



IT Infrastructure Services

Skillmine Infrastructure Services offer a comprehensive portfolio of services that maps across all aspects of IT infrastructure advisory, design, implementation and ongoing management. This enables us to be your true capability partner with end to end focus on business outcomes. We ensure that we deliver solutions that are Efficient, Scalable & Secure, striking a balance between flexibility and cost.

“Infrastructure services represent the foundation of the IT machine . Without them, an IT initiative would not succeed or deliver value.”

Our Capabilities Include:

Skillmine Infrastructure Services is helping to accelerate what is most important to business today and tomorrow.



Data Center Services

- Infrastructure Strategy
- Data Center Strategy
- Data Center Fabric
- Design & Automation



Remote Infrastructure

- Infrastructure Strategy
- Data Center Strategy
- Data Center Fabric
- Design & Automation



Virtualization Services

- Virtualization Feasibility & Maturity Assessments
- Implementation and Management



Service Integration

- ITIL Process & tools
- Advisory and Implementation
- Service Assurance, Governance
- Risk Management & Compliance
- Performance Management
- Continuous Improvement



Cloud Computing

- Identity and Access Management
- Service-Oriented Architecture
- Risk Management



Data Management

- Data Management Solutions
- Disaster Recovery & BCP Storage Consolidation
- Cloud Storage

Innovation

- Development & Implementation of a Self Service App Store for approved desktop software to be installed on a click and reclaim unused software licences for 90 days.
- Development and deployment of illustrative video articles for common user issues.
- Design and deployment of a value tool for super fast file transfer from remote locations and different test beds.
- Design and re-configuration of security Zones within the Data Center.
- Development and Deployment of a portal to auto deploy and deliver standard low end virtual servers in Dev / Test environments.

Business Value

- Improved the user experience to make available required software instantaneously. Also reduce true up costs on licensing by re-use of reclaimed licenses.
- Helped in user education and reduced support load on Service Desk by means of lesser calls.
- Improved TAT for integrating test beds and faster testing cycles. Better integration with remote locations.
- Elimination of requirement of various firewall rules proving better experience to developers.
- Self Service and faster TAT to Dev teams to manage their own platforms for Dev and Test phases of SDLC.

IT Infrastructure – Services Portfolio

Enterprise Computing

Enterprise Network

Core Services

End-User Computing

Storage Services

- Server Disk Storage
- Media Services
- Data Backup

Data Centre Services

- Capacity Planning
- Refresh & Augment

Platform Services

- UNIX/Linux Support
- Windows Support
- Utility Computing

Messaging Services

- Messaging Security
- Messaging Platform Support

Managed Networks

- Managed Router & Switches
- Network Security
- Carrier Networks
- Net Ops / Advanced Monitoring

Mobility & Wireless

- Capacity Planning
- Refresh & Augment

Converged Network

- UNIX/Linux Support
- Windows Support
- Utility Computing

Data Centre Networking

- Messaging Security
- Messaging Platform Support

Business Service Management

- Service Management
- Process Automation

Event Management

- ITIL Ticketing System
- Monitoring related to Infra, Apps. Mw etc.
- Batch Enablement
- Event Consolidator

Business Intelligence

- IT Asset Management
- ISIS Portal
- Service Level Tracking

Client Care Centre (C3)

- Data Centre Operations
- Network Operations

Transition Management

Desktop Management

- Virtual Desktop
- Image Management
- Application Packaging
- Patch Management

Service Desk

- Service Desk
- Remote Resolution
- Self-Service Portal