

Managed Services to Improve Your Productivity and Enable Business Innovation



MANAGED SERVICES

Companies all over the world make IT investments to improve productivity and enable innovation. At the same time they face fundamental challenge like dealing with increasing IT complexity, costs and the need to deliver value from their technology investments.

Enterprises demand IT infrastructure that support competitive requirements to evolve with market conditions, quickly implement new functionality to support changing modes and realign processes in order to seize new opportunities as they appear.

As demands on IT infrastructure increase, enterprises continue to spend significant amounts of time and money, struggling with the administrative, operational and maintenance aspects of essential day-to-day IT management, rather than being focused on core IT activities that enhance their competitive advantage.



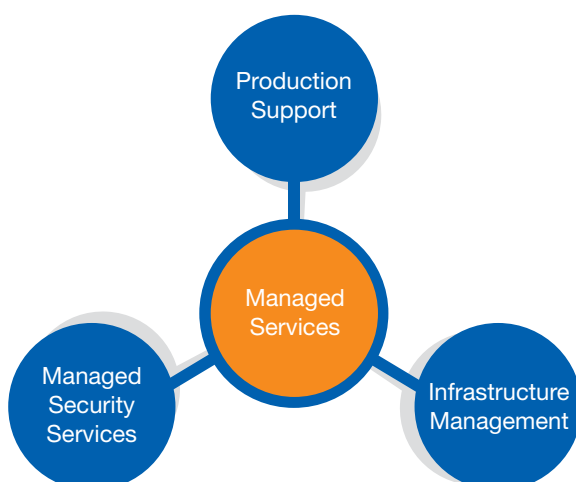
OUR VALUE PROPOSITION

- Reduced total cost of ownership with reliable QoS
- Predictable expenditure model
- Risk and reward sharing
- Process efficiency
- Robust compliances
- Expedite incident management
- Faster transition management
- Reduced time to steady state

Managed Services from NIIT Technologies help companies simplify their IT operational and investment challenges, by delivering IT infrastructure and applications, as completely administered services. Our services help companies to focus on their core business areas by enabling alignment of business goals and IT. Our large pool of cross skilled infrastructure technology consultants increase productivity, while simplifying IT operations.

Some of our clients who have benefited through our Managed Services offerings include the world's largest cement manufacturer, a leading retail chain in Thailand, a financial services giant in Europe, a preferred airline in the UK, a banking institution in Belgium amongst others.

NIIT Technologies Portfolio of Managed Services



INFRASTRUCTURE MANAGEMENT

NIIT Technologies' Managed Services offer strategic IT planning, and deliver IT infrastructure management. This allows enterprises to align their core IT competence with critical business objectives and maximise application availability.

Our key differentiators include:

- Business linked SLAs covering third party services-99.7% (beyond component level SLAs)
- Quantitative Causal Analysis for continuous service improvements
- Data Loss Management supported by process reviews and drills

NIIT Technologies' Infrastructure Management spectrum covers:

- Service Desk
- Technology Management (Systems, Database, Storage & Networks)
- Data Centre Operations



Service Desk

NIIT Technologies' Service Desk processes backed by ITIL methodology, act as the nodal point between service providers and end-users and keeps users informed of all relevant service events, actions and service changes that are likely to affect them.

Supporting customers through the offshore/near-shore delivery centres, the Service Desk process offers:

- ITIL based service delivery
- Setting up offshore IT Service Desks for IT infrastructure support and management
- IT Infrastructure support covering desktops / laptops, servers, operating systems, office suites, email and browser support, network and connectivity issues, custom applications, and infrastructure support
- Incident management for user queries, so that each issue is logged and monitored until resolved

Technology Infrastructure Management

NIIT Technologies' Technology Infrastructure Management Services align IT competence with business objectives, offering strategic IT planning, and delivering remote IT Infrastructure Management.

Our remote operations management services support heterogeneous environments, including AIX, Oracle, NT/Win 2003, SQL/Oracle Databases, CA Enterprise System, HACMP Clustering, ESS, HP-UX, Linux, DB2 and others.

Our Technology Infrastructure Management services encompass:

- Remote support for systems
- Remote support for databases
- Remote support for network management
- Managed desktop services

Remote support for systems: Includes monitoring, batch scheduling, inventory management, software distribution, system administration, backup and recovery, system performance, capacity planning for various system environments like operating systems, storage and web servers.

