

HCL-Wise

Wide & Integrated Services for your Enterprise

...whenever & wherever you need

VISION

"Together we create the enterprises of tomorrow"

MISSION

"To provide world-class information technology solutions and services to enable our customers to serve their customers better"

QUALITY POLICY

"We deliver defect-free products, services and solutions to meet the requirements of our external and internal customers, the first time, every time"

The need

In the emerging net economy, ICT Infrastructure & Automation plays the role of a powerful business enabler – to improve your business processes, to help you focus on your goals & strategies and more importantly, to help you serve your Customers better.

Information & Communication Technology Infrastructure demands constant change – latest technology, reliable operations and high availability. Leaders like you, in the process of selecting the best of breed in technology require integrating different solutions from various vendors. Thus, a situation where you need a **strong, reliable and trusted partner** committed to deliver beyond just Service.

HCL Advantage

Staying competitive in today's dynamic business environment means finding new ways to reduce costs while maximizing the value of your technology and personal resources. More than ever, your ability to **"do more with less"** determines how successful your organization will be.

That's what HCL helps you achieve. By channeling our in-depth expertise, gained from over 29 years of ICT Domain experience, we provide a full bandwidth of services, specifically designed to meet your complete ICT Infrastructure needs.

And as a single window for complete business solutions wherever you are located...

We make ICT possible to save money... we tell you where

As well as time... we show you how

"HCL-WISE extended our reach & competitive edge; opening new markets & customers, integrating our vendors and partners..."
- HCL Customer

HCL

HCL's ⁶S Offering

for Business empowerment to the power //

- ¹Solution** The one stop shop solution center for all your ICT Needs, customized to meet and scale with your unique Business Needs.
- ²Services** Flexible range of services to Operate & Manage complete ICT & Automation Infrastructure
- ³Support** Pan-India footprint of support and logistic locations with options ranging upto 24x7x365. Over 360 Direct Service Support locations. Technically sound workforce of over 2100 qualified professionals.
- ⁴Standard** World class standards maintained for PPP (People, Processes & Performance). Alliance with technology world leaders.
- ⁵Savings** We help you find new ways to reduce costs & "do more with less" by maximizing the value of your technology & personnel resources, thereby reducing your Total Cost of Ownership (TCO).
- ⁶Satisfaction** Complete satisfaction for the customers through the HCL ⁶S offering that enables one to maximize system uptime through rapid response & resolution services, thereby optimizing your ICT investments.



ICT is not just about delivering Products. ICT is also about understanding the needs, defining the requirements and creating solutions across diverse platforms and making ICT really happen.

So if you are looking for a partner committed to deliver beyond just products, then your search is over because we at HCL provide :

- ICT Infrastructure Solutions in the areas of,
 - Servers & Clients
 - Network & Security
 - Storage
 - O/S & Middleware
- Imaging & printing Infrastructure Solutions
- Board Room & Conference Solutions
- Telecom Infrastructure Solutions
- Mobility Solution Management

Solutions to enable you to serve your customers better.

"Wherever our offices are, we are One company'
so we gave it to One company – HCL"

- HCL Customer

HCL



"HCL-WISE totally changed the way we do business"
- HCL Customer

serviceS

A complete portfolio of customized services and expertise. From planning & design to installation, integration, migration assistance. From onsite hardware and software fixes at your branch/regional offices to O&M (Operations & Management) of ICT setup at HO data centres or Network Operation Centre (NOC).

