

ICE

Intertec Cloud Experience



Hybrid IT



Managed Service



Provider

About Intertec

- 27 Years; Middle East & India
- Regional Specialist; Top 10 in the GCC
- Employee Retention > 90%
- 24/7 integrated NOC
- 5 Software IP's & ODC
- 30+ Technology Alliances

Compliances



Long Term Partnerships



Regional Specialist



ICE in a Block



Cloud Services

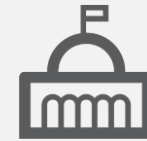
- End Point Security
- End Point Backup
- Device and App Management
- Backup as a Service
- DR as a Service
- App Cloud
- DevOps Architecture
- Private Cloud
- Hybrid Orchestration
- Public Cloud
- Containerization
- Data Lake
- Content Management
- Big Data Architecture
- App Automation

Cloud Marketplace

- Cloud Solutions and Catalogues
- Cloud Expense Management
- Inventory and Classification
- Provisioning Services
- Role Based Access
- Validation

Cloud Managed Services

- Migration Services
- Multi Cloud Architecture Support
- IaaS Services Support
- Monitoring and Analytics
- Cloud Native Service Mgmt
- Continuous Integration
- Data Base Management



GOVT.



INSURANCE



BANKING



RETAIL



ENTERPRISES

Cloud Adoption Advisors

Hybrid Cloud Providers

Open Source Advocates

Data Monetization Strategists

Intertec Cloud Experience : One IT Managed Services



Simple Services

- Device management
- User Management
- Team Collaboration
- BaaS and DRaaS

Hybrid IT Services

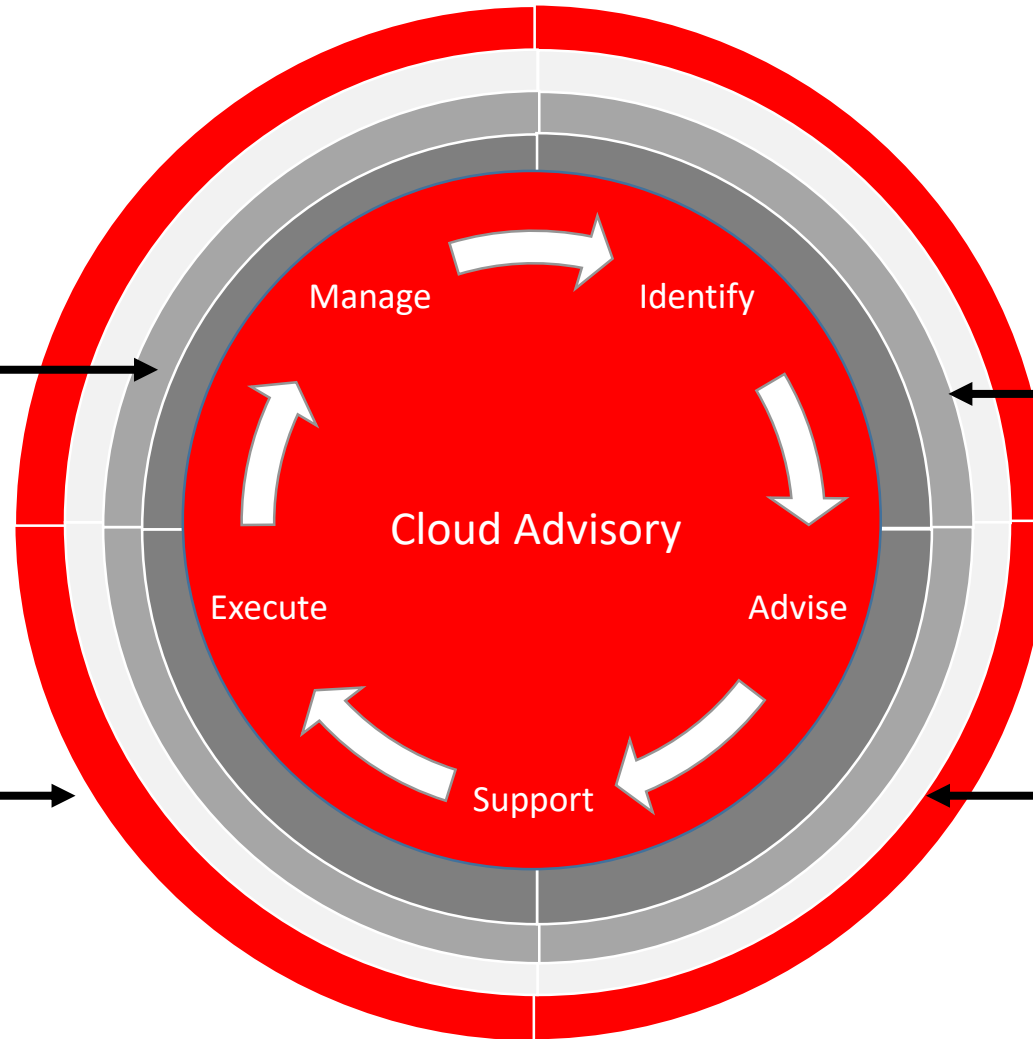
- Cloud Migration
- Managed DevOps
- Hybrid Orchestration
- Private Optimization