Remote support for databases: From design and planning to installation and migration, we offer comprehensive services for Oracle, SQL, and DB2 that enable enterprises to improve performance of their database environment, transform business processes and leverage data for competitive advantage.

Remote support for network management: Our remote support offerings help improve network availability, reliability, scalability and security and reduce maintenance costs. It is a protocol-independent, disaster-proven network, designed to meet your needs for fast and reliable recovery, testing and managed network services. Our services cover all network devices, including load-balancing systems, SSL traffic accelerators, firewalls, routers and switches.

As part of our remote Network Management Services, we offer network audit and monitoring, problem resolution, system administration, performance, change and configuration management.

Remote support for desktop management: NIIT Technologies offers remote support for desktop management - a single management interface for entire enterprise desktops including customer web portal, service desk, inventory management, image management, onsite support and administration.



DATA CENTRE OPERATIONS

NIIT Technologies offers a fully hosted and managed application environment, including development, test and production functionality and the infrastructure necessary to access it according to enterprise business requirements.

Our spectrum of Data Centre Services encompass:

- Managed Hosting Services
- Backup and Disaster Recovery Services

Managed Hosting Services: Our hosting environment is built on high availability and redundant architecture. We provide complete support and manage customers' application through comprehensive SLAs.

We offer hosting of custom applications as well as enterprise applications like SAP in fully secured data centres co-located facilities. We have case-hardened, class-A or Tier-IV facilities designed to withstand extreme elements that comply with ISO 27001 and ISO 20000 service management standards.

Backup and disaster recovery services: NIIT Technologies offers a wide array of backup and recovery services to protect client's data from system crashes, natural or man-made disasters, erroneous deletions or any other unplanned events that could damage data infrastructure, threaten or cripple critical business operations.

Through our data centres, we strategically deploy application and database environments to provide fail-over disaster recovery services in natural or man-made disaster redundancy events. Critical data is transmitted between locations multiple times each day, minimising data loss.



Key services and deliverables:

- 24*7*365 monitoring and management of Infrastructure
- Incident Management and service desk services for Infrastructure
- Configuration and Change Management
- Patch Management
- Fault Management
- Performance Monitoring
- Reporting and Escalations

PRODUCTION SUPPORT

Delivering high-availability for business applications that empower an enterprise's bottom-line is a must. NIIT Technologies ensures this by managing critical applications thereby reducing business risks while providing measurable cost, efficiency and business benefits. We provide application management services for custom J2EE and .NET applications as well as for packaged applications like SAP.

NIIT Technologies' production support provides:

- Application Monitoring
- Application Administration and Operations

Our key differentiators include:

- Experienced transition teams supported by strong documentation practices and tools
- Risk Mitigation Workshops

Key services and deliverables include:

- 24*7*365 monitoring of business applications and management for alert and batch jobs availability/performance/capacity, batch monitoring/management
- Incident management and helpdesk services for business applications
- Application product support (L1/L2 and L3) for third party products/enterprise applications
- Application defect management, through to fault resolution and fix rollout
- Server and network availability
- Security patch recommendation
- Application server and operating system patch recommendation and implementation
- Database administration and backup
- Performance monitoring



- Change management for the software to accommodate enhancements and extensions
- Application environment (Dev/Test/Prod) set up, emergency bug fixes, code deployment and release management activities

MANAGED SECURITY SERVICES

NIIT Technologies works with enterprises to plan, design, construct and operate a security-rich environment for online applications and transactions, providing a holistic security platform. Our security specialists have gained experience from working under the guidelines of ISO 27001 and ISO 20000 management standards. Our key differentiators include:

- Empanelled security auditors for Govt of India (CERT-In)
- Approved scanning vendor for PCI DSS
- Best of breed certifications – CISSP, CISA, CISM, CPP, CEH
- Frameworks based on COBIT, NIST, ISO

NIIT Technologies' Managed Security Services spectrum covers:

- Information Security Management
- Compliance Monitoring
- IT Risk Assessments

Information Security Management

NIIT Technologies' Managed Security Solutions provide clients with a holistic security roadmap to ensure their information protection requirements are met for business continuity. Our solutions contribute towards a safer and compliant enterprise, with robust solution partnerships, best of breed security consultants and an onsite/offshore delivery model, based on stringent SLAs.

