



# Analytics-as-a- Service for Growing SMBs

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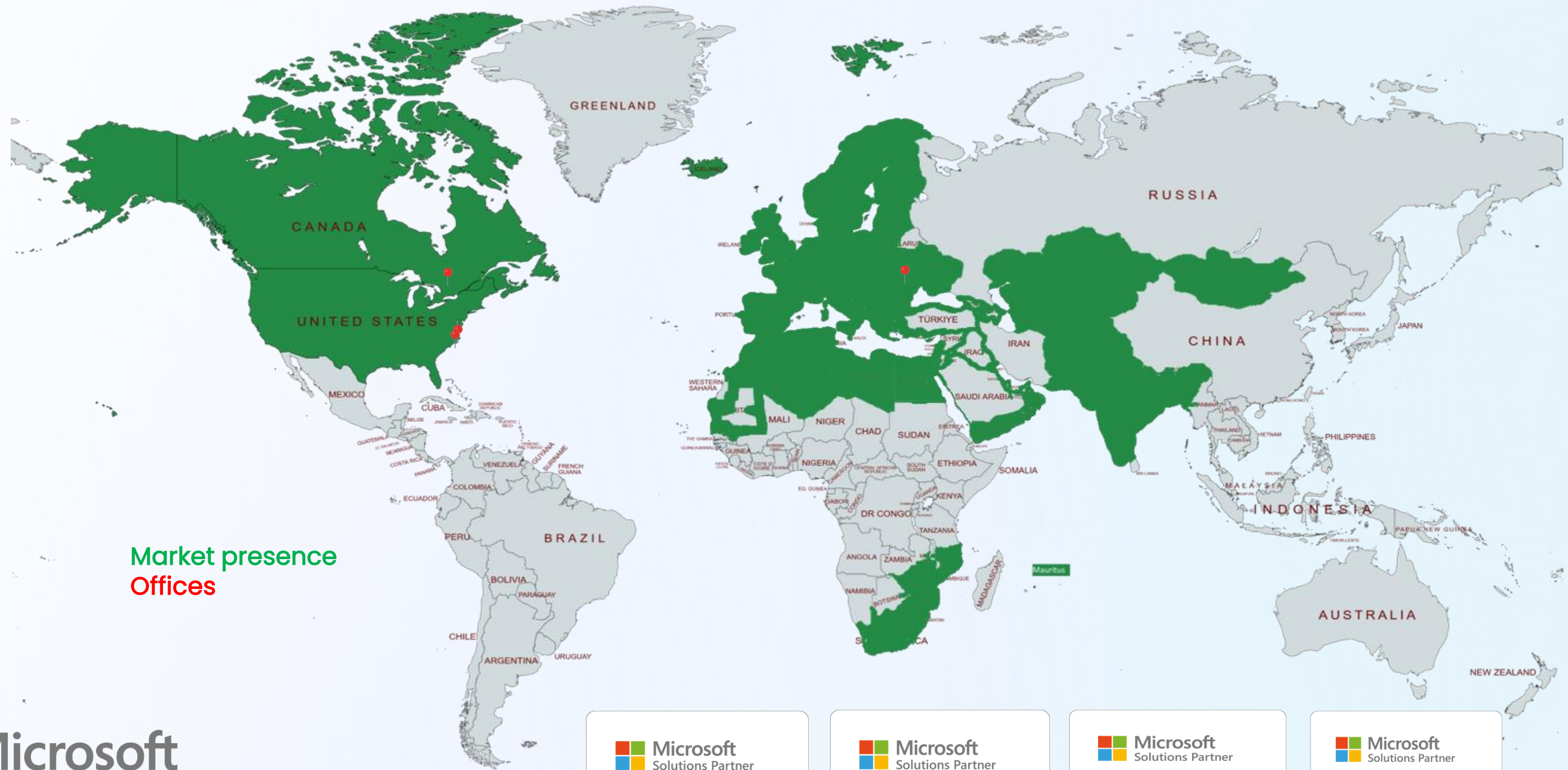
by Exelegant





# About Exelegant

- Market presence in 45+ countries
- 4 Global Offices with US East Coast HQ
- MPN: 2875555
- ECIF Supplier ID : Singularity Technologies Inc, 0003038159.
- PDM: Shamiana Soderberg @Microsoft





# Our success is measured by your own



Bruce Lucarelli, CTO, DermOne

"Switching to Exelegant has been a major contributing factor to the growth of our group. As a company looking to expand, we really value our employees' time and productivity. Exelegant's IT Support has enabled our business to run as efficiently as possible."



