



Comprehensive Infrastructure
Management Services for your business.

GLOBAL DELIVERY CENTER, INDIA



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Your IT infrastructure runs your business.
BUT WHO RUNS YOUR IT INFRASTRUCTURE?

It takes a specialist to manage the virtual brains of your business. Every aspect of your infrastructure needs to be managed with the greatest care. Global Delivery Center, India offers comprehensive Infrastructure Management Services by leveraging IBM's global strengths.

In IBM, you will find a partner who you can trust completely with your IT infrastructure, leaving you with the time to focus on other aspects of your business.

THE NEED FOR INFRASTRUCTURE MANAGEMENT SERVICES

Global economic uncertainty has become so widespread that the future holds many challenges for organizations. The upside is that outsourcing can help organizations and technology decision makers achieve cost savings and competitive advantages.

Organizations are increasingly reliant on service providers, as they take over broader portfolios of non-core functions. This often extends beyond core IT infrastructure and application services. Even as pressure for cost control mounts, IT organizations continue to face growing internal demands to enable business innovation, new market offerings, customer retention, and core business process re-engineering.

This makes selection of the right Infrastructure Services partner even more vital as the stakes get higher.

REMOTE INFRASTRUCTURE MANAGEMENT (RIM)

Due to increasing costs and growing IT requirements, CIOs are looking for new alternatives to reduce the costs of IT infrastructure. The remote delivery of IT Infrastructure Services can help solve this dilemma. RIM delivers high availability and performance of the IT infrastructure. The service could apply to the entire IT framework or some of its key elements.

Remote Infrastructure Management services, not only offer large cost savings, but also offer improved flexibility to create support structures for IT operations. Enterprises can secure service contracts that segment and target opportunities by company, site, application instance and other such components. Given this flexibility and the rapid commoditization of pricing worldwide, RIM services can deliver significant cost savings for companies.

Experts and analysts estimate that at least 70% of IT support for Infrastructure Services can be performed from a remote location. The Remote Infrastructure Management industry in India, during 2005-08, has grown threefold from US \$1 billion to US \$3.6 billion. It is expected to acquire a disproportionate share of US \$13 billion to US \$15 billion by 2013.

The growing trend of organizations using RIM is influenced by three major factors: continuous effort by enterprises to enhance service and performance levels and reduce cost, advancements in technology that have improved infrastructure efficiency and management, and evolution in offshore capabilities.



GLOBAL DELIVERY CENTER (GDC), INDIA

GDC India is at the forefront of creating and delivering high-value services. As IBM is a globally integrated enterprise, work is executed most efficiently in terms of cost, skills, location and environment.

GDC India adopts strategic outsourcing to meet the varied local and regional IT needs. The core idea is to utilize IBM's strong local and regional management teams, supporting its key global competencies in Security, Asset & Risk Management (SARM), End User Support (EUS) and Server Systems Operations (SSO).

We bring a competitive edge to IBM's global scale and advanced technologies by delivering globally integrated standard solutions. Our capabilities help clients innovate and transform their businesses.

At GDC India, reaching superior delivery standards, is a continuously evolving journey. We aim to improve what we do and how we do it. Our robust investment in tools and technologies is focused on achieving higher levels of excellence in our delivery process.

The bottom-line strategy is simple, with three key focus areas:

- Standardization
- Automation
- Global Integration



OUR VALUE PROPOSITION

Get the full IBM advantage, an extensive presence means you have a partner with true global reach, one known for an unrivalled ability to deliver complex projects.

Global Footprint

Present in over 170 countries, speaking over 80 languages and having over 400,000 employees.

Innovation

An innovative and integrated approach to global service delivery. IBM is the largest investor in R&D. Clients get more than mere labor cost-savings through our interlock with various research labs.

Full Services Portfolio

Have the ability to provide the full spectrum of Infrastructure Management Services.

Operational Excellence

A track record of sustained performance on key metrics, with an effective infusion of Six Sigma.

Experience

Subject matter experts have in-depth industry knowledge, with years of experience across the globe.

Scalability & Flexibility

Can scale up to match rapid growth requirements and have the flexibility to respond to change.

People Skills

An experienced leadership, with the ability to recruit quickly and retain the best talent.

Backed by these strengths, GDC India provides clients with a predictable and assured delivery of business benefits.