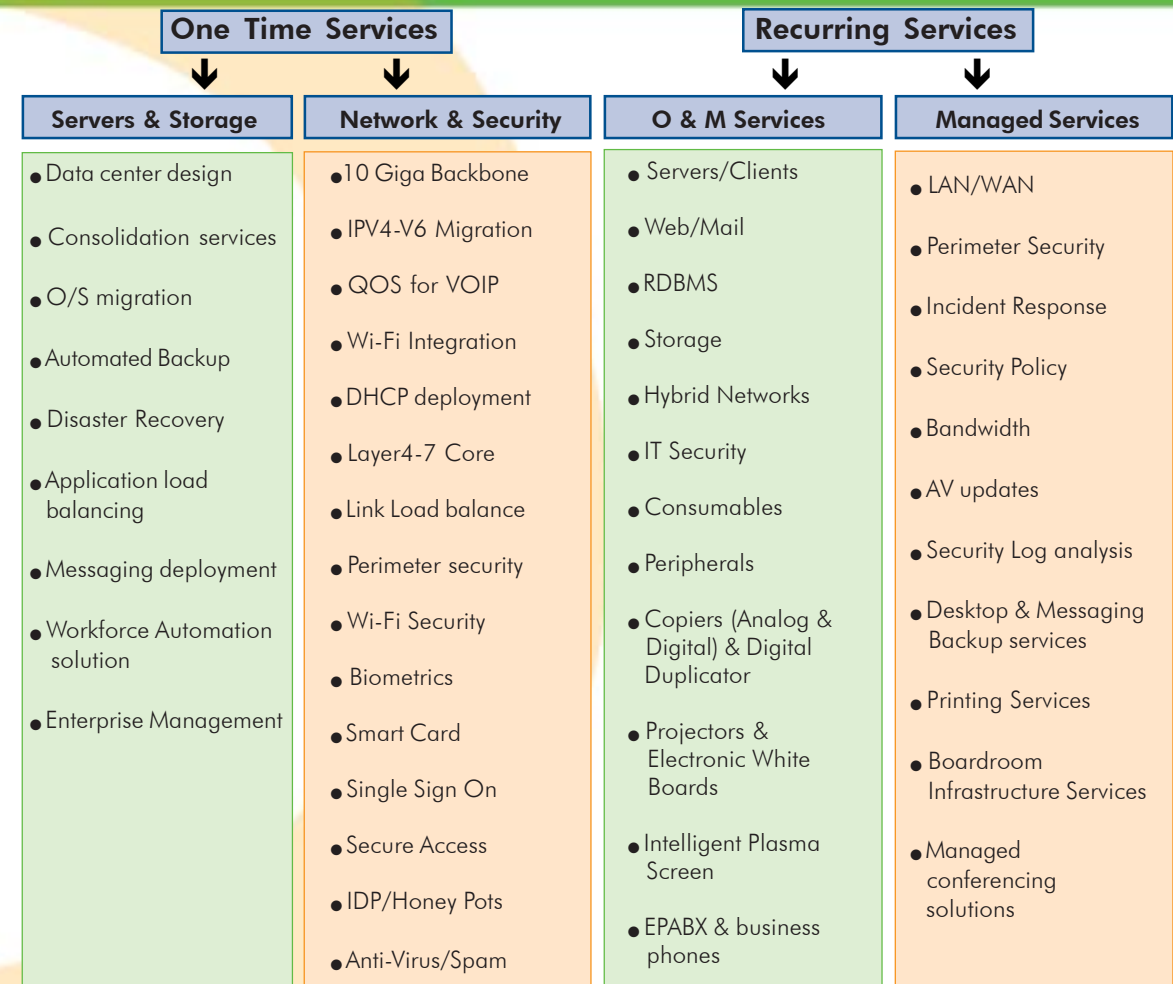
Services at a glance

Adding value to your business :

We have aligned our ICT Infrastructure Services offerings to provide a suite of InfoStructure **"HCL WISE"** (Wide & Integrated Services for your Enterprise) for the complete ICT Life cycle Support.

- InfoSupport Services for your System Support & Facilities Management needs
- InfoNet Services for your network consulting, implementation & Management needs
- InfoSafe Services for your Information Security Management needs
- InfoStorage Services for your data storage, archival & retrieval needs
- InfoDR Services to build ICT infrastructure required for Business continuity plans/processes
- InfoEducation for your training and education needs on ICT usage
- InfoAutomation for your imaging & printing needs
- InfoBoardRoom for your conferencing requirements
- InfoTelecom for your communication infrastructure requirements

"HCL is our trusted partner to provide total ICT lifecycle Support services"
- HCL Customer



3 Support

Our Reach - Your Strategic Advantage

- Pan-Indian footprint of sales, service, support & logistics locations.
 - Gives us the ability to address your needs in the shortest time.
 - Gives us the ability of shortest take-off-time for your pan-India roll out plans.
 - Helps us track ever-changing consumer needs & expectations
- **Unmatched Support Infrastructure**
 - 360+ Direct Service Locations staffed by HCL engineers
 - 45 HCL Care Centres for Home/SOHO support
 - Largest pool of skilled manpower with over 2100 qualified engineers
 - Well Defined customized SLAs for service delivery
 - Reliable & Consistent support across multiple locations
 - Processes & Capability to provide Multivendor support
 - Workflow based Call Management Centre & Phone based call logging at each regional office
 - 9 Regional Response centers & 1 India Response Centre for Rapid Expert Resolution of level 2 & level 3 technical support
 - 50 Test & Repair centres
 - 360+ spare stocking locations managed by back end ERP system for mobilization & replenishment
 - Knowledge databank of technical queries & solutions
 - VPN for interconnecting support locations
 - Support base of over ONE million ICT assets
 - Spread across 50,000+ sites

"In our remote offices we need dependable support.
HCL is really a friend in need"

- HCL Customer

4 Standard

"We get direct anywhere, anytime HCL quality support
that too at all our district offices"

- HCL Customer

We at HCL believe in redefining quality standards to ensure that the products and services being delivered to our customers are of world class standards, way above the industry standards.