Alexey Gololobov, CFO, Columbus Hospital

Exelegant has been with our hospital since we've opened our doors. Their experience in a wide range of projects and solutions, and management of vendors has made a tremendous impact on our efficiency



Kevin Hannigan, President, Inflexion Point

Exelegant has become our trusted business partner and completed migration on time, alleviated hosting responsibilities, and gave us capabilities to enable team productivity and data security.«



Robert Florescu, CISO, CityMD

Exelegant helped our company migrate from G-Suite to Microsoft Office 365 with zero downtime and zero data loss. During the process, over 3,500 users continued to collaborate and run critical business functions seamlessly







# BUILD. INTEGRATE. THRIVE.

## Exelegant Practices Lead New Era of Computing and Opportunity

### Digital Workplace

Aimed at fostering **secure collaboration** and ensuring **seamless operations** in the **modern work landscape**

### Security & Compliance

Dedicated to fortifying **organizations** against evolving cyber threats and building business **cyber resilience**

### Data & AI

**Business Intelligence** and **AI** solutions to enhance operations and drive **transformative outcomes**

### BPO

Bring **efficiency, innovation, and scalability** to organizations seeking streamlined processes and **enhanced productivity**

### Value-Added Reseller

**Unique and efficient solutions** to address **business growth** and **technology innovation**

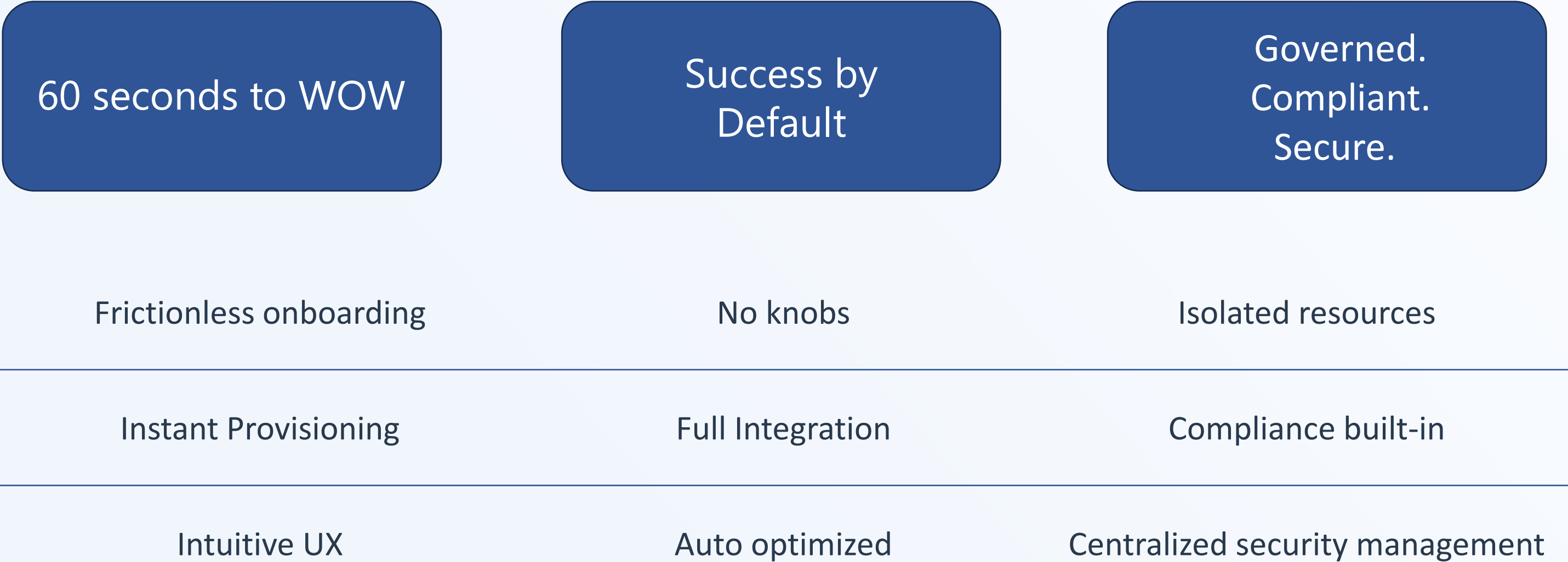
### TrustElements.com

**Intelligent and Quantified Continuous and Automated Cyber Risk Management**



# End-to-End SaaS BI Platform

*"it just works"*





# Full Data Lifecycle

*"From Source to Business Value"*

## Raw Company Data



CRM/ERP System

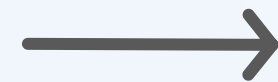


Financial Data

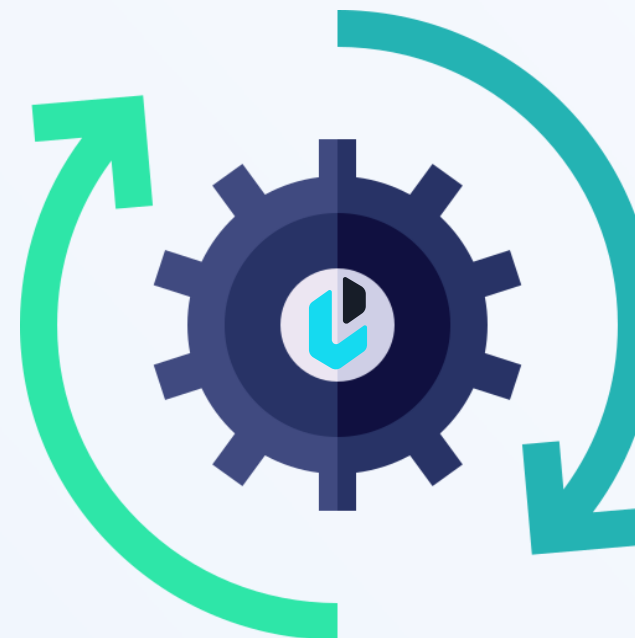


Surveys, Extracts, etc.

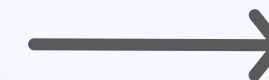
...  
(Other Sources)



