

Capabilities

Robust IT Infrastructure with Sthenos Technologies Infrastructure Management Services



About Us

Overview



4000+
Employees



10
Global Offices



9
Development
Centers



1,00,000+ sq.ft.
Office Space

Clientele



1500+
Clients



50+
Countries



85%
Clients Retention



22+
Industry Verticals

Achievements



2000+
Products Engineered



1500+
Applications
Developed



12+
Awards



20+
Million Development
Hours

Partners



25+
YEARS OF
EXCELLENCE



CMMI DEV/5

What We Do?



01

User Experience Design



02

Digital Transformation



03

**Software
Product
Engineering**



04

**Data Management
& Analytics**



05

**Blockchain, AI &
ML**



06

**Cloud & DevOps &
Infrastructure QA
Services**

Our Capabilities

01.

- IT Consulting

02.

- Strategy Planning
- Execution Business
- Process Re-engineering
- IT Modernization

03.

- Business Analysis
- Consulting
- Governance & Security

Certified To Deliver Quality



ISO

9001:2015
Quality Management

ISO

27001:2013
Information Security

ISO

20000-1:2011
IT Management

ISO

22301:2012
Business Continuity
Management

Success Stories



Banking & Finance



E-Commerce & Retail



Education & E-Learning



Government/ Semi Government



Healthcare



Insurance



IT & Consulting



Manufacturing



Media & Entertainment



News & Publication



Supply Chain & Logistics



Telecom

Delivered

6500+ Projects

Worldwide Across

22+ Industries

Service Offerings (1 of 2)



Database Management Service – Managed Service – SLA / Uptime Driven Support

- Database is also considered as soft layer infrastructure that sits above the storage and the operating system of the server.
- It is one of the most critical part of any organization as the data rests in the DB, it is used in every organization big or small to store data and retrieve it for further processing via ETL, Analytics and data science tools.
- Managing the DB is a skilled job which involves monitoring the DB and other list of activities that are done to ensure uptime and performance of the DB.
- Security of the data is also very critical for the organizations which are done by tools like DAM or AVDF.

Types of DB

RDBMS (Relational DB like Oracle, MS SQL, IBMDB2, Sybase) Opensource DB (Postgres, MySQL, Mongo, etc.)

Prospective Clients

All Industry Verticals/ Companies which use DB (BFSI, Retail, Pharma, FMCG, etc.)

Delivery Models

Onsite/ Remote/ Hybrid (as per client requirement).



Middleware Management Service – Managed Service – SLA / Uptime Driven Support

- Middleware is also considered as soft layer infrastructure like DB that sits above the DB and below the application. It majorly a layer that helps connectivity between application and DB in structured way.
- It is one of the critical part of any organization as the it helps connectivity and concurrent usage between the application and database.
- Managing the M/W is a skilled job which involves monitoring and other list of activities that are done to ensure uptime and performance of the application.

Types of M/W

WLS, WAS, MQ, JBoss, Apache Tomcat, Ngnix, etc.

Prospective Clients

All Industry Verticals/ Companies which use internet-based applications (BFSI, Retail, Pharma, FMCG, etc.)

Delivery Models

Onsite/ Remote/ Hybrid (as per client requirement)

Service Offerings (2 of 2)



Technology Consulting/ Projects/ Support – Managed/ T&M/ Staff Aug

- Technology consulting / projects / support may be interconnected or individual areas of the offering, consulting may get converted into project which in turn gets converted into support

Consulting

- As Is-To Be study & Gap Analysis.
- Complete assessment & recommendation report on entire stack.
- Proposed Architecture & Capacity Planning recommendations using newer technologies.
- Proof of Concept.

Types of Consulting & Projects

- Infrastructure migration, DB in place migration, On-Prem to Cloud Migrations, Security Implementations, HA and DR site implementation, Performance Tuning, etc.