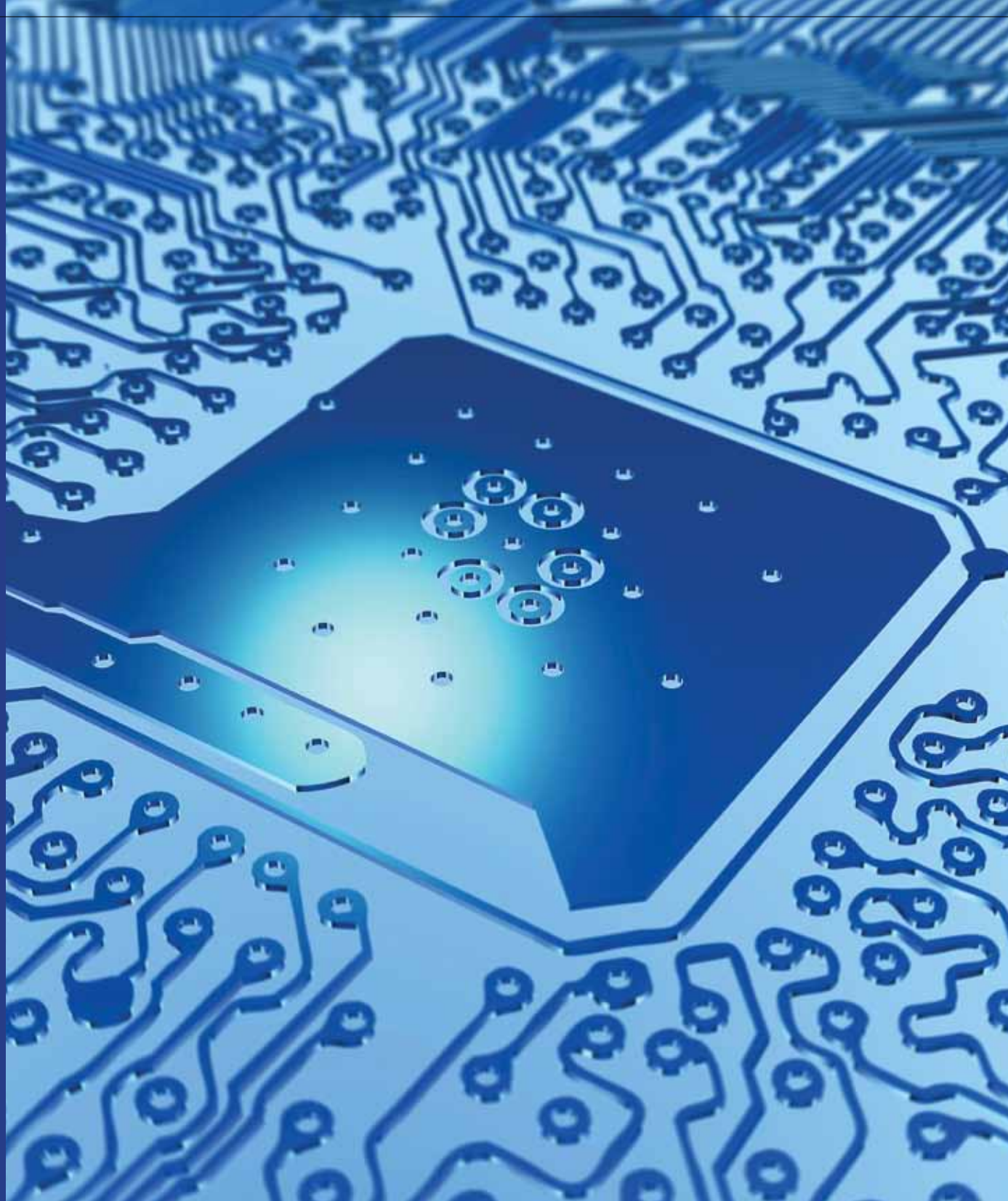


COMPETENCIES

GDC India delivers end-to-end solutions in core Infrastructure Services: server consolidation, middleware services, IT strategy and architecture, business continuity and resiliency, security and privacy, storage and data services, site and facilities services and network services.