**Prepare Data**  
(Extract, Clean, Transform, Combine)



**Exelegant BI Platform**



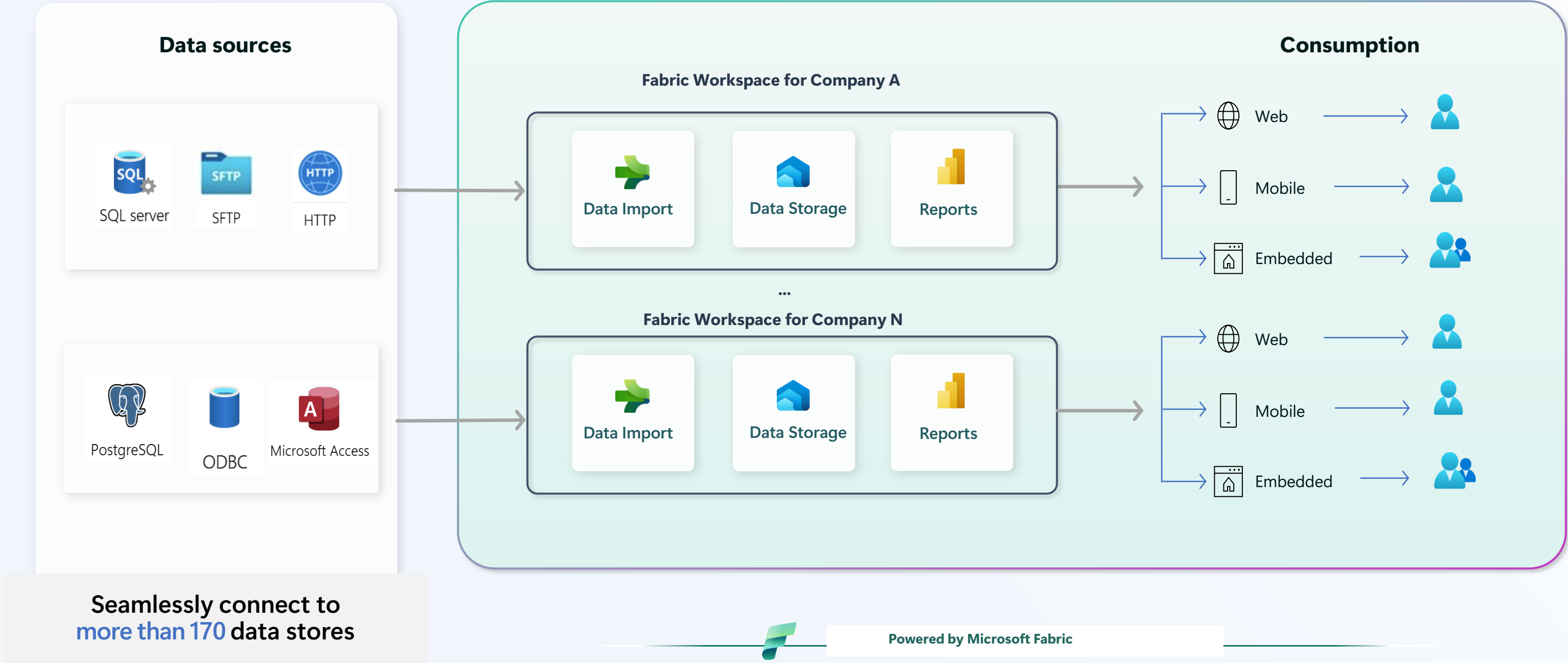