Staffing Services

It will generally consist of T&M or Staff Augmentation

- Some major benefits to client as below
- Ability to support onsite DBA whenever required – CoE
- Per Day/ Month Rates/ Resource
- Easy replacement from internal team
- National coverage

Differentiators & Services Snapshot



Cloud Computing

- Cloud Assessment Services
- Cloud Adoption Services
- Cloud Broker Services



Tech Consulting

- Architectural Design & Consulting
- Performance Optimization
- New Technology Evaluation
- HA & DR Consulting Implementation



Oracle EBS

- 24x7 End-to-End EBS Support
- EBS Module Implementation & Upgrade Expertise



App Management

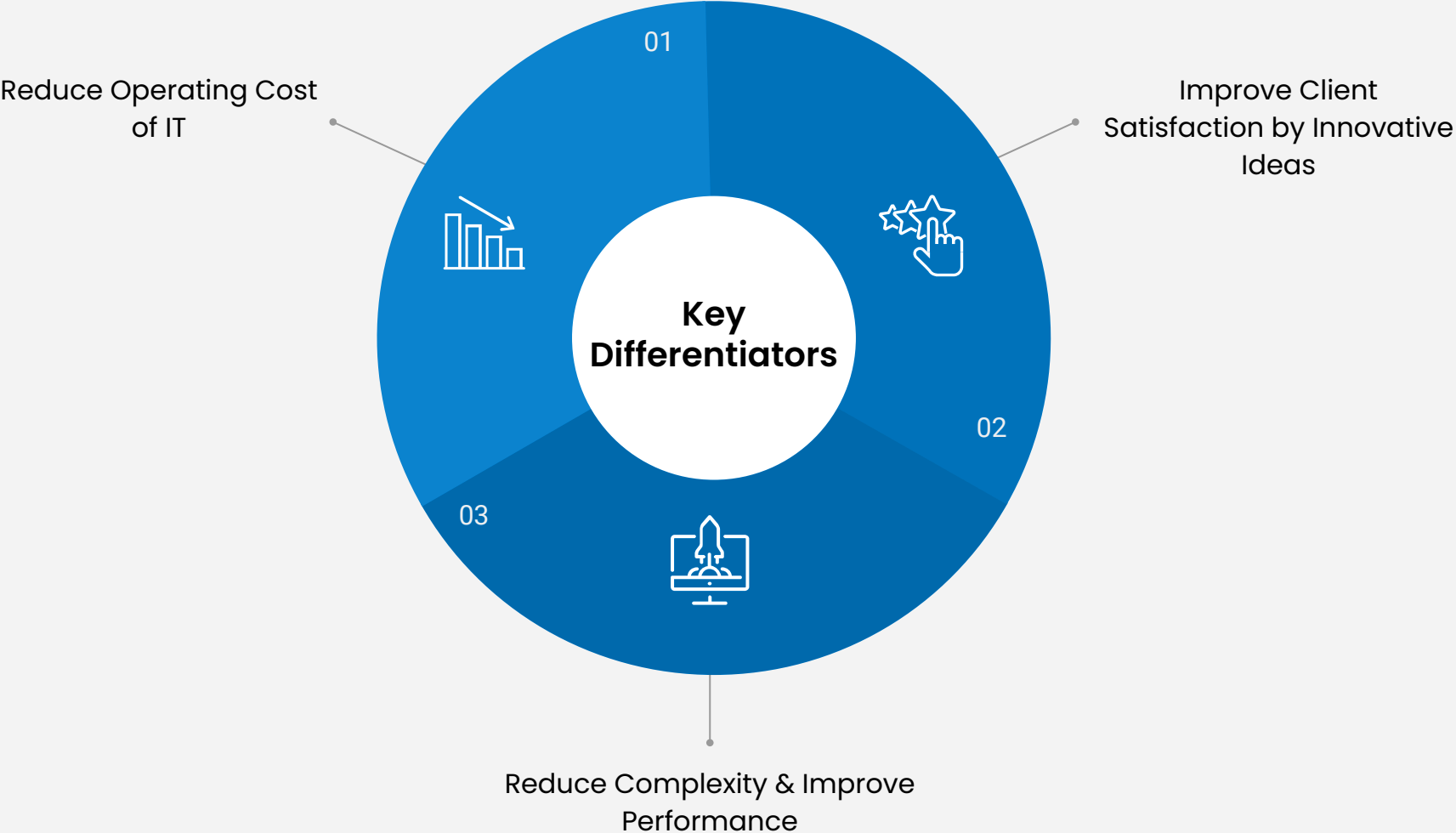
- SLA-driven Services
- Resource Provision
- Shared/ Dedicated/ Resource Model
- All Technology Supported