Key competencies:

- I. Server System Operations
- II. Service Management
- III. End User Services
- IV. Business Acquisition Services
- V. Security and Risk Management



I. SERVER SYSTEM OPERATIONS

Experienced IBM specialists assist you with the planning, implementation, configuration and integration needed for your servers. These specialists can also provide hands-on skills transfer to help your team understand how to manage the new servers.

A. Application Hosting Services, Database Management, Mainframe and eBusiness Hosting Services

Application Hosting Services (AHS)

AHS - Business Applications Practice, Middleware, E-mail and Collaboration.

- Remote infrastructure support to ERP products such as SAP Basis, Siebel, Oracle eBusiness applications, PeopleSoft and tools support such as Remedy, Peregrine and Maximo
- Expertise in handling tasks such as SAP batch job, SPOOL, CCMS monitoring, solution manager, installations, upgrades, OS/DB migrations, server consolidations, DR support and Netweaver products such as XI, BW, portals, MDM etc
- Remote infrastructure support to groupware such as MS Mail box administration, Lotus Notes server administration and shared infra support services such as Sametime, Blackberry etc., (100% product certified)
- Expertise in handling tasks such as user/group administration, disk space issues, capacity management, backup and server monitoring, health check monitoring, file system and directory administration, disaster recovery support, SLA measurements and reports, server consolidation, migration and upgrades
- Remote infrastructure support to a wide range of products such as WebSphere Application Server, Weblogic, MQ Series, Apache, WebSphere Portal server across all geographies
- Expertise in handling tasks such as Web server issues, queue management, HAT monitoring, load balancing, performance, queue manager trouble shooting, Biztalk configuration, WPG installation and configuration



Database Management

- Remote infrastructure support to database products such as Oracle, Sybase, SQL server, DB2 DBA and DB2 UDB
- Expertise to handle table space management, database refresh, creation, maintenance, installation, upgrades, migrations, clusters, replication, RAC, data guard, disaster recovery support, load/unload of data, patch management, backup and recovery, database monitoring and capacity

eBusiness Hosting Services

- Remote infrastructure administration support to UNIX/Intel/Database/Network servers
- Expertise in user/group administration, patch management, server activation/deactivation, OS cluster/corruption issues, performance, trouble shooting, HACMP, server consolidation, disaster recovery support and compliance management

Mainframe

- Remote infrastructure support related to system programming and administration in MVS, DB2 Subsystem, storage, PCM, automation and CICS in terms of DB2 installation, upgrades, maintenance, data sharing, zparm customization, storage administration, tape catalog support, virtual tape management, z/OS installation/upgrades, Sysplex configuration, ISV installs, CICS installation/upgrades, interface and resource management, CICS resource management and MQ series administration
- Established Center of Excellence to enable high-end skills in MVS, DB2 Subsystem, storage and CICS



B. Server Management – Distributed

Midrange Platform Support

- L2 & L3 support on various platforms/technologies like Wintel, UNIX, Tivoli in Midrange and i-Series
- Proactive maintenance on alerts, user and group administration
- Server administration and server support to perform backup/restore/recovery
- Patch/APAR and fix management, health checks, server security management, problem resolution, reactive break fix, change management, OS upgradation, VMware support, OS/400, Tivoli support and VMS upgrades
- Performance tuning and capacity planning
- Generating reports and documentation of various competency processes and procedures
- Tools/technologies support

C. Storage Management

- Perform backup/restore/recovery with tools such as TSM, NetBack-up, Legato, Arcserv, and Backup Exec
- Midrange and mainframe storage support
- Technologies like EMC², Hitachi, IBM storage, HP storage, StorageTec
- Fabric management: Brocade

D. System Operations

- Midrange operations and production control
- Mainframe operations and production control with 24x7 coverage
- Problem and change management
- Midrange activities - monitor performance, health check, network, batch job, scheduling and backup
- Mainframe activities include scheduling, soft copy support, identification and library management

The benefits of GDC India's Server Management Services are maximized performance, quicker problem resolution and lower costs.



II. SERVICE MANAGEMENT

GDC India provides cost-effective services which deliver integrated visibility, control and automation across business and IT assets, processes and organizational boundaries.