Futuristic Services

- Big data Analytics
- Data Visualization
- Block chain
- AI & Machine learning

High Impact Services

- Hybrid data Lake
- Containerization
- Enterprise Content Management
- HDFS/ Big Data Ingestion



Platform One Bill One Support Self Service Control Automation


IaaS Hybrid Cloud BaaS DRaaS Hybrid Data Lake

Adoption Service Catalogues SaaS Demo Strategy Solutions

PaaS DevOps Containers Open Source 3rd Party Validation

Alliances & Recognitions

- **Enterprise Channels:** Best Managed Services SI in GCC
- **CPI:** Top 20 SI in the GCC
- **ITP:** Top 16 SI in the GCC
- **Frost & Sullivan:** Best Hosted Contact Center to TCL
- **ACN:** Best Healthcare Implementation for Managed Services to DHA
- **Reseller ME:** Hot 50 for “Best Project Management”, “Best Infrastructure Solutions”, “Best Integrator”
- **DHA, MOF, RAK eGA, DIB:** Strategic Partner

 <p>Platinum Partner Best Partner 2016</p>	 <p>Gold Partner Best Partner 2016</p>	 <p>Gold Partner & CSP</p>	 <p>Gold Partner</p>	 <p>Gold Partner Best Growth Partner 2015</p>
 <p>Platinum Partner Best Partner 2017</p>	 <p>Gold Partner Best Growth Partner 2016</p>	 <p>Gold Partner</p>	 <p>Channel Partner</p>	 <p>Channel Partner</p>
 <p>Gold Partner Best Growth Partner 2016</p>	 <p>Platinum Partner Best Growth Partner 2016</p>	 <p>Platinum Partner Best Growth Partner 2016</p>	 <p>Silver Partner</p>	 <p>Gold Partner</p>
 <p>Gold Partner</p>	 <p>Channel Partner</p>	 <p>Silver Partner</p>	 <p>Enterprise Partner</p>	 <p>Channel Partner</p>
 <p>Channel Partner</p>	 <p>Exclusive Distributor</p>	 <p>Strategic Partner</p>	 <p>Channel Partner</p>	

Cloud Alliances



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Breakdown Analysis

Marketplace



Why Marketplace?

- 90% of the Software is a SaaS Service Via Rest API i.e. No Renewal , No Purchase Orders & Per Day Billing
- Rest API is the Only Means of Communication for Connecting to Global Cloud Providers
- All Services on IaaS platforms are available on a Hourly Rate.
- Single Management Platform for SaaS, IaaS and PaaS
- Replaces Software Asset Management and Change Management
- Automates the workflows for Instant Delivery

How does a Marketplace help?

