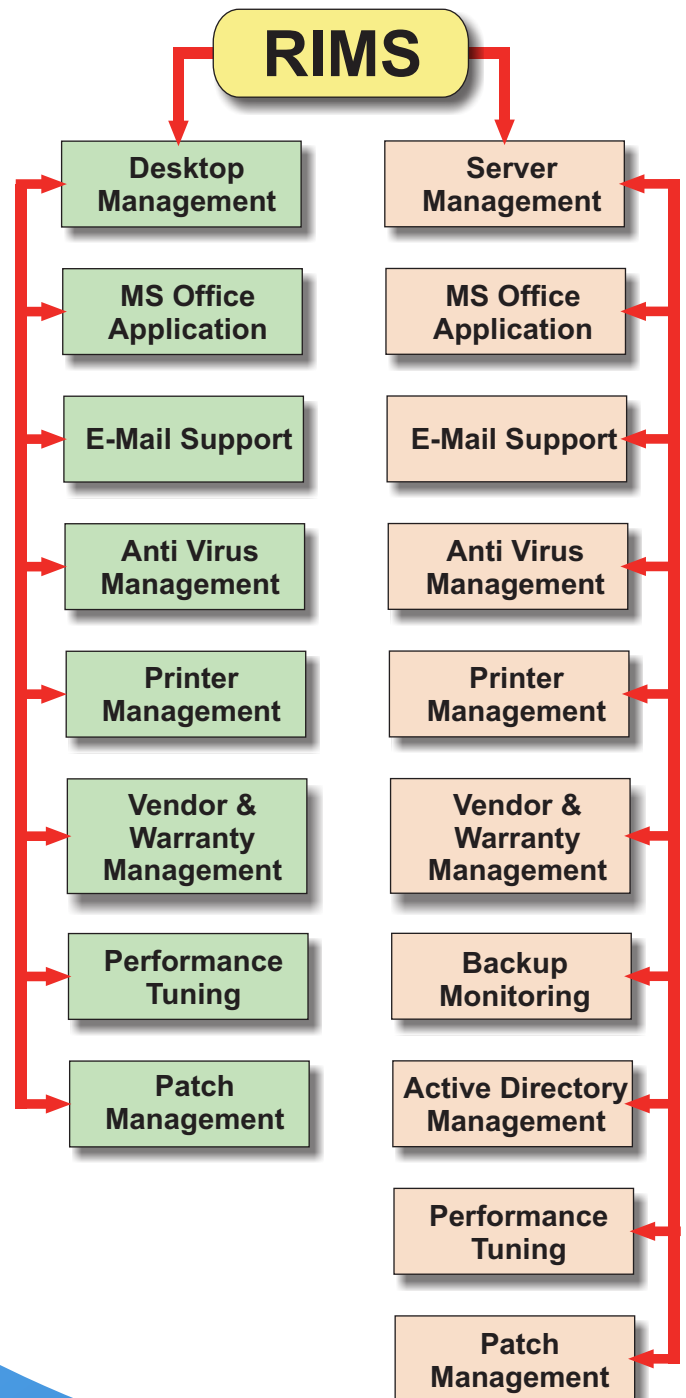
Our RIM services will help you to cut IT support costs while offering an extensive selection of support and maintenance services, all of which are designed to increase employee productivity and improve the delivery of products and services. All Engineers at E-SoftSys are well qualified, trained and vendor certified. Our engineers have an average of 8 years of work experience, and are a minimum of MCITP or CCNA certified, who will remotely assist you to effectively manage your IT Infrastructure via on-line chat, e-mail and telephone.

Remote Infrastructure Management Services (RIMS)

RIMS Desktop Management Services:

- Desktop Management - RIMS provides a comprehensive approach to managing all the Desktop & Laptop computers within your organization. RIMS delivers preventive maintenance and proactive managed services that keep your system and network up and running at optimal performance, efficiency, security, and reliability—all at an affordable price.
- MS Office Application Support – RIMS helps in troubleshooting MS Office applications like Excel, Word, Power Point and MS Outlook.
- E-mail Support – RIMS provides e-mail support within your organization by creating email accounts when needed, disabling or deleting email accounts on approval, forwarding email accounts, Spam filtering, PST file scan, compacting mail box size thereby improving the performance and configuring MS Outlook.
- Anti Virus Management - A solid antivirus solution in your organization is essential. However antivirus protection alone is not sufficient, new viruses occur in the web every day. RIMS ensures that all the desktops in your organization are installed with antivirus and will perform periodic patch update and scheduling virus scan during weekends without affecting performance during working hours.
- Printer Management – RIMS helps setting up network and shared printer within your organization, troubleshooting printing related issues.
- Patch Management – RIMS ensures that all desktops within your organization are patched with up to date service packs and essential updates thereby protecting the system from vulnerable security hassles.
- Vendor & Warranty Management – RIMS will interact with your internet service providers and make sure the internet is up and running always, this will help in improving your organization productivity. RIMS will coordinate with your hardware suppliers and ensures the faulty hardware is changed on time. RIMS also helps in checking your desktop hardware warranty status and will update you, thereby helping your organization spending no time on such hassles.

E-SoftSys RIMS Overview:



Remote Infrastructure Management Services (RIMS)

RIMS Desktop Management Services - Contd...

- Performance tuning - A regular performance tuning and optimization activity will be carried out on a monthly basis. RIMS understand when to search for performance problems and how to tune your queries to correct them rapidly by discovering and improving performance problems.
- Support Coverage – RIM's provides 7 days a week help desk support over phone, chat and remote assistance.

RIMS Server Management Services:

- Server Management - RIMS server management introduces server support services exclusively for Windows owners, dedicated server owners, co-locaters and end users. Our professional and certified systems administrator fully takeover the responsibility of server management, and server security along with server monitoring. RIMS delivers preventive maintenance and proactive managed services that keep your Server and network up and running at optimal performance, efficiency, security, and reliability—all at an affordable price.
- MS Office Application Support – RIMS helps in troubleshooting MS Office applications like Excel, Word, Power Point and MS Outlook.
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- Active Directory Management - RIMS Active Directory Management and Reporting works on an enterprise-level management of Windows Active Directory that simplifies executing routine administrative tasks such as managing user accounts, updating computers information, managing group policy and Share & NTFS permissions.
- Monitoring Backup and troubleshooting of backup related issues – RIMS team will be monitoring the scheduled backup in your organization on a daily basis and will let you know if the backup fails for some reasons. RIMS team will work on failed backup issues and will update you the status, thereby maintaining your organization data integrity.
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