



Enterprise Technology Services

IT Service Catalog

Mission: To provide a robust and secure information technology infrastructure together with enterprise services that supports the customers business needs.

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ABOUT US

VIAWEB is a global IT service and a consulting company headquarter at Bangalore promoted by a group of professionals focused on IT outsourcing, Enterprise system management, Application software development and Products. Our vision is to become an employer of choice and will achieve repeat business by providing highest quality delivery and exceptional customer experience. In today's business world every organization depends on information technology heavily for the success of their business and it is critical to ensure the up time round the clock. VIAWEB provides a client friendly, flexible and competitive delivery models for the IT infrastructure to support the organization to achieve the business goals.

VIAWEB Statistics:

Total FTEs : 8 nos currently

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Main locations:

Bangalore, India - Head Office & Operations

Mumbai, India - Marketing Office

Ottawa, Canada - Marketing Office

Enterprise applications are custom softwares developed for the express use by companies to enhance their business offerings and enterprise management. The speedy flow of information in short time inspires software professionals to develop innovative new applications for the market. Enterprise Application Services and Solutions are a requirement to newer business initiatives and strategies

In the current scenario global businesses require highly receptive and dynamic applications to speed up transactions and processes. At Rose India we provide development, consultation, integration, implementation, support and management enterprise application solutions to provide momentum to your business

Using the industry acknowledged Agile software development methodologies we have fostered a management process that encourages timely inspection, leadership styles that encourages teamwork, collective responsibility and accountability. We follow the best practices engineered by Agile methodologies to deliver quality software services and solutions rapidly and consistently

Our Major Solutions and services include:

- Web Development
- Business Application Development
- Product Development
- Technology Migration
- Enterprise Application Integration
- Mobile Applications
- E-commerce Applications
- Portal Applications
- Content Management Applications
- Application Support.

Technology Offerings:

- Microsoft
- Java / J2EE
- Oracle
- MS SQL
- Open Source

Our Software Development Life Cycle Methodology

- Project Planning
- Design
- Implementation
- Testing
- Acceptance

Viaweb Helps you

- Development of applications that help achieve business objectives
- Accelerated delivery
- Timely access to highly qualified technical talent
- Cost effectiveness
- Improvement in the software process
- Enhanced quality capabilities
- Risk mitigation of cost overruns and schedule delays

Benefits

- Rose India offers dedicated after-sales product support.
- Our Service helps to retain the knowledge as compared to an MSA contractor, where the knowledge leaves with the customer.
- Different rating models based on the project/consulting/support
- Contact Viaweb rate model for rates.

Database Administration



Database Administration Services (DBS) provides centralized database administration support and software installation/maintenance support for MS SQL Server and Oracle on the various OS platform which includes Windows, Linux & UNIX.

When you are looking for Remote DBA support, Remote DBA services, Remote DBA assistance, Database Monitoring, Offshore DBA support, Onsite DBA support, troubleshooting or Database consultation Viaweb has just the right solution at the

most competitive prices in the industry. We offer full support for Microsoft SQL Server databases and Oracle databases.

We have an experienced team of certified professionals for Remote DBA support and database troubleshooting. Our DBA professionals have strong expertise in handling mission critical situations and you can rely on them for quick and effective solutions for all your database related requirements

Viaweb offers offshore and remote sql dba support to manage mission critical MS SQL databases in 24*7*365 basis. It will help you determine the best administrative strategies, hedge risks and exposure to minimum downtime and make sure your database performs efficiency during peak user load. We are also offering single incident MS SQL DBA support service, SQL DBA on vacation support services and short term SQL DBA support services for MS SQL Server databases. W also offering customized SQL DBA support for remote and offshore with very lower cost flexible plans. Client's Satisfaction is our goal with our best MS SQL DBA supports Services.

We are enabling high efficiency and lower cost of operation in our onsite or remote MS Sql server DBA support and Sql server consultation. Our initial SQL Server support will ensure that SQL Server is optimally configured and secured black holes. Our high experienced and expert SQL DBA team is focusing on following SQL Server area.