- A Marketplace becomes your Virtual Wallet for all Cloud Services
- It provides real time insight on consumption of Cloud Services
- It gives back control to the customers to manage their Spending
- It gives Analysis and Reports to the decision makers
- It helps limit, increase or decrease footprint of a Service in Real time
- It gives access to all new services and updates from the Industry
- It helps IT managers assess budgets and Architectures
- It creates an open eco-system that drives innovation

Why ICE Marketplace?

- Our Marketplace is not only a Cloud Brokerage Platform for Simple Services rather a Solution Platform
- Our Service Catalogues signify our 27 years of Services as a System Integrator
- We have integrated Service Catalogues that give you access to complex solutions which are validated and Pre-Integrated.
- Services Catalogues are Provisioned by a few clicks on the platform.
- Our Service Catalogs are Hybrid i.e. are viable for consumption on Both Private and Public Clouds.
- Service Catalogue is further integrated below to our Cloud Operation Center for Managed Services and Our ERP.

**COMING
SOON!**

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Cloud Managed Services



Why Managed Services for Cloud?

- With Cloud your Assets don't sit behind your firewall.
- This requires a constant view of your consumption
- Resources becoming remote you need remote support
- A Secure overview of Architecture is necessary
- Smaller tasks on management are too less to keep a cost
- Automation is necessary to ensure availability.
- Opex require constant monitoring to keep costs low.

How does it improve your Business?

- Get full expertise of the Product at fractional costs.
- Outsource simple repetitive task linked with adoption
- Adopt simplified solution architectures
- Get Validated Business Solutions to ensure innovation
- Get Self Service and Knowledge Center to Employees
- Have view of reports and expenses on each service
- Visualize critical data and eco-systems

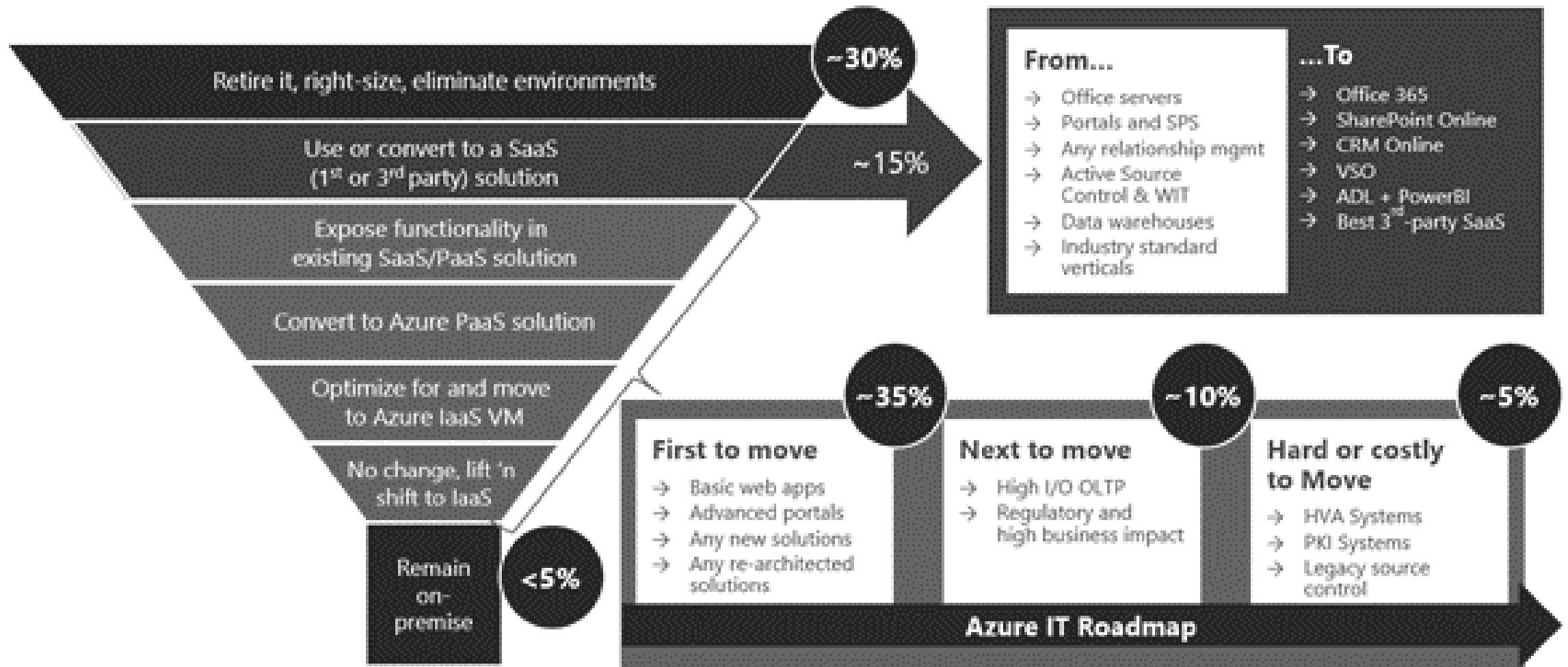
Why ICE for Cloud Managed Services?