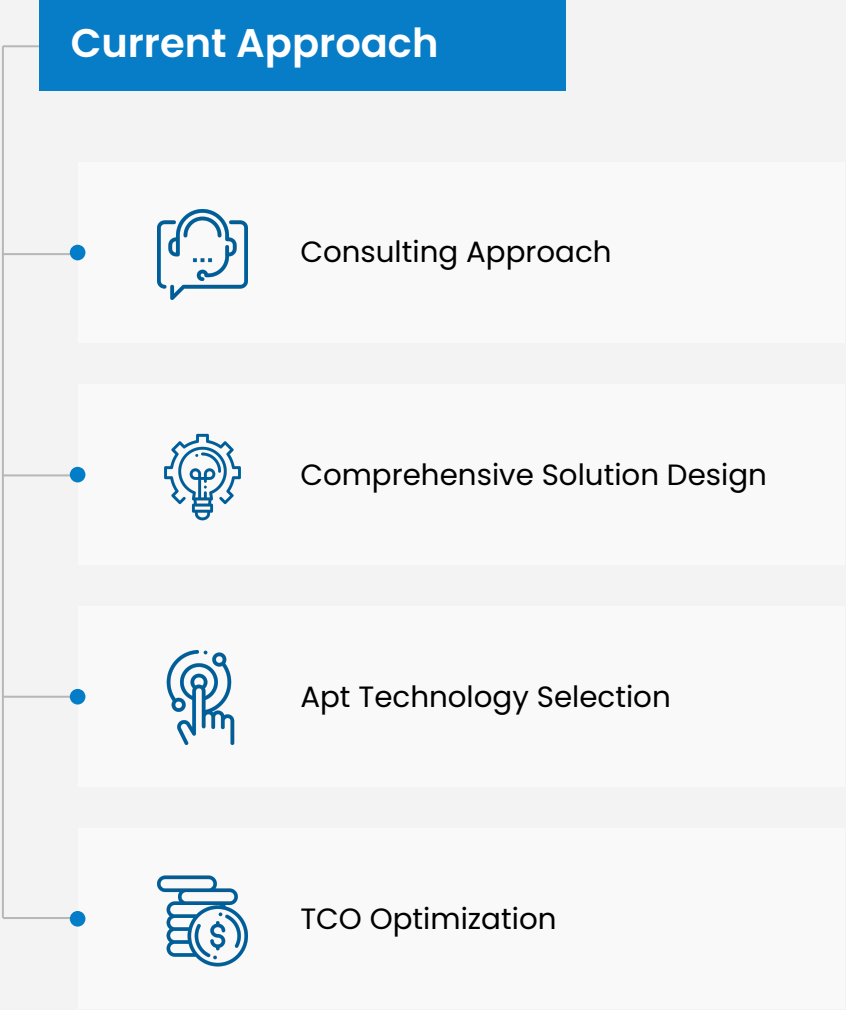
Infrastructure Mgmt. Services

- SLA-driven Services
- BAU Support: O/S, DB, Middleware
- Datacenter Operations Services