- ISO 9001 certified services in the domain of Networking, Security, Smart Card, Facility Management & System Integration
- ISO 9001 & ISO 14001 certified Manufacturing facilities
- MAIT level II recognition for Business Excellence
- In house Training facility in Hyderabad to hone the skills of our engineers
 - Custom developed training curriculum combining technology inputs from leading technology providers & 29 years of IT services delivery experience
 - HCL certification for engineers – Platform independent, solution specific integration
 - Mandatory refresher trainings every year for each engineer
- Best Global Standard processes followed for Service Delivery
 - Customer Satisfaction Survey by independent Agency
 - In house audit checks on call completion
 - On site Manager Visit to capture end user feedback
 - Efficient service delivery ensured through defined SLAs
 - Proactive Monitoring & Reporting (Incidents)
 - Technology Seminars & customer meets at key locations
 - Zero-defect days
 - Continuous improvements on Y-on-Y ratings
 - Single window at HO for customer issue redressal
 - Customer Advisory Committee meetings
 - Special Technology Refresh Schemes
 - Augmentation of spares each year, to keep pace with the ever changing demand of ICT Industry.

HCL



HCL-WISE enable you to optimize your ICT investments through efficient utilization of your ICT infrastructure with minimum downtime to maximize your ROI.

The single window offers

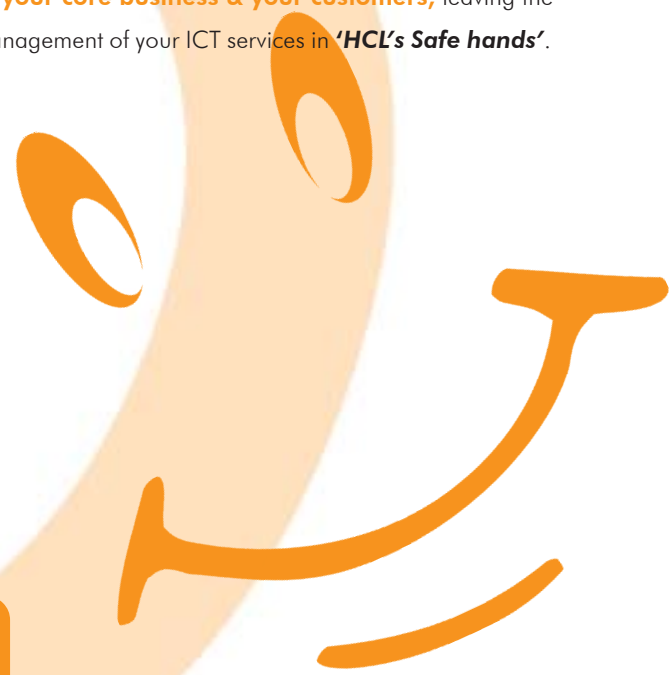
- Optimally designed ICT infrastructure
- Hybrid platform Integration
- Multivendor support

This helps you to reduce the extent of capital investment in hardware & much of the software.

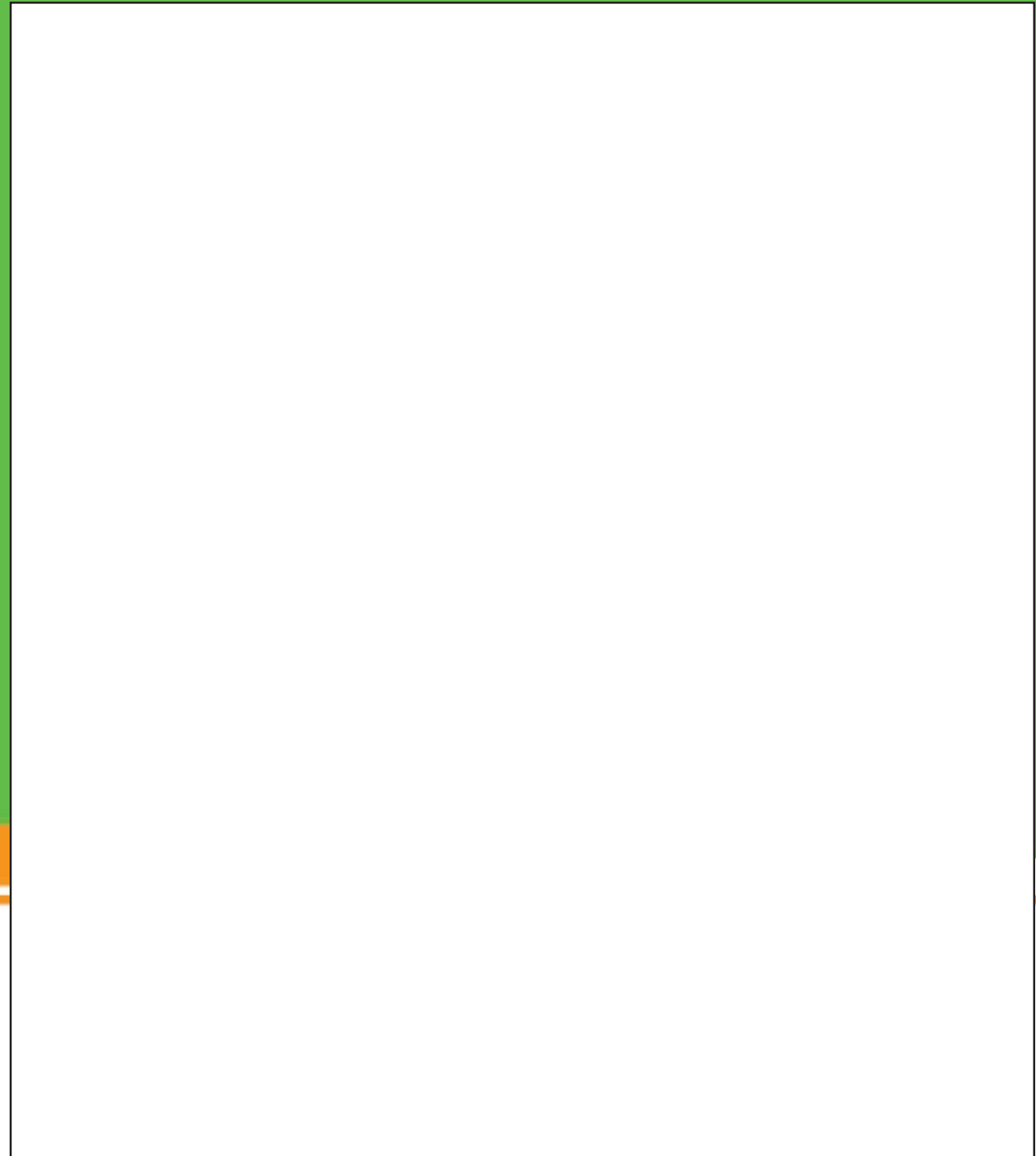
Today businesses are increasingly dependent on ICT. HCL's single window localized services, enable you to deploy your ICT dependent Business solutions across a spectrum of ICT users located country-wide. You can have your multi-technology pan India rollouts in shortest possible time, reducing time between investment & returns.

