

Strategic Remote Infrastructure Management Services



Specialized Remote Infrastructure Management (RIM) and Technical Support Services

vServe24/7 is the strategic business unit of Nous Infosystems which provides services in the field of Remote Infrastructure Management (RIM) and Technical Support. Our services are built on strong ITIL process frameworks giving you the much required analytics to understand how your IT supports your business.

With enriched experience in Industry standard Infrastructure Management tools such as Network Monitoring, Server Monitoring, Application Monitoring, IP Traffic Metering and Profiling and Service Desk tools, we can bring on to your desk not just real time information on the incidents, alerts and events but also efficient responses and resolution to all events and breakdowns. We house our Remote Global Technical Center in Bangalore, India with global offices across 4 continents and have a pool of skilled engineers in various technical domains.

Remote Infrastructure Management aligned to Your business needs

End to End Solutions covering the complete IT Infrastructure and Technical Support Services spectrum.

IT Infrastructure Management

Growing business needs, bring with it complex IT infrastructure requirements. vServe24/7 brings with it extensive experience in managing complex IT Infrastructures from its Remote Global Monitoring Center, Bangalore India. Our key differentiator is our approach in the selection of appropriate corrective actions and strategies for

proactive prevention which is reinforced by vServe24/7 ability to accurately isolate the problem and analyze the impact on overall business performance.

vServe24/7 under the IT Infrastructure Management services covers the following:

- ⇒ 24/7 IT Infrastructure availability & Performance Monitoring and Management
 - Networks nodes and Servers (Cisco, Juniper, etc.)
 - Database (Oracle, MS SQL, MySQL, DB2, etc.)
 - Applications (Mail Servers, Web Servers, IIS, DHCP, DNS, etc.)
 - Storage (Architecture Planning, Systems Deployment, Optimization, Backup and Recovery)
- ⇒ Incident, Problem and Configuration Management on IT Infrastructure
- ⇒ IT Infrastructure Auditing
- ⇒ Security Auditing

IT Support Domains

- Networks
- Servers
- Databases
- Application servers
- E-mail servers and apps
- Desktop support
- Centralized it helpdesk
- Soa web services monitoring
- Cloud interface monitoring
- Virtualized environments
- IT infrastructure audits
- Back up and recovery

Expert Services

vServe24/7 covers a range of expert services for more complex IT infrastructure needs of growing organizations.

We offer fully managed, cost-effective and wholly customized expert solutions that meet the high end needs of growing organizations.

Our offerings include:

- ⇒ Application Assurance Analyzer Services
- ⇒ Virtualization Services
- ⇒ SOA Monitoring Services
- ⇒ Security Services
- ⇒ ITIL Services

Value Added Services

Going beyond the basic Infrastructure Management Services, we offer value added services that help increase the return on your IT investments.

Aligning with the latest technologies, we focus on your technical and business objectives, and bring in our expertise to help you leverage on you IT assets to gain an upward business momentum.

We offer services such as:

- ⇒ Transition Services
- ⇒ Cloud Infrastructure
- ⇒ Back up & Recovery
- ⇒ Environment Monitoring

Technical Support Services

Our Technical Support Services are customized and bundled with an integrated approach using innovative analytics that assist in providing round-the-clock support along with process efficiency and optimized resolution to customers.

Under Technical Support we cover Hardware & Peripherals, Application & Tools and Service Providers

Custom Tailored Support

Organizations across the world have different IT Infrastructure priorities. Some look at consolidation, some look at optimization and some restructuring. vServe24/7 realizes this and provides a blend of onsite and offshore resource modeling. vServe24/7 also provides a dedicated resource pool or a shared resource pool based on the requirements and the IT Infrastructure.

Tools Expertise

vServe24/7 with a decade of Remote Infrastructure Management experience has gained expertise in various industry standard IT Infrastructure Monitoring and Service Desk tools. vServe24/7 can deploy their services on the existing tools installed at clients end or evaluate and recommend tools based on the IT Infrastructure and requirement.

Precision and Quality

Service rendered by vServe24/7 is governed by precision and quality. Faster and reliable response and resolution time is the mantra for success at vServe24/7. ITIL Framework enables precise and structured analytics on the IT Infrastructure behavior. ISO 27001:2005 signifies our concern for Clients Information Security.

About vServe24/7

vServe24/7, a unit of Nous Infosystems specializes in Remote Infrastructure Management and Technical Support. vServe24/7 is built on rigorous quality management systems, global delivery model, extensive industry experience and technology partnerships to provide reliable technology support services from its multiple delivery centers.

Offering a spectrum of solutions and services for managing enterprise IT infrastructure, vServe24/7 brings with it complete business assurance.

About Nous Infosystems:

Nous Infosystems is an ISO 9001:2008, ISO 27001:2005 & CMMI Level 5 certified global information technology Solutions Company, with an expertise in providing quality software solutions across a broad spectrum of technologies and industries. Its Service Offerings include Software Development, Support & Maintenance, Focused Testing, Consultancy and comprehensive range of IT-enabled services



Getting in Touch is Easy!


Website: www.vserve247.com

Email: marketing@vserve247.com

 +91 80 41939400

 +44 208 587 1411

 +49 6131 28910 31

 +1 732 985 9533

 +1 905 402 9943