Differentiators & Services Snapshot

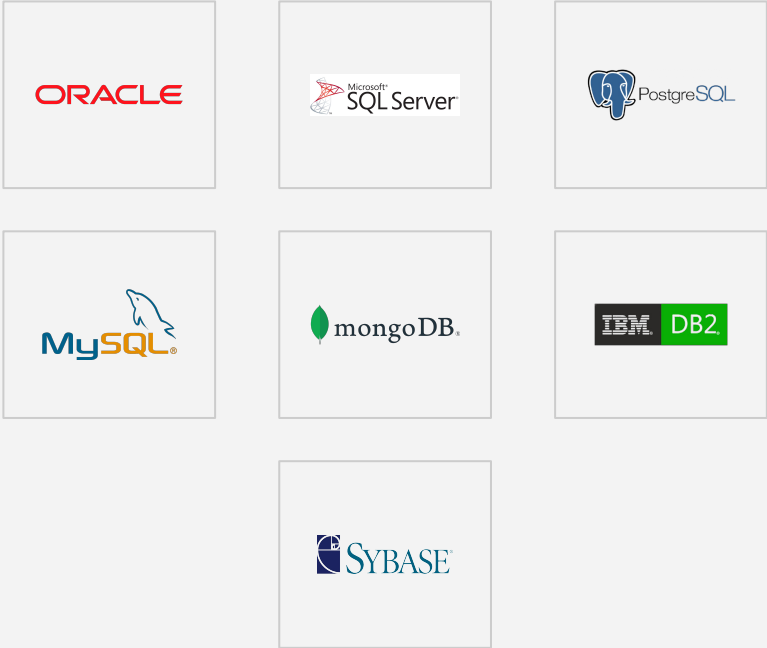


Our Approach

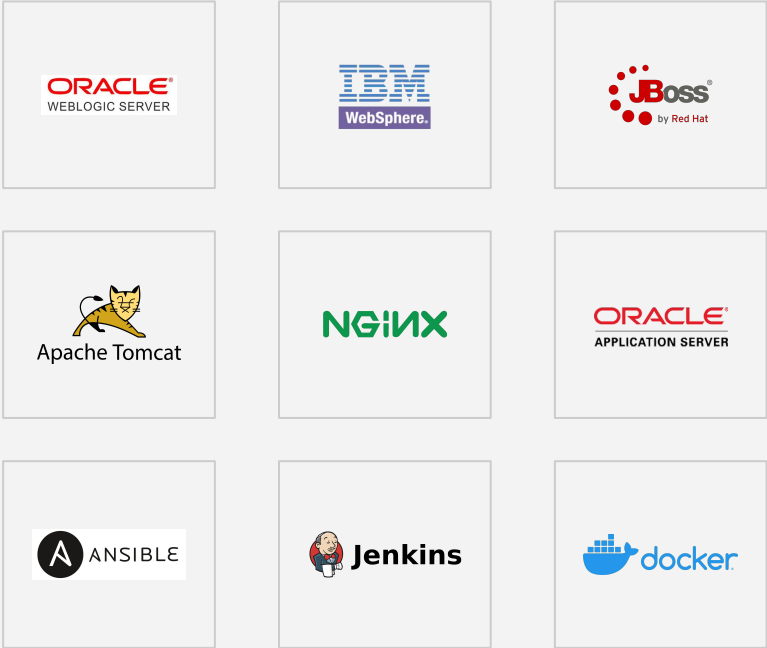


Database Technologies

● Database Technologies ●



● Middleware Technologies ●



Service Overview (Key Highlights)

Database Management Service

It helps businesses solve all their database worries.
It offers both open & closed source database solution best suited to the clients.



Middleware Management Service

Helps organizations to support all leading middleware technology products to keep the business running efficiently.