5 Savings & Satisfaction

With 29 years of ICT Services behind us & a large base of satisfied customers, we bring more smiles to our users. We provide services that help you & your team to concentrate on **your core business & your customers**, leaving the Management of your ICT services in **'HCL's Safe hands'**.

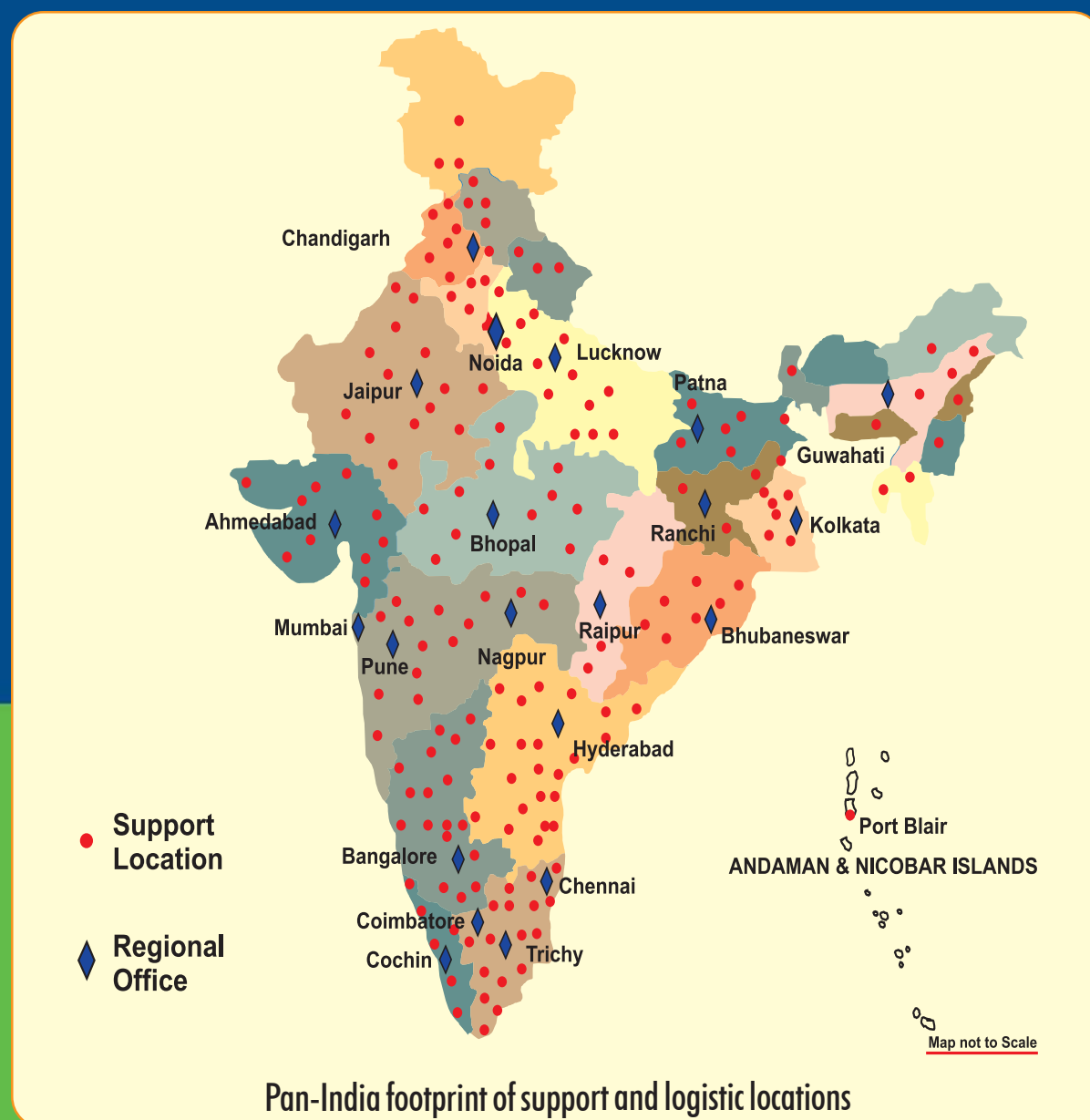


"Thanks to HCL, now we have more time for our business & family"
- HCL Customer



For a peaceful professional life,
Choose HCL

HCL



The *6* **S** Offering
for
 Business empowerment (to the power *n*)

Wide & Integrated Services
 for your Enterprise from HCL

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Visit us at www.hclinfosystems.com Or contact us at: infoserve@hclinsys.com (for product related queries), wecare@hclinsys.com (for services related queries)

service S

InfoSafe Services

For your information security management needs

Information is the most valuable asset for you.

It is about your company, your strategies, your policies, your business processes, & your customers. It is about your time and of course, your money.

Doing business over wire means increased external connectivity to your customers, suppliers & partners. In other words, making revenue-bearing information bytes insecure and vulnerable.

Information Management is the biggest challenge for you, as it involves your customers and partners. How to protect Information Assets and retain your competitive advantage? How to do business securely, efficiently and at a minimal cost? Can your customers, vendors and partners trust you to protect their interconnected on-line assets? What is the financial impact when a specific segment of the network security infrastructure is compromised or fails?

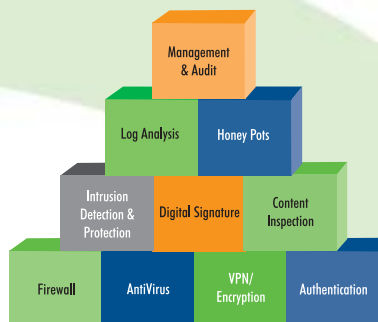
The fast changing technology & business conditions underline the need for a Partner who can provide Information Security Services. A partner who has the necessary depth skills and knowledge; a partner who has been with you all along and above all, a partner whom you can **TRUST**.

That is where HCL comes in. With our comprehensive suite of InfoSafe Services from HCL, we endeavour to make your Information Safe. We promise you.

Q - Quick Solutions
O - Open Approach
S - Single Window

We call it beyond Quality of Service - QOS with a difference.

Enterprise Security Solutions



- **Perimeter Security** - Firewall, Anti-Virus, Anti-Spam, Content Inspection, Web Filtering, IDS/IPS
- **Transit security** - Encryption, PKI, IPSEC, AES, Secure WEB Server(SSL)
- **Authentication** - Token, Biometrics, 2 factor, Single sign on
- **Access control** - physical swipe card based, AAA, SSO
- **Monitoring** - Surveillance cameras, Log analyzers, honey pots
- **Audits** - vulnerability scans, Device hardening
- **Management & Availability** - Backup, Load balancing, User, IP management
- **High Availability & Load Balancing of Internet/WAN Links**
- **High Availability & Load Balancing of Firewalls/AV/CI/IDS**
- **Load Balancing of Application Servers**
- **Load Balancing of Cache Engines**
- **SSL Accelerators for Secure Web Access**

Partner with us for an eSafe journey.