**KPI Dashboards for Insights**





# Security-First Platform Architecture

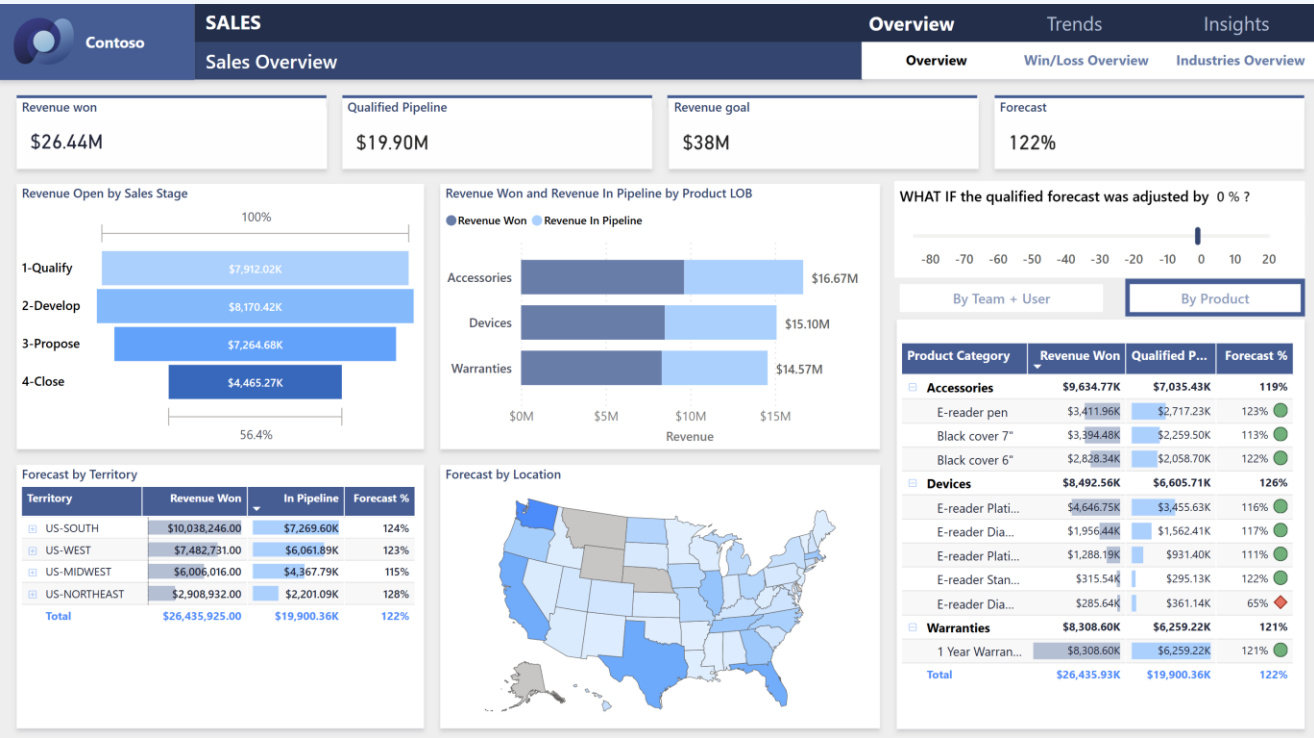
## Isolated Resources for Each