Key Highlights

- Flexible service window as per customer requirement (Onsite/ Remote/ Hybrid)
- Ownership of SLA and Uptime
- 24*7 accessibility of team for any issue/ concern
- Tiered Service – T1, T2, T3
- Availability of CoE/ resource pool/ KB at all times
- Helping clients optimize their TCO
- Expertise in Multiple database and Middleware technologies (i.e., Oracle/ MS SQL/ Open-Source and WAS, WLS, JBoss, Apache Tomcat, WebSphere MQ)

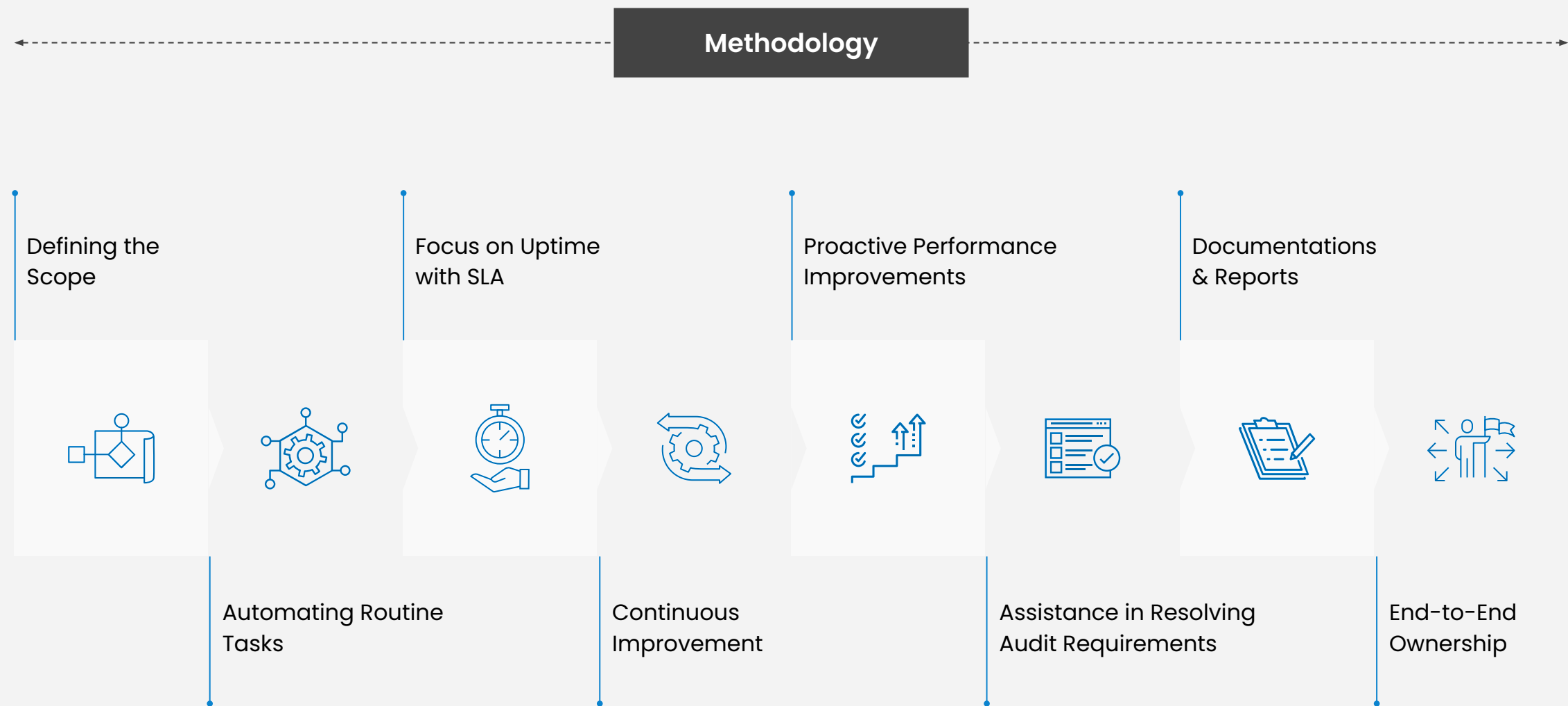
Key Deliverables

- Server/ Database Monitoring
- Space Management
- Backup and Recovery Management
- Performance Management
- Installations/ Configurations
- Patch Management
- Service Request Management
- Security Management
- Audit Management
- Change Request

Key Differentiator

- Capacity Planning/ Consolidation
- Periodic study of System Infrastructure & guides on Industry's Best Practices
- Version Upgrade Roadmap
- Technology Transformation Roadmap