Business empowerment (to the power of n)

Why Security from HCL Infosystems - Skills in wide range of products

Firewall	Check Point FW, Cisco Pix, Novell Border Manager, Linux ip chains, CA Etrust, HCL InfoWall, Symantec, WatchGuard
High Availability and Balancing	Rainwall, Stonebeat, Radware, Nortel, HCL
Authentication	eTrust SSO, CP-Dir Services, Novell SSO, RSA, Biometrics, Rainbow Tech
Anti-Virus	Symantec, Trend Micro, eTrust
Content inspection	Trend Micro, eTrust, Symantec
Intrusion Detection and Prevention	eTrust, Real Secure, Cisco, Manhunt, Dragon, Tripwire
Security Management	Websense, Webtrends
Secure Backup	Veritas, Brightstor, OBII

InfoSafe Services

- Security Policy Framework Consulting
- Security Solution Design Consulting
- Security Implementation Services
- Security Managed Services
- Security Education Services

InfoSafe Policy Framework Consulting

- Assessment
- Network Setup
- IT Usage (for various groups)
- IT Processes (in place)
- Defining IT Information Assets
- List of What to Protect
- List Access Right Definitions

InfoSafe Solution Design Consulting

- Firewalls and beyond
- Content Inspection
- Encryption & Steganography
- Biometrics & AAA
- Anti Virus Solutions
- Secure Backup Solutions
- Wireless Security System

InfoSafe Implementation Services

- Installation & Rollout of the products as designed
- Deploying Security Policies as per the Policy Framework
- Custom configuration and integration of the products

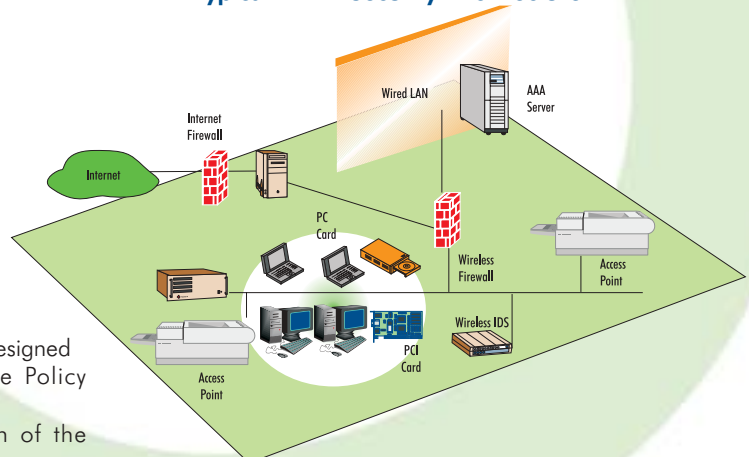
InfoSafe Managed Services

- Security Audit
- Vulnerability Scans
- IT Asset Hardening
- MAC Services
- Proactive Vulnerability tests
- Penetration tests
- Product Update and Patch Support Services

InfoSafe Education Services

- IT Security Awareness Workshop for users
- Knowledge transfer on solutions deployed
- Training on Advanced Security management

Typical Wi-Fi Security Architecture



InfoNet Services

For your network consulting & implementation needs

Today, your enterprise is one seamless network, extending your intranet to all the entities your company does business with - consumers, business customers, prospects, suppliers, distributors, resellers, partners, consultants, contractors, bankers, financial institutes and anyone else.

Doing business over wire means increased external connectivity, business partnering, outsourcing and information distribution, resulting in stronger customer and partner relationships for you.

The popular saying is that, in the net economy, the health of an organization depends on the health of your network infrastructure. Have you checked whether the investment made in networking is getting utilised effectively. This is where HCL comes in - to keep your network in the pink of its health.

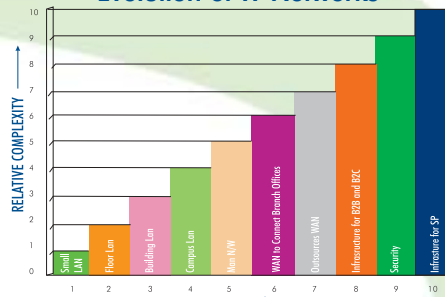
Our InfoNet Services ensure beyond QOS, **with a difference.**

Q - Quick Solutions
O - Open Approach
S - Single Window

We partner with you in every step of your wired journey, from Consulting, Design, to complex issues of Network Management. Our experience in Enterprise Networking Solutions is unmatched.

With our rich business experience coupled with leading edge technology, we have successfully implemented world-class Intranet-Extranet & E-commerce Infrastructure solutions.

Evolution of IT Networks



- Intranet, Extranet, Internet VPNs (Hybrid)
- Data + Voice Network (VOIP/VOFR)
- Unified Messaging solution (email, fax, voice)
- Corporate Video Conferencing solution
- Payment Gateway Infrastructure for B2B, B2C
- Setting up NOC for customer
- Wireless LAN integrated to enterprise network
- Bandwidth Booster Solutions
- Data center network - traffic shaping, Bandwidth management & control, caching

InfoNet Services	Architect	Implement	Support	Manage
<ul style="list-style-type: none"> ■ Data/Voice Network ■ Unified Messaging ■ B2B/B2C Infrastructure Services Networks ■ VPN (extranet & Intranet) 	<ul style="list-style-type: none"> Network Design Consulting Architecting Enterprise Networks 	<ul style="list-style-type: none"> Implementation Services including 	<ul style="list-style-type: none"> Network Multiplatform Support Network Administration Network Assessment 	<ul style="list-style-type: none"> ■ Net Health Check ■ Net Traffic Check ■ Traffic Management ■ Bandwidth Management