Company



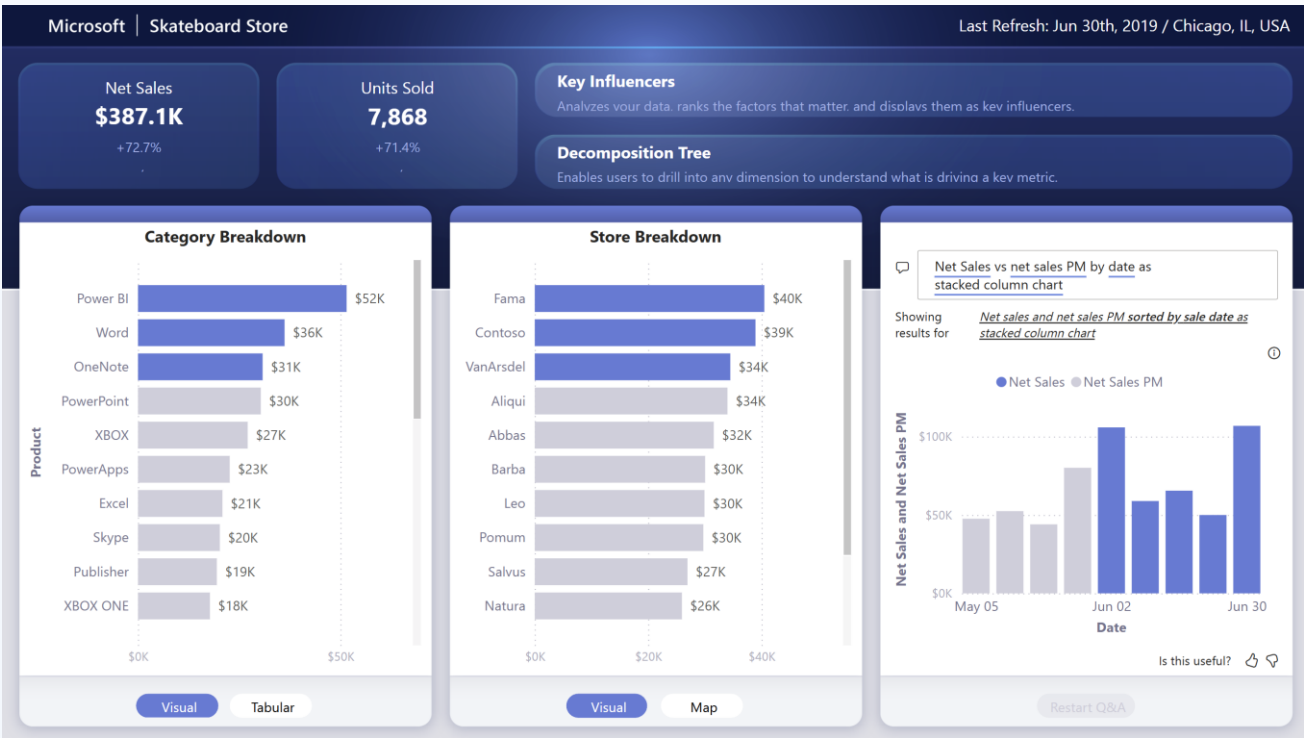


# Demo Reports

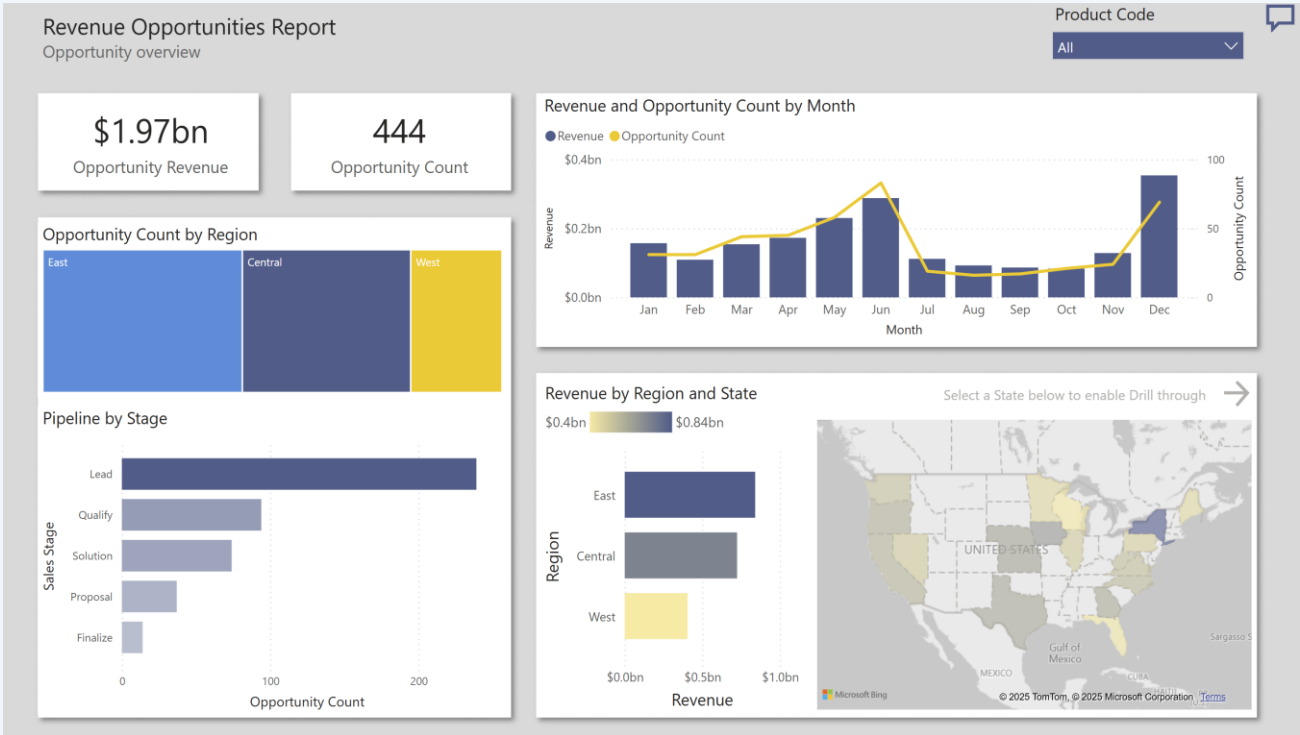
## Regional Sales (open)