- Expert Teams plugged into a Support eco-system
- Existing NOC centers in UAE and Mumbai with Upgraded Capabilities on Cloud Operation Centers
- IT Self Service Workflows for Users to Solve Simple Tasks
- Monthly Reporting for Consumption and Escalations
- Complete Control and Visibility of the service matrix .

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Microsoft Cloud Adoption Framework



Remote workplace Suite (Step 1)



Why?

- This is a Pre-Cursor to Office 365
- Business usually outside your Office
- Your Employees can work from Anywhere supported by ICE
- You can maintain full compliance on
 - Data Retention with Consistent Backup
 - End point Security

How it Helps?

- Take your workforce to the field for sales and Logistics
- Improve business efficiency by taking it to customers
- Make internal workings flexible
- Take Application to Kiosks and POS systems
- Take Applications to All Mobile Devices
- Connect to Any Wi-Fi any where with ease.
- Full Compliance on Data Retention

Why ICE?

- Best in Breed Vendor Agnostic Solutions Architecture
- Active NOC Supporting Above 25000 + Users
- Complete Automation and support
- Managed Product Propagation and adoption workflows

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Microsoft Intune

airwatch™
mobile device management



User Application Suite (Step 2)



Why?

- SaaS Solutions Like Office 365, Dynamics 365 and Power BI can empower an individual to be connected to his daily responsibilities while being on the field.
- Better Connected SaaS Solutions reduce the risk of unwanted traffic getting routed back to your servers as well as provides complete mobility to the users to remain connected.

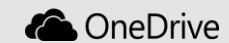
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Team Collaboration Suite (Step3)



Why?

- Your Users are now remote and capable of working in any Environment and any location globally.
- With Team Collaboration Suite your resources can connect with each other effectively and work together

How it Helps?

- Removes shadow IT like WhatsApp, Drobox etc.
- Allows for tracking of all file transfers
- Creates a direct line of communication between
 - Yammer: Peer to Peer Open
 - Teams : Peer to Peer Closed
 - SharePoint: Open Published.

Why ICE?

- Competency to create SharePoint as a Backbone for all communications
- Adoption, Training and Enablement services of Company resources.
- Managed Services to support remote connectivity.

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BaaS and DRaaS on Cloud (Step4)



Why?

- With Hybrid Cloud and SaaS Solutions the IT Resources are more stretched and data retention is more difficult.
- End point and Device backup solutions are more necessary for Compliance
- VMs shipped out to cloud also need to retain the data

How it Helps?