We work closely with our clients, covering all technologies, and address end-to-end security solutions in terms of:

- Logical Security
- Physical Security
- Administrative and Operational Security

Our Information Security Management suite addresses:

- Vulnerability Assessment and Remote Penetration Testing Services
- Application Security Audit Services (Black Box Testing)



Compliance Monitoring

NIIT Technologies' Compliance Monitoring Solutions provide clients with an executable roadmap to meet their ever-increasing compliance needs and aims for improved efficiency through the effective use of IT. These solutions have contributed significantly towards meeting compliance objectives of the organisations. Built on robust product partnerships and proven global delivery model, our solutions integrate technology with a sound understanding of business processes of the enterprise. This enables us to provide effective solutions that have lasting business impact.

Some of the regulations and standards for which we provide internal IT controls compliance monitoring solutions include Sarbanes Oxley, PCI DSS, BASEL II, ISO 27001.

PCI DSS Compliance Scanning Services: As an Approved Scanning Vendor for Payment Card Industry Security Standard Council (PCI SSC), NIIT Technologies' Compliance Scanning Services provide clients with the technical scanning and analysis capabilities required to comply with regulatory requirements and corporate network security.

policies. Our scanning services include scheduled, periodic scanning of application, systems and networks for technical vulnerabilities to protect systems and data

Our Compliance Scanning Services are tailored to meet specific industry requirements and regulations.

Benefits:

- Improved security
- Enhanced ROI
- Compliance to regulations
- Comply with internal corporate policies and processes
- Understand and improve internal business processes
- Detect and analyse breaches in user and application behaviour-intentional or accidental
- Respond to violations and vulnerabilities

Incident and Event Management: Confidentiality, integrity and availability of information is of prime concern for any enterprise that uses information systems. Security is no longer just an IT department concern area, but a responsibility of the board.

To comply with regulatory compliances like the SOX, PCI DSS and Basel II requirements, enterprises are now required to implement IT controls and monitor operational risk in significantly higher detail.

Our spectrum of managed security services ensure that you have one, fully accountable source that manages your security issues, while you focus on your core business. We provide 24*7 support, based on well-defined SLAs and our services cover incident and alert handling as well as reporting and trend analysis. Our services include:

- Log Management
- Log Archiving
- Incident Correlation & Analysis
- Forensic Analysis

IT Risk Assessments

NIIT Technologies' Risk Assessment Services help manage information security by enabling enterprises minimise disruption through effective risk management.

We work with enterprises to establish Information Security Management System and Information Technology Service Management standards. Our services provide complete support in all the phases of ISMS and ITSM implementation.



ABOUT NIIT TECHNOLOGIES

NIIT Technologies is a global IT Solutions major, servicing customers in North America, Europe, Asia and Australia. We offer services in Enterprise Solutions including Managed Services, Application Development and Maintenance and Business Process Management to enterprises in the Insurance, Banking and Financial Services, Travel, Transportation and Logistics and Retail and Distribution sectors. Our subsidiaries NIIT SmartServe Limited and NIIT GIS Limited offer Business Process Management and GIS Solutions, respectively.

The company follows global standards for Managed Services processes. We have been assessed at Level 5 of SEI-CMMi, version 1.2 the highest maturity level of the Software Engineering Institute's Capability Maturity Model as well as Level 5 of the People CMM Framework. Our processes conform to the ISO 270001 information security management Framework, and certified by KPMG, UK. Our co-located data centre operations at Delhi, Mumbai and Thailand conform to the International ISO 20000 IT management standards.

NIIT Technologies has world class development centres in New Delhi, Kolkata, Mumbai, Bangalore, Atlanta, London and Singapore. We have a sound Business Continuity Plan in place that can address any natural or accidental disasters at its development and operation centres.

Key services and deliverables:

- Due Diligence Services for
 - ISO 27001- ISMS
 - ISO 20000 - ITIL
- Gap Analysis
 - Benchmarking
 - Preparedness State Check
- Implementation Services
 - Asset Inventory and Risk Assessment
 - Risk Treatment Plan
 - Identify best and cost effective approach for solution implementation
- Security Policy Services
 - Security Policy Review
 - Policy Creation



Trust us to find the way

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