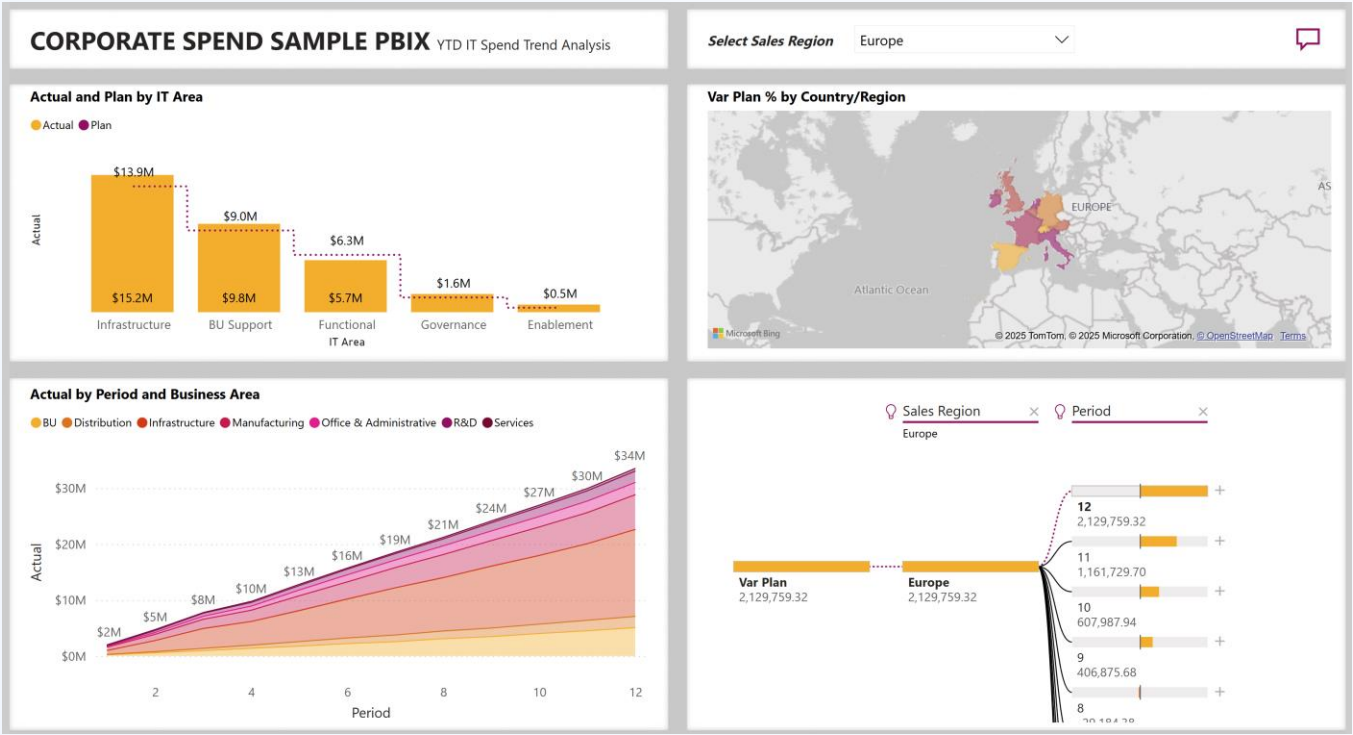
## Sales and Returns (open)