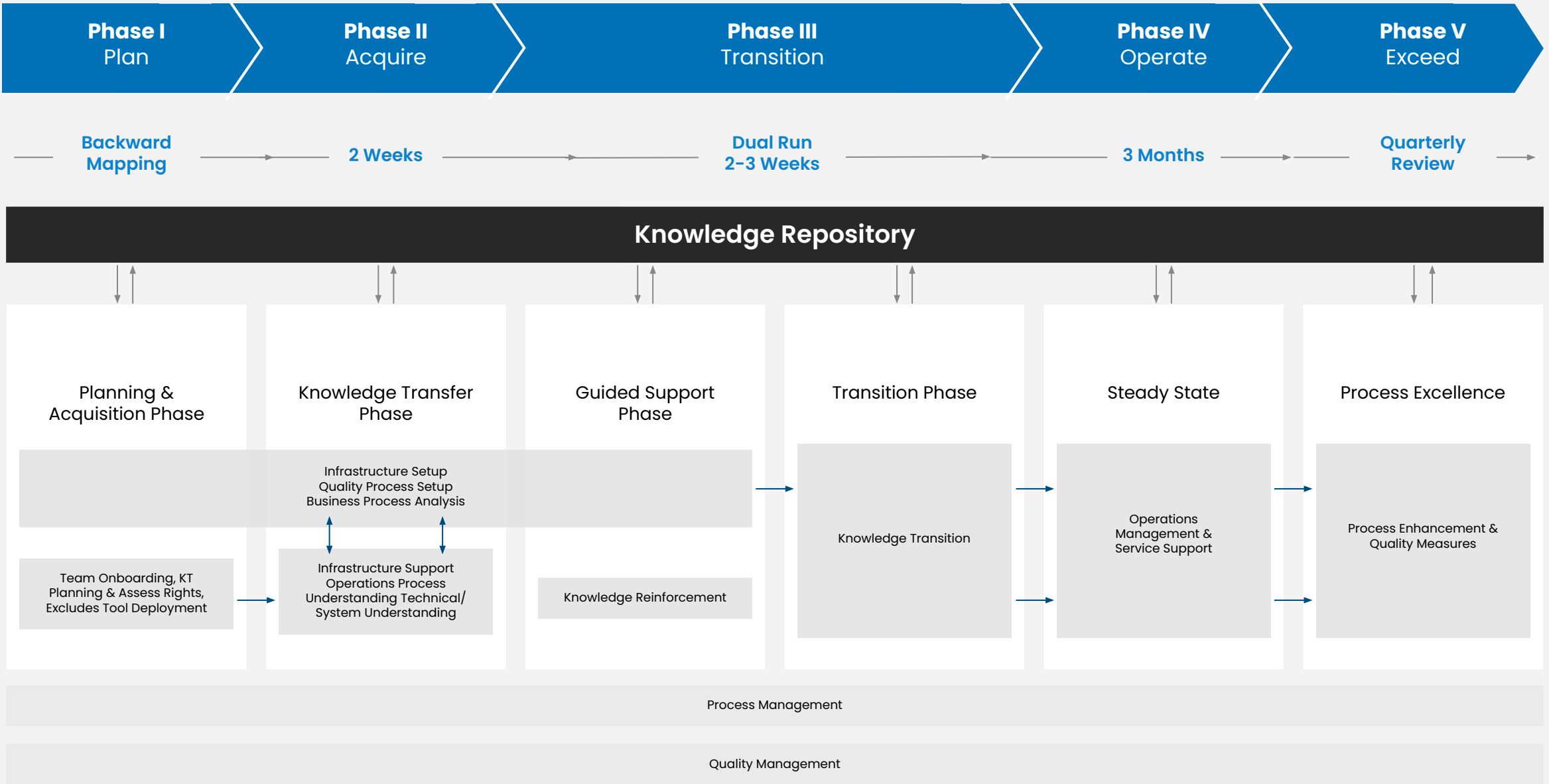
Managed Services – Capabilities



Managed Services – Differentiated Approach

 End to End Ownership	 Team Composition	 24 x 7 (Rotational Shifts)	 Knowledge Management	 Governance	 Service Level Improvement
 SLA/ SLO-driven	 Redundancy vs Response Time	 SME & CoE	 Process Driven	 Weekly, Monthly, Quarterly Review	 Lowered TCO

