INFRASTRUCTURE MANAGEMENT

For a Global Education Provider

CUSTOMER PROFILE

The Client is an online education provider on a global scale. The company has developed its solutions and services over eight years, partnered with key institutions, and positioned itself to offer subject matter expertise in key areas. They have 8500 units of electronic media and eLearning courses.

CUSTOMER CONTEXT

The customer was unable to optimize costs due to its existing dis- separate IT infrastructure which includes areas like Server OS Management of Windows and Linux, Backup management, Security Management, IIS management, Exchange server Management, SQL Database, Firewalls, and Iron Port. The customer was looking for a partner who has immense technical knowledge and expertise, where the partner can leverage and manage their infrastructure effectively.

KRYPTOS APPROACH

To address the customer's needs, Kryptos recommended remote infrastructure management services that delivered enterprise-wide support o all the devices on the network from a single location. Our skilled expertise handles the key responsibilities and proactively address issues consequently, reducing the number of people engaged for a task, and the corresponding delay involved at multiple stages. Kryptos's ITIL certified associates enabled the customer to adopt an effective incident, problem, and change management approach.

KEY DELIVERABLES

- ✓ Round the Clock services included
- ✓ Improving IT infrastructure uptime and productivity.
- ✓ Better Return On IT Investment (RIO). Proactive problem identification and Pre-emptive problem resolution.
- ✓ Access to domain expertise.
- ✓ Industry best practices & quality.
- ✓ Simplified operations management & Focus on core competencies.
- ✓ Scalability on the fly: upgrade or downgrade according to the requirements.

CUSTOMER DELIGHTS

- ✓ Cost reduction by consolidation.
- ✓ One service provider for all IT services.
- ✓ SLA-driven services.
- ✓ Single source of monitoring and management.
- ✓ Better performance for applications.

TESTIMONIALS

We believe Kryptos has the quality and depth of management to become a leading provider of infrastructure management service to Fortune 500 Companies.

ABOUT KRYPTOS

Kryptos brings proven expertise in comprehensive remote infrastructure management, enabling your service levels and expanding your reach. Inspired by simplicity, we have nurtured our process and delivery methodology to make our operation the global epicenter of "delivery and performance excellence

With more than fifteen years of experience under its belt, Kryptos is now a pioneer in managed IT & Business services across the continents. Adding to its crown, Kryptos is an established Microsoft Gold Partner, AWS Advanced Partner, ISO 20000 & 27001 certified organization.