Service Delivery

- End-to-end delivery responsibility for the account
- Business controls/compliance responsibility for the account
- Focal for global account team and delivery team in India
- Cost recovery, scorecard performance and monitoring

Service Support

- Critical incident management
- Problem management/change management/release management/capacity management/availability management
- Service delivery manager
- Service level reporting

Get the visibility, control, and automation you need to deliver services aligned to your business goals. GDC India manages your services and leaves you with the time and resources to innovate and succeed.

III. END USER SERVICES

We provide an integrated set of technologies that support the end user. The services include assisted technologies support and on-site support, to provide one-on-one assistance to users.

- Single point of contact for call logging, allocating, assigning, escalating, and report generation
- Tracking each call to resolution
- Centralized Technical Support (CTS) - remote takeover of end user's system
- Software Packaging and Maintenance Services (SPMS)
- Support for desktop users on OS related calls, and office automation

Improve problem resolution time, simplify your support services, reduce expenses and achieve greater reliability and availability.



IV. BUSINESS ACQUISITION SERVICES

With experience gained from many client engagements, GDC India has developed best practices that cover the entire acquisition life cycle - from strategy to implementation.

Solutioning

- Solutions designed to create and manage a dynamic and optimized infrastructure. The purpose is to support business, and innovation in operations and products, through the use of IBM's hardware, software and services
- Solutions that optimize IT assets by the transformation and automation of services
- Partner with clients to assess and design an IT infrastructure that aligns IT strategy with their business priorities. This allows them to respond more rapidly to changing business requirements
- Define technology-refresh plans based on deep insight into emerging trends in computing

Engagement

- Play a pivotal role in business acquisitions for GDC India and cater to opportunities from all over the world
- Interlock with the deal teams to expand IBM's client portfolio, right from "Opportunity Identification" through "Transition Commencement", which ensures maximum value to clients
- Leverage internal assets, proven delivery models and the experience gained, to collaborate with the transition and delivery teams towards effective solution development
- Facilitate smooth on-boarding of services



Transition Management

- Timely and successful induction of new business into GDC India and on-boarding of new accounts, also covering staff transfer
- Set up management systems and initial operations, using a standard set of methodologies relating to cost, schedule scope, quality, risk and communications management, workplace logistics, interim processes, infrastructure and tools readiness
- Execution based on global transition and transformation architecture
- Transition process aligned to Project Management Institute and Infrastructure Technology Information Library (ITIL) frameworks
- Structured knowledge acquisition and transfer on customer business processes, technical skills and service delivery requirements
- Ensuring risk management from start of transition till steady state cutover, with proper mitigation and contingency plans
- Good governance mechanism to ensure all transitions are managed effectively as per plans
- Resources ramp-up and down
- Parallel operations to ensure continuity of business
- Highly trained and experienced team to handle any complex transitions

GDC India's Business Acquisition Services help clients achieve critical success factors and realize deal values through effective integration across the clients' relationship life cycle.



V. SECURITY AND RISK MANAGEMENT

GDC India strategically manages risk, end-to end, across all five domains of Information Technology security - Data and Information, Process and Application, Server and End Point, People and Identity, Network, and Physical Facilities.

Compliance and Regulatory Program Management

Primarily creates and maintains customer specific security policies (like establishing ISEC, GSD331 etc.), compliance support tests, SOX, HIPAA, Support for Regulatory Programs (FDA), audit management, and security compliance support.

Identity and Access Management

Deliver ID and access management on MF/UNIX/Windows environment. Design, development and support of automation solutions, using tools like ITIM, TAM, SunIDM, Siteminder, ACF2, and RACF etc.

System Currency

We deliver security assessment, malware defense (Symantec, Trend, McAfee etc.), security advisory and integrity, system security checking (using tools like TSCM), and technical health. This includes checking, vulnerability management service, TCP/IP vulnerability scanning (ISS, Foundstone), ethical hacking/penetration testing, distributed security technical test follow up procedure.

Infrastructure Protection

Design and support of e-mail security (antispam, gateway filters etc.). The management of intrusion detection and prevention. Support for NIPS, NIDS, HIPS etc. The design and support of client firewall setup (Cisco, SNAC, McAfee etc.), and systematic attack detection.

Our services, products and research help businesses manage operational, and Information Technology risk, more effectively.



OTHER FOCUS AREAS

Services are integral to GDC India's demand strategy, which are designed to help our customers become more responsive, resilient, variable and focused. This is achieved through the management of the customer's IT environment.