MS SQL SERVER Services:

- Installation and upgrade.
- Database Design and Deployment.
- Establish and monitor backup routines.
- Manage server security and permissions.
- Import and export data as required.
- Monitor performance and tune database.
- Query performance tuning.
- Issue solving.
- Database monitoring.
- Normalization and De-Normalization of tables.
- Collection of performance and utilization of resources.
- Verify Backup.
- Technical DB Support.
- Verify optimal resource management and capacity planning.
- DR Support.
- Replication Deployment & Support.
- Deployment of test databases.
- Disk load balancing.
- Database reorganizations.

- Deployment of new features.
- Schema management.
- User management.
- Database mirroring
- Cluster High availability solutions
- SQL Server patching

We are also providing Database administration and supports in Oracle databases. Some of our exclusive services are mentioned below.

Oracle database services

- New database set-up and configuration.
 - Set-up and installation of backup and recovery software.
 - Installation of Oracle Real Application Cluster database.
 - Creation of Oracle Standby Database and Failover Databases.
 - Implementing Data Guard.
 - Implementation Advance Security.
 - Implementation of Oracle Gateway.
 - Implementation of Resource Manager.
 - Automation of daily tasks and housekeeping.
 - Oracle SQL Tuning.
 - Database health checkup.
 - Database Re-organization.
 - User and Security Management.
 - Advance Performance and Tuning.
 - Removing Database Fragmentation.
 - Recover and removing Database Corruption.
 - Recover Database in Critical and Disaster failure.
- Oracle Network Tuning.
 - Oracle Design Reviews.
 - Oracle Data Migrations.
 - Oracle Database Schema modifications.
 - Sharing and balancing load and disk IO.
 - Up gradation and Patching of Oracle Databases.
 - Oracle Disk architecture and Disk load balancing.
- Database Auditing.
 - Planning for Database Growth.
 - Backup testing and check-ups.
 - Administration database security.
 - Regular Database Health check-ups
 - Resolutions for ORA and RMAN errors.
 - Monitoring database for pro active action.
 - Pro active action for Database Performance.

- Data Guard and Standby Database Synchronization.
 - Daily and monthly housekeeping for trace level and database level.
- We also taken care for other Database Management Systems based on the requirements.

Benifits of our DBA Services:

- VIAWEB offers high quality of remote database service at very low rate.
- Various types of remote DBA services, plans and packages.
- Remote database services using email, chatting and ticketing etc.
- Different fixed price plans and customizable tariff plans.
- Guaranteed high quality rather matchless quality database services.
- Guaranteed lowest rates.



Network services are the day-to-day tasks required to keep your network infrastructure up to date and operational 24 hours a day, 7 days a week. Working with your ISP to ensure there is always an Internet connection, keeping your network free of viruses, making sure you data is secure and backed up on a daily basis, and allowing people to work remotely are all examples of network services. VIAWEB can help you design, implement, optimize, manage and run your network infrastructure, regardless of its complexity and of your organization's size.

VIAWEB offers complete computer and network service and support for businesses. We cover the whole spectrum of service, handling everything from general computer maintenance and risk management to large-scale network installations and troubleshooting complex problems.

- Virus Removal and Protection
- Spyware Removal and Protection
- Comprehensive Email Solutions
- Backup Systems
- Network Security

The most important goals we have are to keep your critical data safe and to keep you satisfied with the performance and reliability of your computer systems. We offer

network audits to make sure you have all the necessary protection in place to keep harmful viruses and hackers out. We also offer maintenance agreements to keep your computers running optimally and keep them secure. If you aren't satisfied with the performance or reliability of your network, please give us a call so we can discuss how we can help you. With our assistance, you can look forward to:

- Your computers working properly
- Your data being secure
- No more viruses!
- No more junk email!
- No more spyware!