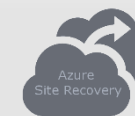
- Keep Resources on field with ease.
- Keep Resources safe from Theft, Loss or malpractices
- Keep data locally or in cloud storage of choice
- Manage Subscriptions and maintain continuity.
- Opex based failover allowing for ISO Certifications at fraction of a cost

Why ICE?

- Managed Recovery of Emails, Devices , VMs or DR Sites
- Financial optimization of infrastructure allowing for increased adoption.
- Assured availability of services.

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COMMAVAULT 

ICE IaaS + PaaS Advisory (Step 5)



Why?

- Not all legacy Services are built for the cloud
- Movement of cloud depends completely on resource consumption
- Network bandwidth plays a crucial role as there are large cost implications

How it Helps?

- Have visibility on how efficient is the actual provisioning of VMs
- Have a chance to create Digital experience on Elastic Compute
- Improve financial efficiency

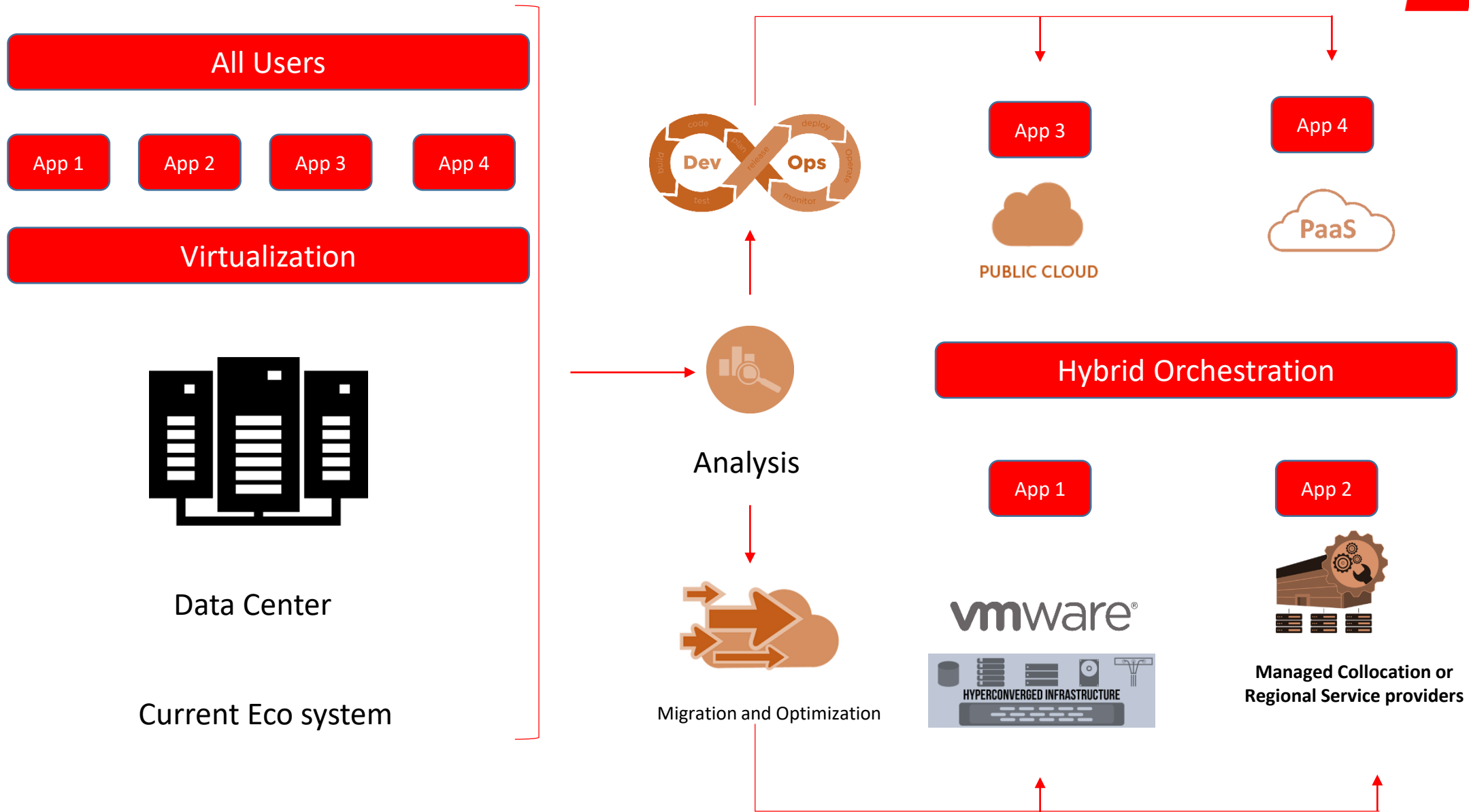
Why ICE?

