



TM

ORIENT

TECHNOLOGIES

Customer Centric Managed Services

Helps meet business objectives



Monitor



Operate



Optimize



Transform



Managed
XaaS/Cloud



Service Model

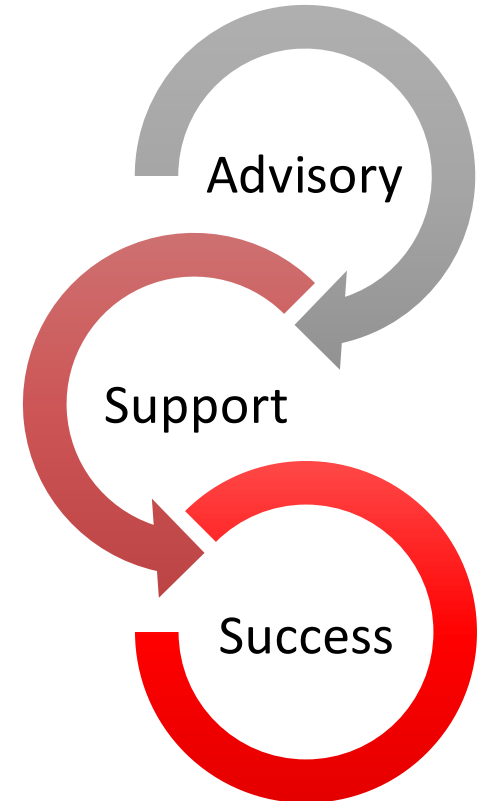
30⁺ Years of
Service
Excellence



Service Objectives:

1. **Service operation:** The way in which the service is delivered
1. **User experience:** The user's direct experience of the service
1. **Service outcome:** The benefits and results of the service for the customer
1. **Value:** The benefits the user perceives as inherent in the service, weighed against the cost of the service.

Our focus is helping organizations achieve their business objectives.



Advisory Service

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- **Assessing the Current State:** Analyze and assess the organizations' complex and inefficient IT environments and business processes to help them orchestrate the right strategies.
- **Roadmap Creation:** Creating roadmaps and blueprints in compliance with regulatory standards to best leverage the New IT for competitive advantage.
- **IT risk management and controls:** We help clients optimize their risk management and controls architecture, specific to IT
- **Strategic Sourcing:** We offer guidance on appropriate strategies for outsourcing or offshoring IT services, and help to ensure that effective controls are implemented
- **Cost optimization:** We work with clients to help identify the most effective ways to take costs out of a business

Advisory Service

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- Monthly , Quarterly , Yearly Billing options
- Tiered packages charge based on the number of included service features
- Additional advanced feature is priced separately based on the requirement

End User Support Service

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TICKETING
MANAGEMENT



REMOTE
SUPPORT



MAINTENANCE
TASKS



PATCHING &
UPDATES



LICENSE
MANAGEMENT



USAGE
MONITORING



COMPUTER
INVENTORY

- End User Productivity application Support (Email ,MS office, Adobe Reader, printing & Scanning etc)
- Active directory user management
- End User OS Updates and security Patching
- Disk Cleanup, AV Definition check, disk defragmentation, System Health check using native tools
- End User Hardware & Software Break Fix
- Inventory Management

Security Services Packages

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Standard Service	Advance Service	Premium Service
SLA: P1-4h P2-8H P3- 24H	SLA: P1-1h P2-4H P3- 8H	SLA: P1-0.5h P2-1H P3- 4H
<ul style="list-style-type: none">• Endpoint Protection• Vulnerability Scanning• Anti-Spam	<ul style="list-style-type: none">• Standard +• Patch Management• Security Awareness• Incident Detection & Response	<ul style="list-style-type: none">• Standard + Advance +• 24/7 Monitoring• Proactive threat hunting• DarkWeb Monitoring



Kaspersky Endpoint
Security Cloud

OR



Kaspersky
Endpoint Security for Business
Select



Kaspersky Automated
Security Awareness Platform



Kaspersky
EDR Optimum



Kaspersky
Optimum Security



Kaspersky
Threat Intelligence

- Monthly, Yearly Billing options
- Tiered packages charge based on the number of included service features
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Success Service

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Customer Success focuses on the ways in which customers use a business's products and/or services from both the customer's and the company's perspectives with the purpose of:

1. understanding the how
2. understanding the why
3. using data to ensure the customer does everything better

Customer Success Manager

From the initial platform integration to building complex retention drives, your dedicated CSM will be counseling you every step of the way.

Technical Account Manager

A technical account manager works directly with customers and company staff to ensure that service quality standards are constantly maintained.

Customer Success is the business methodology of ensuring customers achieve their desired outcomes while using your product or service.

Success Service

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Customer Success Framework

	SUPPORT	SUCCESS
Mission:	<i>React to and solve customer problems quickly</i>	<i>Plan and ensure a successful customer lifetime value</i>
Approach:	<i>Time-sensitive, reactive</i>	<i>Long-term, proactive</i>
Success Metrics:	<i># of cases, CSAT, NPS, customer hold time</i>	<i>Customer Retention, Customer Lifetime Value, product usage, customer health, revenue</i>
Financial Responsibility:	<i>Cost-center focused on operational efficiency</i>	<i>Revenue-center focused on growth opportunities</i>
Ownership:	<i>Owned by single function</i>	<i>Cross team effort between sales, support, service, product</i>
Alert Businesses to:	<i>Problem areas</i>	<i>Opportunity areas</i>
Jobs to Be Done:	<i>Technical support, knowledge base</i>	<i>Customer experience, product adoption, upsells, cross-sells</i>
Organization:	<i>Exists on Day 1 for all businesses</i>	<i>Exists in Growth Stage companies, professional services, and SaaS</i>