The design, implementation, and maintenance of reliable and highly-available network infrastructure, addressing three crucial aspects of the company's networking environment:

- Network Infrastructure for local users and servers
- Multi-homed redundant connectivity to the Internet
- VPN WAN services over private and public networking infrastructure

Our Networking services and supports also include:

Installation and configuration of Various CISCO & HUWAEI Platforms

- CISCO 12000, 7600, 7200, ASR 1000 , Catalyst 6500, 2900, 2800, 1800, 800 Series Routers
- HUWAEI AR49, AR29, AR19, AR28 , AR18 Series Routers

Configuration of Various Services, Routing protocols and networking options such as

- Troubleshooting problems related to IP Routing, ICMP, TCP, UDP, SNMP, FTP, TFTP
- Configuring routing protocols like Static, OSPF, BGP, RIP, HSRP/VRRP, PIM Routing protocols
- Basic Services like IOS Upgradation, Internet Access services, NAT (Static and Dynamic)
- Network Connectivity using Leased Lines, VPN, E1, E3, STM-1 & STM-16, Ethernet
- Advanced Networking options like BGP, MPLS/VPN, Multicasting

VIAWEB helps you:

- Reliable and highly-available network infrastructure
- Network segmentation (VLANs, IPscheme)
- Support for modern server

- infrastructure (10Gb, Blade enclosures) and services (IP telephony, prioritization, converged infrastructure)
- Support for critical applications (e-banking, portals, e-shop)
- Improved Internet connectivity for the company
- Reliability and load balancing
- Secured access for remote users to the
- central location
- Reduced WAN costs
- Flexibility and reliability

Benefits

- 24/7 availability and proactive administration
- Predictable cost
- Cost efficiency
- Guaranteed service level and quality
- Reduced risk
- Flexible pricing packages

System Administration & IT Helpdesk Services



VIAWEB will provide server administration services for computers, including virtual computing machines. Server administration includes keeping the operating system current with patches and the system disk is backed up daily. VIAWEB constantly monitors conditions in the environment and within the servers and will managed any conditions that arise and notify the customer. Installation of applications is included.

VIAWEB Infrastructure Services offers server administration of your Windows or Linux server that is housed in a any location or facility. Competent, qualified members of our Systems Support Group will perform system administration activities. These activities include:

- Installation of properly licensed operating system provided by Client.
- Installation of subsequent upgrades to operating system, including the timely application of critical and non-critical service packs and patches, for supported platforms.
- Rebuilding the system in the event of hardware failure or security breach.
- Operating system backup and restore as required.
- Installation, maintenance, and administration of anti-virus and backup application software on the server.
- Daily review of system logs. Make recommendations for corrective action to the Client and proceed after gaining for approval of Client.

- Monitoring system utilization, performance, and availability and notification of Client of issues affecting performance.
- Providing backup services as contracted by Client.
- Assisting with the installation of application software. Client must provide application software with license keys, including CALS necessary for implementing some applications on Microsoft Servers.
- 24*7 support and assistance should be placed.

Customer Responsibilities: Software licenses for operating system and applications must be provided by customer.

Requirements: Microsoft Windows Server or dialects of UNIX. Mac OS is not supported at this time.

Benefits:

- Customers using this service will not have to deal with technical issues related to server administration.
- Contact for the rates



Data Center Operations & Maintenance

All data center designs are judged by their ability to provide continuous operations for the network services they support. When construction of the data center is complete, Viaweb offers a preventive maintenance service agreement to ensure reliable operation of the critical systems installed. Since we designed and built your facility, we have a thorough understanding of these systems. Therefore, our management and field technicians are in the best position to provide superior service and data center operations support.

A comprehensive service plan is specifically designed to provide preventive maintenance, reliable 24/7 emergency service and corrective service for the data center. Viaweb will manage the plan through our selected service affiliates and will contract directly with each supplier of the described services.