- Free engagement for existing customer of ICE
- Create a centralized application strategy that consumes resources effectively.
- We believe Cloud is only hybrid where in the percentages of Public or Private cloud can be as low as 1% but that percentage is going to be tailored for each account.

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Step 1 : Identify : Concept



Step 1 : Identify : Categories



Category : App 1

- **Used by Internal Users more than 80% of the time.**
Ex: ERP, Billing etc
- Has less than 20% Flexibility on Resources Utilization
- Hosted on Private Cloud Architecture
- Provides Integration to external Apps only via Secure network access or APIs

Category : App 2

- **Used by External Employees or Systems more than 80% of the time.**
Ex – CRM, Logistics
- Has less than 20% Flexibility on Resources Utilization
- Hosted on Local Collocation/ providers or regional public cloud stacks
- Collect Data from Applications using secure VPN while saving costs on Pseudo Flexibility.

Category : App 3

- **Used by Customers for applications that require simple change of user interface and change to web based/ Session based service delivery.** Ex Overhaul basic web portals into simple app Services.
- Has more than 20% Flexibility on Resources Utilization
- On Public Elastic Cloud
- Take Advantage of Elastic On Demand growth and maintain high efficiency
- Requires DevOps for changing Apps to Session Based Web User Interfaces

Category : App 4

- **Used for PaaS Architecture which requires continuous Integration : Mobile apps, Digital Marketing engines, Payment Gateways, E Services etc**
- Has more than 20% Flexibility on Resources Utilization
- On Public Elastic Cloud
- Take Advantage of Open source eco-system and Containerization to re-architecture complete applications to build futuristic services.
- Requires DevOps with Continuous Software delivery motion and continuous integration

Common Goal : Maintain at least 80% efficiency on resource Utilization

Lift and Shift with App-Cloud (Step6)



Why?

- Post Advisory, these services are easiest to be moved to cloud as they fit the roles perfectly.
- Immediately free up resources of on-prem infrastructure
- Improve architecture utilization for Customer facing applications

How it Helps?

- Reduce Capex Investments
- Increase the cost efficiency
- Adopt more technology
- Create high availability and SLA's for simplified applications

Why ICE?

- In-depth understanding of cloud native services
- Architecture support
- Financial management of Subscriptions to maintain costs

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Managed DevOps Arch. (Step7)



Why?

- Applications need to be made stateless to adopt elastic cloud
- Customer experience and digital experience portals and apps are expected norms for any business today.
- Analytics and Big-data Applications need continuous integration and development

How it Helps?

- A Virtual Sandbox which works as an effective staging environment
- A Secure remote access for third party resources to contribute to the development of services
- Subscription based resources availability that creates ease of budget management and allocation

Why ICE?

- Technical expertise to manage the entire Eco-system from basic App to Containerization
- Full Ownership from ICE from infrastructure so that Developers can focus on Services
- 24x7 Support helping global collaboration of integration
- Continuous integration and improvement supported by ICE

Opex Private Cloud (Step 8)



Why?