InfoNet Design Consulting Services

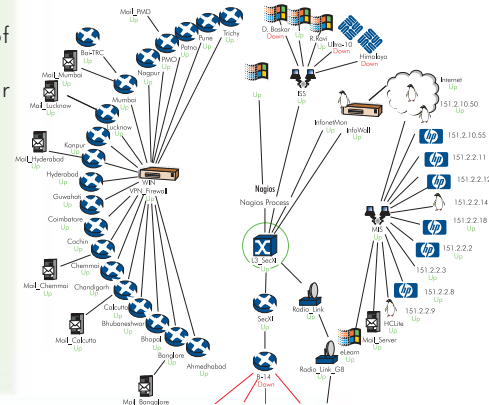
- Voice & Data Network Solutions
- Unified Messaging & Mailing Solutions
- E - commerce Infrastructure Solutions
- VPN (Intranets/Extranets Solutions) by experts from the field
- Balanced solutions with best prize performance
- Customer can focus on his core business
- Better utilisation of resources
- Not based to vendor specific solution
- Lower TCO

The Need

- Fast technological changes with Internet revolution
- Everyone wants connectivity
- Time spent on IT decisions is high (with multiple vendors/solutions)
- Optimum solution designed

Deliverables

- Solution Overview
- Topology & diagram
- Sizing of Link speeds
- Refundancy
- Device Specifications



InfoNet Assessment Services

Why Assessment?

- Every employee demanding connectivity
- Network keeps growing
- MAC (Move, Add, Changes)
- Regular failures
- End user complaints
- Productivity loss
- Link Service Provider - not sure we get the bandwidth contracted for
- Not redundant at many places

Common Network Issues Faced

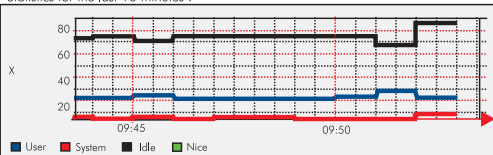
- Messy connections, jumbled wiring etc.
- Hybrid of multiple technologies/protocols
- Cluttered and cascaded multiple times
- Haphazard addressing for nodes/departments
- User complains of slow network response.
- Not sure of utilization of resources
- Inadequate for capacity expansion

Deliverables

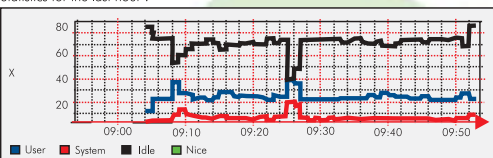
- Standardization & structured network baseline document
- Inadequate for capacity expansion Physical & Logical Layout diagram
- IP addressing, recuting related etc.
- Analysis of bottlenecks - Network, System, Application, Intermediate nodes
- System & resource utilisation vis-a-vis Service level objectives
- Recommend for tuning, improvement or capacity expansion
- Recommend for redundancy

CPU Utilization (CPU) for host NMS

Statistics for the last 10 minutes :



Statistics for the last hour :



InfoNet Managed Services

Purpose of NMS

- Configuring and troubleshooting a large network
- Statistics on utilization
- Device, Port, Link, CPU, Memory, Disk Performance
- Rated speed vs. actual speed
- Historical Information
- For analysis.

Benefits of NMS

- Save WAN bandwidth costs by proper allocation of traffic
- Proactively detect faults and correct before it impacts business
- Utilization helps in increasing productivity
- Capacity expansion can be accurately forecasted and planned
- Historical Information
- For analysis.

Deliverables

- Remote Data Collection regularly
- Periodic Reporting
- Review with customer periodically

Basic Management

- Network Health Check
- Network Traffic Check
- Status of devices, links & uptime

- Alarm monitoring by proactive maintenance

Network Traffic Check

- Lan segment utilization
- Wan Link utilization

Advanced Management

- Traffic Protocol Analysis
- Traffic Management
- Traffic Protocol Analysis

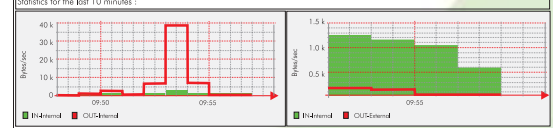
- Link utilization application-wise (Mail, HTTP, ftp, telnet etc.)

Traffic Management

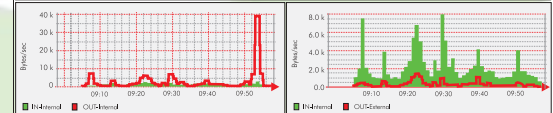
- Bandwidth prioritization and allocation time/application/user-wise.