Viaweb Service Coordinator will be responsible for:

- Develop an annual preventive maintenance schedule
- Coordination and tracking of all service visits
- Physical site inspecting
- Review of invoices for additional services
- Review of all service reports
- Resolution of service issues
- UPS & Batteries
- Battery replacement
- Power & data cable physical inspection
- Infrared power connection scanning
- Develop an annual preventive maintenance schedule
- Coordination and tracking of all service visits
- Physical site inspecting
- Review of invoices for additional services
- Review of all service reports
- Resolution of service issues

Data Center Monitoring & Control - Data Center Design

Data Center monitoring and control is a critical element of maintaining maximum availability for your critical operations. VIAWEB emphasizes utilizing IP and Web technologies to oversee and control critical support systems from just about anywhere.

VIAWEB's criteria for both support infrastructure systems monitoring and information technology infrastructure monitoring is the same. We believe it vital that monitoring and control systems be cost effective, quickly deployed and implemented, easy to use, utilize intuitive alarming and escalation methodologies and provide robust reporting all from a central, secure, location.

Mission critical services require sophisticated monitoring. Monitoring systems should provide proactive management and enable the quick assessment of your present situation and notify the appropriate personnel should situations that threaten availability. In depth, analysis features should help you to plan for changes in availability and/or capacity requirements. In either case, VIAWEB configures, sells and implements monitoring and control systems providing, at least, the following elements:

- Infrastructure Management & Control
- Performance Management / Capacity Planning
- Layered Security Administration including Physical, Systems, Application, Datastore, Network and Process
- Site Monitoring of Systems, Networks and Databases

VIAWEB helps you:

- Determine the availability that is appropriate.
- Estimate potential costs at that risk level.
- Providing 24*7*365 days of monitoring and supports

Benefits:

- Cost savings in the range of 20%-70%
- Better utilization of space you are using for an in-house data center
- Freedom to focus on your core competencies and not worry about your IT infrastructure
- Our flexible service level agreement ensures that you get a guaranteed level of services.



This section we consider only for the technical process outsourcing, VIAWEB offer you a help desk outsourcing solution for both [Enterprise](#) businesses and [small-medium businesses \(SMB\)](#) that will:

- Provide technical support to your population of computer users (or customers).
- Help you to regain control over your user support.
- Give you the freedom to focus your IT staff on their core competencies.

Unlike many of today's top-ranked help desk outsource vendors, who use a one-size-fits-all approach, and have been inconsistent in reaching their contract goals, our relationship management guarantees a flexible contract and help desk service level management that exceeds today's best industry practices.

The help desk industry divides support into three tiers (or levels):

- Tier 1 Support: Tier 1 provides basic [software application](#) and/or hardware support to callers.
- Tier 2 Support: Tier 2 provides more complex support and/or subject matter expertise on [software applications](#) and/or hardware and is usually an escalation of the call from Tier 1.
- Tier 3 Support: Tier 3 provides support on complex hardware and network operating system software and usually involves certified systems engineers. Call lengths on Tier 3 vary widely depending upon the type of incident.

Enterprise Help Desk Service Overview

Application Support: We can provide you and your employees with technical support for standard off-the-shelf [software applications](#) and proprietary applications.

Hardware Diagnosis: Our front-line hardware diagnosis and escalation services can include:

- First-line support for field personnel and their hardware.
 - Warranty repair/replacement order processing including submission to a 3rd party service provider or your internal IT department.
 - First-line support for internal employees and their hardware.
 - Dispatching an on-site technician from your internal IT department or a 3rd party service provider
- We also provide online chat support to the customers.

Benefits:

- Our SMB Help Desk Services have been specifically designed to help your small and medium sized business provide first-class help desk services to your employees and/or customers at a small business price. We have taken our Enterprise help desk services and simplified them into packaged services called Express Support to meet your small-medium business needs. These packages range from 50 incidents per month to as many as 500 incidents per month.
- Contact for the various pricing packages.