Proposed Transition Timelines



Governance Model



Technology Consultancy and Project

Technology Projects – Capabilities



Pre-Project Activities

- Project Initiations
- Requirement Analysis
- Understanding of Final Goal
- Preparing the Solution to meet requirement
- Preparing Project Effort Estimation & Commercials



During Project Activities

- Preparing Project Plan with detailed Actions
- Project Executions and Managements
- Milestone sign-offs
- Hand holding Support
- Documentation

Technology Consulting Service

We help our client to maintain proper mix of IT resources to adopt ever changing IT needs. Our team of experienced professionals integrate with the client's team to develop a practical solution best suited to the client.

Key Deliverables

- As Is-To Be study & Gap Analysis
- Complete assessment & recommendation report on entire stack
- Proposed Architecture & Capacity Planning recommendations using newer technologies
- Proof of Concept

Key Projects

- Database Migrations
 - In-place Migration
 - On prem-to-cloud Migration
 - Inter Technology database Migration
 - Database consolidation
- Oracle Exadata Machine/ ODA
- Security Assessment implementation
- Database & Audit Vault Implementation
- Performance Assessment, Recommendation & Implementation
- Backup and Recovery strategies to minimize data loss
- High Availability and Disaster Recovery Implementation
- Performance tuning

Roles and Responsibilities of L1/ L2/ L3



L1 Roles

- Monitor the event alerts and notify to the concerned team and process the requests from the end users to level 2 and level 3 support engineers.
- Monitor the availability of the Database events like DB availability, Instance availability and the space availability of disk drives and file systems.
- Monitor the Oracle Alert logs files, transaction logs and backup logs.
- Monitor the database related activities, respond calls from the Application support and developments teams.
- Monitor the backups, recovery errors, respond to the request regarding the restoration of the DB.
- Monitor the metric alerts, performance related issues like high CPU utilization, Application performance, high Memory utilization, Application tuning and Query tuning.
- Acknowledge the request for DB stop/start, user creation and grant specific data access to user.



L2 Roles

- Routine Administrative Activities.
- Resolve incidents escalated by L1 as per the agreed SLAs and timelines. They usually have a Run-Book which they can refer to for immediate resolutions. They are also supposed to coordinate with any other support or dependency groups in case the incident has any linkage.
- Troubleshooting of cluster failures, ASM disk group's failures and DR related problem etc.
- Adding and resizing of ASM disk groups.
- L2 escalates the problem to L3.



L3 Roles

- Participate in management, prioritization, minor enhancements / fix activities, problem management, stability analysis, Design and Implementation, Advanced configuration and Troubleshooting
- Analysis of technical issues and permanent fix/solution.
- Implementation of RAC, ASM, Data Guard for database failover between Data center and DR site, perform switchover /failover activities.
- Work on issues that couldn't be resolved by L2 team.
- Formulating Backup and Recovery strategies.
- Database upgrades/migrations.
- Formulating Backup and Recovery strategies.
- Physical and Logical database designing.
- Design for CPU, memory, and storage capacity requirements.
- Design security policy and audit plan.
- Database recoveries and identifying and fixing database corruption.
- Designing database for High Availability.
- Work on the performance issues related to Clustering, Create logical diagrams to figure out the loop pools in the database designs and functionality.
- Transport data across platforms.
- DB-Related Software Evaluation.
- Administer 3rd Party DBA Tools.
- Facilitate Training/Education.



CMMI Level 5

Leading by Passion. Driven by Innovation

4000+
Professionals

22+
Industries

1500+
Clients

85%
Client Retention

Thankyou

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