Bandwidth Utilization (Bandwidth) for host Firewall

Statistics for the last 10 minutes :



Statistics for the last hour :



service S

InfoSupport Services

For your System Support and Facilities Management needs

Today IT assets have become widely distributed and less visible. As the Systems are critical to the operation of your business, downtime can have a disastrous impact on production, customer satisfaction and revenues. Nothing of this is unusual. It is going on in companies everywhere. Chances are, it's going on in your company right now. How does one minimize all this and make business competitive and successful?

As the wired world is demanding IT Infrastructure that is "Always ON", you need to be confident in your choice of a service provider when you need service for your systems. You need Quality of Service that provides immediate results with rewarding experience. Most of all, you need a partner whom you can trust.

Our InfoSupport_Services@HCL provide you QOS - of course, **with a difference.**

- Q** - Quick Solutions
- O** - Open Approach
- S** - Single Window

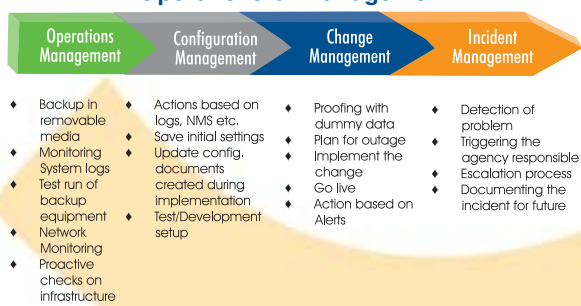
At HCL Insys, we never cease in our endeavor to excel. Hardly surprising that creating a range of end to end solutions and services is not the end for us. Our 'Systems and Facilities Management Services' are a comprehensive set of services that help you to fully utilize your IT investments by improving availability, reliability and performance.

We achieve this by offering a complete portfolio of customized services and expertise - from planning and design to installation, integration, migration assistance to system management, telephone support and on-site hardware and software fixes.

We offer a range of service options, customised to your specific requirements, right from routine daily support to **24 X 7** (24 hours 7 days a week) support for mission critical sites, value added Support Services such as System Administration, Helpdesk Services and Asset Management.

We listen, confer and solve problems so you don't have to. And nothing stops us in HCL from delivering commitments.

Operations & Management



Facilities Management

- Multi platform On-site Support Services
 - Administration (System/Database)
 - Desktop Management
 - Asset Management
 - Anti-Virus Management
 - Messaging Management
 - Vendor management
 - Consumable Management
 - System Administration
 - Network Management
 - IT Security Management
 - Technical Helpdesk
- High Availability Services
- Performance Assessment Services
- Migration Services
- Rollout Services
- Relocation Services

Multi Platform On-site Support Services

This activity involves visiting the end user work-seat, diagnosing the defective hardware, system software and middleware for a suitable resolution.

One stop shop for quality support across all your IT equipments, this service ensures peace of mind and allows you to focus on your core business. It means whatever the problem is and wherever it is located, we will deliver the service to help you maintain his competitive edge and business continuity. In a complex environment with a mix of complex equipment, our integrated and coordinated service will be highly appreciated.

Desktop Management

Total management of highly configured Desktops, from planning & consulting for procurement, configuration, integration to operation support. This includes distributing and installing various software. IT resource management on the network, troubleshooting day-to-day PC hardware and software problems. Providing standard Application Software's usage help to the end users.

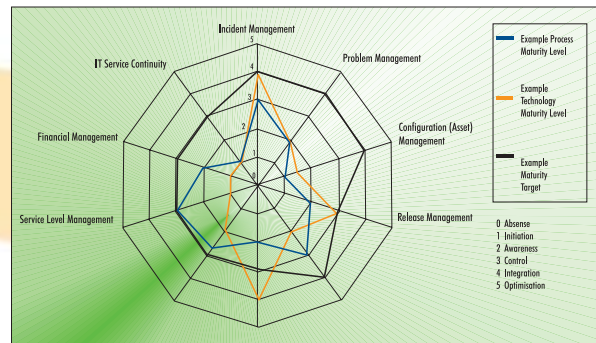
Technical Help Desk Services

We offer customized Help Desk at your site with dedicated professional resources to manage. Technical Help desk support involves understanding of the problems experienced by the users, take remote control of server/workstation, diagnosing possible problem areas, detect & rectify problems. HCL's Help-Desk service provides end users assistance with hardware, software, networks in multi vendor personal computer and commercial UNIX, NT, Novell system environment.

System Administration

The System Administration involves IT resource management on a continuous basis such as Hardware, System software, Applications, Data etc. to ensure their availability to all the end users in the premises.

Example ITIL Process & Technology Maturity



Asset Management

Collection of Inventory of all hardware such as Servers, Clients, Workstations, Printers, Peripherals, Networking Equipment, Power Conditioning Equipment in your premises and similarly for all the Software such as Operating System versions. Desktop Applications versions, RDBMS, etc. Distribute and install all software upgrades, updates and patches.

Call Escalation Process