Success Planning

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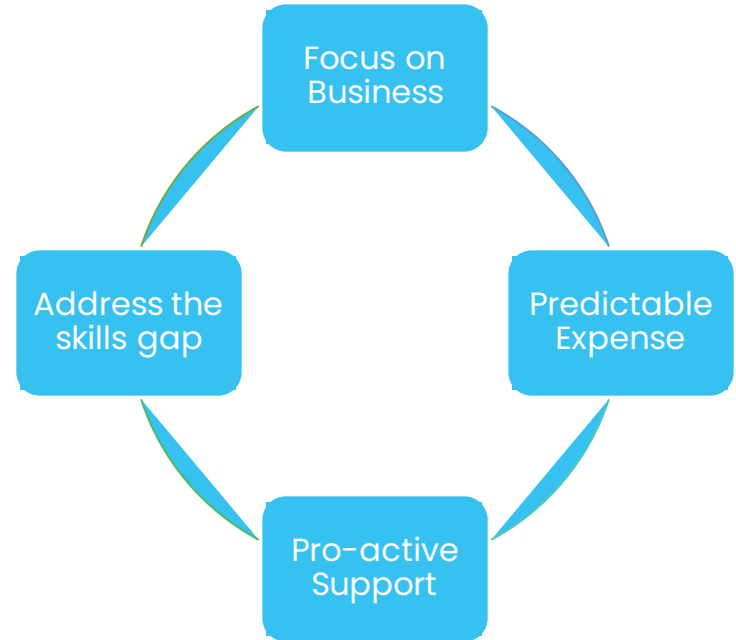


Success Benefits

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The business benefits that can be realized and achieved by our customers with a people first orientation include: improved productivity, simplifying the management of the computing environment, and optimizing how people and their applications utilize the infrastructure. Ensuring security, uptime, ease of use and fixing problems before the user realizes it.

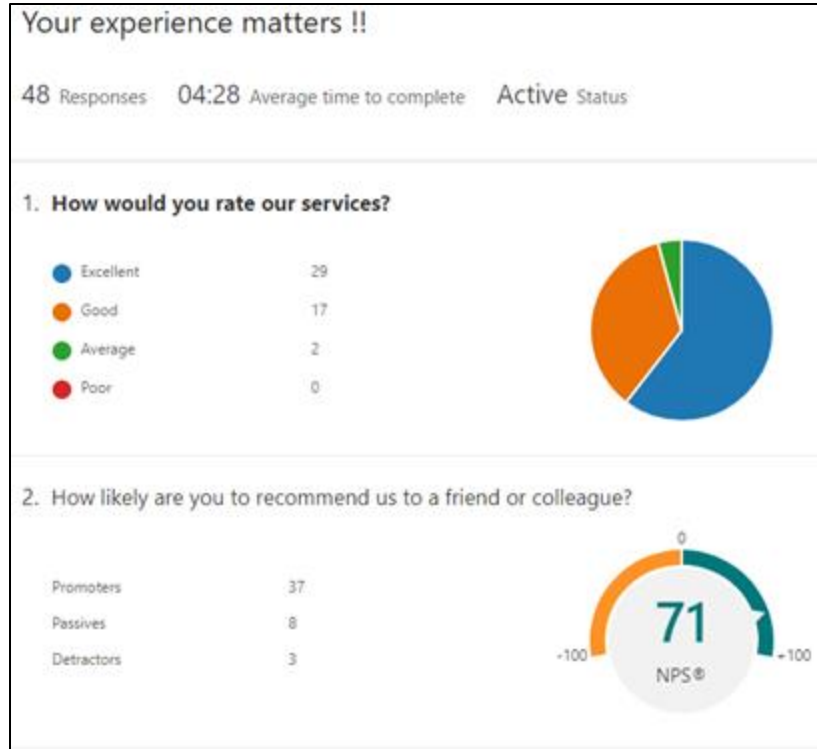


Customer Success Metrics

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- Product and Customer Retention (Over Time)
- Net Promoter Score (NPS)
- Renewal Rate
- Customer Satisfaction (CSAT)
- Customer Churn Rate
- Customer Lifetime Value (CLV)
- Monthly Recurring Revenue (MRR) Growth and Churn
- Annual Recurring Revenue (ARR) Growth and Churn



Point of Contacts:

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Service Requirement	Name	Email	Contact
Project Management	Vishal Hendre	vishalhendre@orientindia.net	9769008820
Backup & Archival , Linux Support	Mahendra Anbhanave	Mahendraa@orientindia.net	9769008832
Microsoft Infra Support & Authentication	Prashant Bhangare	prashantbhangare@orientindia.net	8657458492
Firewall Support	Vishal Khedekar	Vishalkhedekar@orientindia.net	9167377108
Active Networking Support	Manish Bari	manishbari@orientindia.net	9867757143
Endpoint, Email & WebApp Security	Praful Jadhav	prafuljadhav@orientindia.net	9004982327
Virtualization Support	Vinayak Salunkhe	vinayaksalunkhe@orientindia.net	7045699183
RIM Service	Sohit Ojha	sohitoza@orientindia.net	9029838837
End User Support	Deepak Talole	Deepaktalole@orientindia.net	7506361777
Passive Networking	Kiran Dere	kirandere@orientindia.net	9769008860

Team will help in understanding customer requirement, Sizing /effort estimation & proposal.



Contact Us

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