- I. Organization Development
- II. Project Management
- III. Managed Services Delivery
- IV. Integrated Technology Services (ITS)
- V. Delivery Excellence (Global Delivery Framework)
- VI. Infrastructure and Resource Management



I. ORGANIZATION DEVELOPMENT

We orient new employees to the organization's culture and objectives, and help to further develop leadership skills among the senior management.

New Hire Assimilation

We help new hires induct, and assimilate values and gain cultural orientation for smooth transition into the business. This program covers all aspects including competency overview, leadership, tools and resources, and career development which are required for the new hires.

Skills Development

We address the skills and education requirements for the IT delivery business unit. These include skills assessment, skill gap identification, skill development, and education planning.

Professional Development

We provide learning opportunities and create governance around core GDC skills like Infrastructure Technology Information Library (ITIL), delivery excellence and others identified by business.

Career Development

Information and opportunities are provided to GDC India employees to plan their careers through career development programs. The various initiatives allow employees to manage their career and grow with the organization, in line with their unique talents, skills and interests. This enables career resilience, and most importantly, helps IBMers feel good about their career direction.

Management Development

We enable people managers at GDC India to become more effective, and provide them with opportunities to upskill their knowledge, through programs like Manager Assimilation Program (MAP). We also collaborate with the Integrated Services Team (IST), to ensure GDC managers have opportunities to develop their skills through structured programs.

Leadership Development

We have established leadership development programs to recognize potential leadership talent within the organization, and nurture them with the required knowledge to create a leadership pipeline. We also collaborate with the Integrated Services Team (IST) and Business Technical Leadership (BTL) organization, to ensure GDC leaders get opportunities to develop their skills through structured programs.

Employees who are aligned to the organization's policy and strategy, upskilled regularly and given larger opportunities, make a vital difference to the organization's performance.



II. PROJECT MANAGEMENT

As a part of IBM's strategic outsourcing policy, Project Management Competency (PMC) provides end-to-end Project Management services, to the IBM organization worldwide. We leverage the Worldwide Project Management Methodology, tools and processes.

The service portfolio includes:

- Remote and on-site end-to-end project management services
- Program management services
- Portfolio management services

We help drive project performance of consistent quality, with predictable results.

III. MANAGED SERVICES DELIVERY

Our applications management and Infrastructure Services are designed to reduce the cost of enterprise applications through the entire application life cycle.

- Provide end-to-end services for industry leading ERP solutions
- Services managed include infrastructure hosting, network, systems administration, database and application administration
- Delivers seamless project and production support services spanning activations, upgrades, stabilization and production support operations
- High degree of standardization and automation in tools and processes. This enables a shared global pool of resources to service several large global clients
- Centralized common CRM system integrated with the delivery processes. The CRM solution also includes a customer interface that features reports, self-service, packaged common requests and the auto route feature
- Advanced capabilities to monitor systems, integrated with the centralized ticketing system
- ITIL and SAS70-II compliant

We help you reduce project and infrastructure costs, simplify and speed up execution.



IV. INTEGRATED TECHNOLOGY SERVICES (ITS)

We help you plan, deploy, support and optimize your systems and networks, which in turn helps your business maximize the benefits of IT investments made.

- Design, build, implement and optimize client's IT infrastructure
- Deliver project-based services to Integrated Technology Services clients
- Develop and deliver service products, such as server consolidation, virtualization etc

Customers benefit from a well planned IT infrastructure that is low cost, easy to use and allows easy growth.

V. DELIVERY EXCELLENCE (GLOBAL DELIVERY FRAMEWORK)

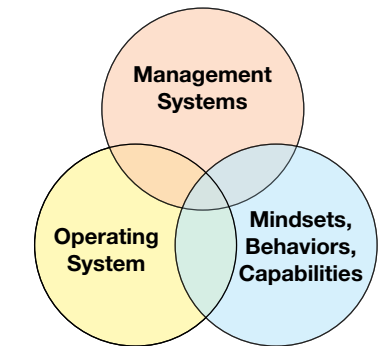
The Global Delivery Framework is a set of delivery practices that enables consistent global delivery.