- IT managers have a pressure to create services and apps on Innovation which they have not budgeted for the year
- Cloud Native Infrastructure is necessary to create a single architecture stretched across Private and Public Cloud
- While the innovation will impact the DX, CX and Analytics part of the business , ERP and core business Apps will continue to function in private DC

How it Helps?

- Free Capex and converts it to an Annual Opex
- Utilized freed revenue to create Dx, CX solutions
- Improve time to market
- Create a DC that allows for a Truly Multi-cloud environment
- Completely manage public cloud architecture from the private DC solutions.

Why ICE?

- Completely Integrated Solutions Architecture
- Best Cost to Resource Ratio
- Opex management and Billing with Quarterly billing option
- Managed Services end to end

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Hybrid Automation (Step 9)



Why?

- Applications converted into Micro-services can require cross platform integration on Public and private cloud
- Automation of data and resource utilization allows for lateral movement
- When working on effective resource utilization then its critical to orchestrate the resource availability.

How it Helps?

- Loads service in form of registry images on stateless compute
- Run automated tasks of Analytics or operations in non peak hours
- Avail services on the fly with detailed service workflows and consume on demand only.

Why ICE?

- Full automation and workflow creation support
- 24x7 monitoring to allow for effective utilization
- Create an application aware infrastructure pool stretched across public and private cloud
- Unified eco-system : One-bill, One-Support, One Cloud

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RED HAT
CLOUDFORMS



 Azure Stack

Hybrid Data Lake (Step 10)



Why?

- Data is still being stored in Tier3 devices like Tape libraries
- Data is achieved under application silos
- Data is on mobile and laptop devices in remote locations

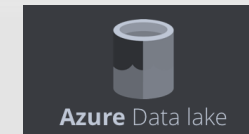
How it Helps?

- Value of this Data is much more than the cost of entire IT infrastructure today with the help of Analytics and digital marketing coming into picture
- Understand your target audience based on credible historic data

Why ICE?

- Managed Movement of data
- Automate movement of data across cloud platforms
- Reduce cost of management of inactive data while keeping to easily available.

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Enterprise Data Management (Step 11)



Why?

- Data is available as Structured , Semi-structured and Unstructured data
- Most data is in unreadable format for new Analytics Engines to process

How it Helps?

- Create a single management layer for all data from Devices, Users or Applications
- Ingest and Co-relate data from unstructured sources like CCTV, OCR or Scanners

Why ICE?

- Expertise to manage movement of data from Any Storage Architecture to the Hybrid Cloud repository
- Continuous support to the Big data Development teams for management of availability of data and linked services

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Big Data Architecture (Step 13)



Why?

- Targeted digital marketing is the new norm in the industry today.
- Verticals like Banking, Retail, Hospitality, Real Estate and Insurance require to find new customers to continue their growth trajectory year on year.
- Most successful sales organizations are able to replicate success in their prospective customer base.

How it Helps?

- Increase the conversion rate in your sales process
- Utilize the strength of historic success to win new deals
- Create a sustainable ROI model for marketing spends
- Build brand value in high impact subsets of customers
- Complete control on marketing strategy and understanding on ground level with real time analysis and API integrations.

Why ICE?

- Ability to manage the Stack required for 3rd party development and marketing agencies.
- Understanding from cloud architecture and services prospective.
- Open source and API ready architecture completely managed and in OPEX
- Growth assure infrastructure and flexible footprint.

BIG DATA

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cloudera





Data Visualization (Step 14)



Why?

- The data that's sitting in the ERP, in Analytics engine, in CRM all needs to be correlated
- Management and key decision makers need to have a real time view of the entire organization.
- Technical data needs to be represented with its true commercial impact on the fly.

How it Helps?

- Mobile BI tools take data to the key decision makers on their mobile phones
- Real time alerts and notifications of key markers can make operations smooth.
- A Cross platform BI tool can centralize the entire organization.

Why ICE?

- Ability to program dashboards as requested by the customer as a service
- Replication of views with vertical oriented product offerings
- SaaS supported Eco-system with zero data center footprint.

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