## Revenue Opportunities (open)



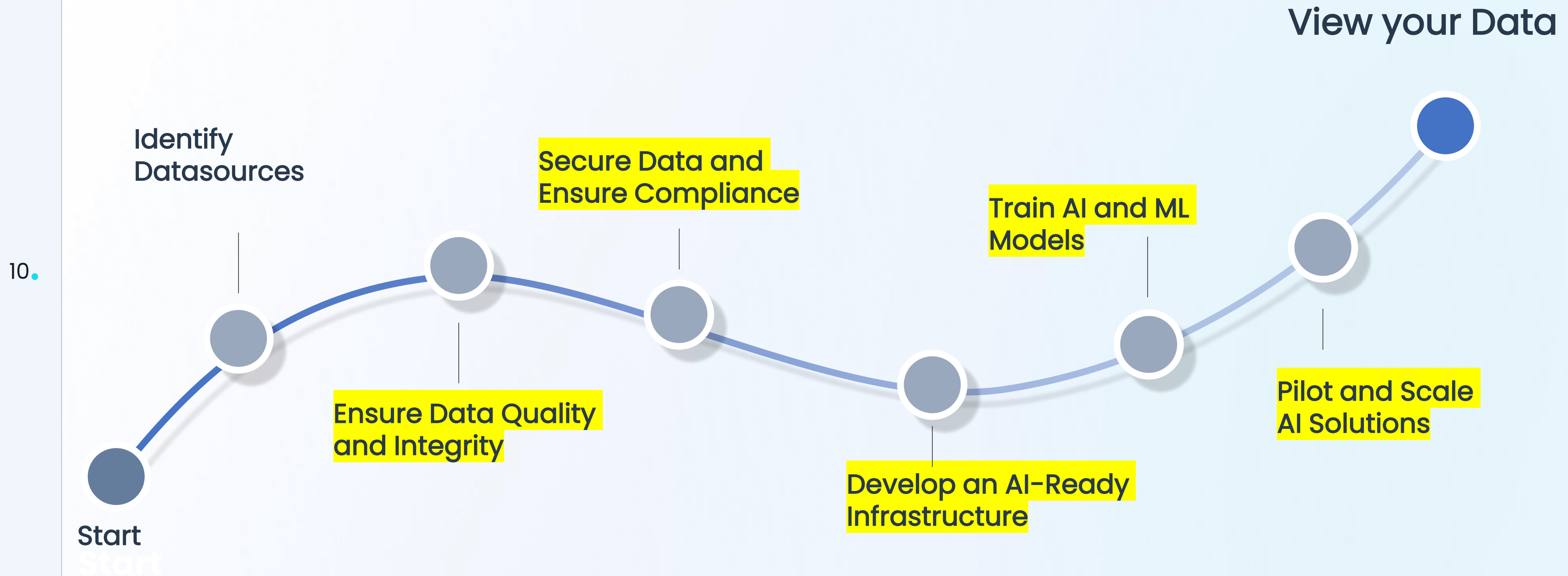
## Corporate Spend (open)