The objectives of Global Delivery Framework are:

- Deliver best-in-class quality IT services
- Standardize delivery processes globally
- Execute with industry leading efficiency
- Implement defect prevention processes

The 3 core elements of Global Delivery Framework are the "Operating System" combined with cutting edge "Management Systems" and supported by "Mindsets, Behaviors and Capabilities".

Global Delivery Framework is our strategy to achieve excellence in service delivery and offer greater value to our clients.





VI. INFRASTRUCTURE AND RESOURCE MANAGEMENT

GDC India can oversee your IT infrastructure for optimal use of resources worldwide. We help integrate best practices into your entire system.

Integrated Operations

Focuses on the institutionalizing and effective management of Business Operations, Resource and Capacity Management, Infrastructure, Compliance and Controls, Quality Assurance, Governance and Metrics and Account Program Office.

Account Program Office

Is designated as the First Point of Contact (FPOC) for all service requirements. It registers the requirement, directs traffic flow, facilitates the process and finally compiles status and outcome reports.

Business Operations and Tools

Responsible for labor claims, utilization, client billing process and business tool implementation for all the competencies under GDC India.

Quality Assurance

A critical factor in meeting business expectations through a culture of continuous improvement. Measurement and analysis that enables the identification of improvements through Customer Satisfaction Surveys, Productivity, improving the Six Sigma knowledge DNA, External Audits and Quality Certifications.

Resource and Capacity Management (RCM)

A corner stone for fulfillment across GDC India. RCM's fulfillment initiatives are closely interlocked with the Service Lines, Organizational Development, and Work Force Management (WFM), as recruitment is one of the prime channels of fulfillment.

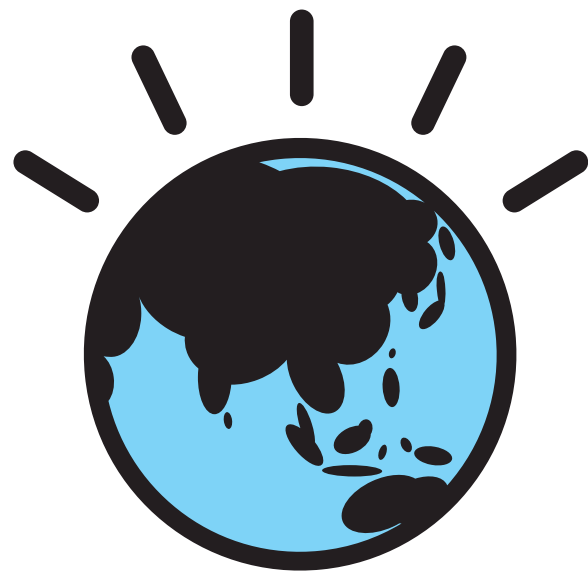
Infrastructure team

Is responsible for the management of various support systems related to infrastructure across GDC India. Various verticals are managed (IT Infrastructure, Business Continuity Planning, Transportation, and Space Management) to ensure best-in-class delivery to both internal and external customers.

Compliance and Controls

Advises, monitors, tests and institutionalizes a culture of compliance to IBM policies, processes/procedures.

Infrastructure and Resource Management, through the use of asset management tools, increases your IT infrastructure's efficiency and improves cost effectiveness.



Let's build a smarter planet.

As we move toward a globally integrated economy and society, we find ourselves at a moment of enormous challenge – and of even greater opportunity. The world isn't just getting smaller and flatter, it is actually becoming *smarter*.

Today, almost anything – any physical object, process or system – can be instrumented, interconnected and infused with intelligence. The question is, what will we do with that? To this end, IBM has initiated an ongoing conversation about some of the most critical issues and most promising opportunities facing our planet. We have explored what it means to make the systems by which our world works, work better – our energy, our medicine, our food, our water, our supply chains, our roads, our cities... everything. The list is long, and the dialogue has just begun.

We believe that smarter systems can and will make a meaningful difference to the prosperity of the global economy, the sustainability of our planet and the health of global society. We also believe that IBM is uniquely positioned to help – thanks to our depth of resources, expertise and experience. We can help provide enterprises, institutions and governments of all sizes around the world with the tools and thinking necessary to build a planet of smarter systems.

The future now beckoning to us is one of enormous promise – a future we can build now if we open our minds and let ourselves think about what our world could be.