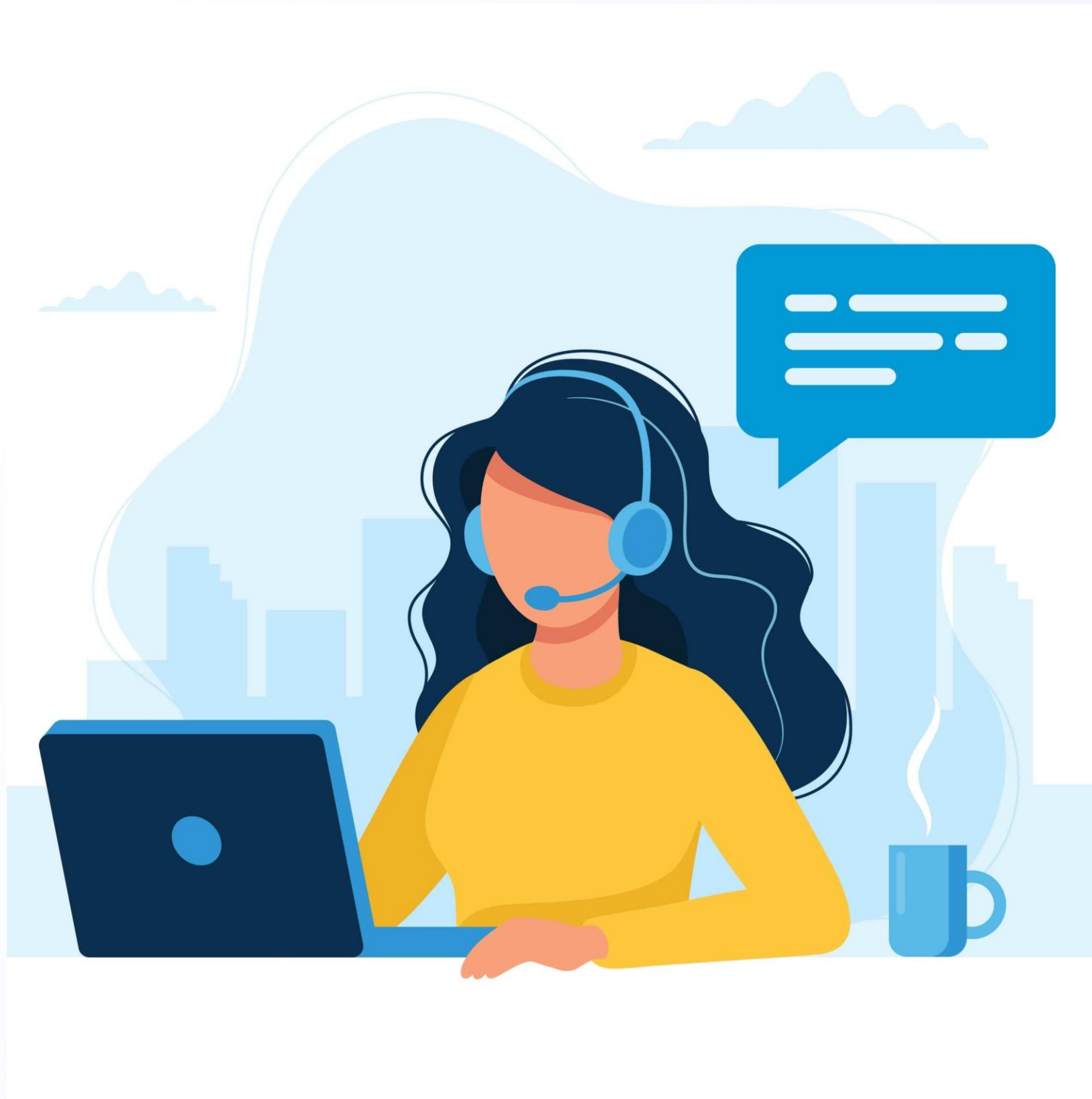
# Seamless Onboarding





# Power BI Service Desk Service Overview

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## 1. Response Times:

- High Priority: within 30 minutes.
- Medium Priority: within 4 hours.
- Low Priority: within 1 business day.

## 2. Reporting:

- Weekly/Monthly/Quarterly/Annual summaries and dashboards.

## 3. Tiered Escalation Framework:

- Tier 1 (Analysts): Initial investigation and triage.
- Tier 2 (Engineers): Detailed incident response and containment.
- Tier 3 (SMEs): Escalation to security architects or Microsoft support for advanced cases.

## 4. Incident Notification:

- Email, phone, or Teams alerts to designated stakeholders.
- Real-time communication during active incidents.

## 5. Escalation Timeframes:

- Critical incidents escalated to Tier 3 within 1 hour if unresolved.



# Service Level Agreements (SLAs)

## Monthly Uptime Guarantee

- Microsoft guarantees 99.9% uptime in a given month for the Power BI service.

## Platform availability

- The report are available from 8:00 AM to 6:00 PM EST from Monday to Friday (Standard Plan).

## Daily Refreshes

- Planned Time for Power BI report refresh from WebPT – Standard run at: 8:00 AM Eastern Time UTC-5 .

## Exclusions

The SLA does not cover downtime caused by:

- Customer or third-party software/hardware
- Internet issues outside Exelegant's control
- Planned maintenance with prior notice
- Force majeure events (natural disasters, wars, etc.)

## Technical issues Response Times:

- High Priority: within 30 minutes.
- Medium Priority: within 4 hours.
- Low Priority: within 1 business day.

## Procurement Response Times

- Order Acknowledgment: Confirm receipt of purchase orders within 1 business hour.
- Quotation Delivery: Provide pricing quotes for standard products within 7 – 17 business hours.

## Procurement Order Fulfillment

- Order Processing: Process standard orders within 1-3 business days.
- Delivery Timelines: Ensure 95% of orders are delivered within agreed timeframes.
- Expedited Orders: Rush orders/delivery options for critical needs within same business day.





A man and a woman in business attire are looking at a laptop in a modern office. The man is sitting at the desk, looking at the laptop screen with his hand on his chin. The woman is standing behind him, smiling and looking at the screen. The background is a large window with a grid pattern.

# **sales@exelegant.com**

[exelegant.com](https://exelegant.com)