Cloud Monitoring & Manage Support
For
XXXXXX.

Submitted By:

PC Solutions Pvt. Ltd.

Customer	Cloud Monitoring & Manage Support Proposal for XXXXXX	PC Solutions Pvt. Ltd.

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XXXXXX:

Kind Attn. Mr. ABC

Dear Sir,

At the outset I would like to thank you for the time and attention given to us during our meeting. In continuation to the discussion we had, please find enclosed our proposal for your perusal.

Just to reiterate PC Solutions Pvt. Ltd. provide end-to-end IT solutions with best quality products and customized services to meet variable customer requirements in a flexible, responsive and consistent manner with a long-term objective. PC Solutions Pvt. Ltd. (PSPL) is in Information Technology (IT) business for the past 30+ years.

PSPL ensures right deployment of technologies and products in the area of System Integration comprising of Hardware/software, networking and applications, cloud Computing (CLOUD/AZURE). Our major strengths lies in providing End-To-End solutions, handling time-bound projects and customer centric approach.

Armed with over 750+ IT professionals with necessary technical skills and certifications, we are able to undertake any size of the project and execute them gracefully.

PSPL has established track record of vendor management. PSPL has been enjoying unflinching support by companies like Compaq, HP, Microsoft, Cisco, VM Ware, Aruba, f5, Airwatch, Citrix, Symantec, and SAP etc. who are global leaders in their respective field.

We enjoy high credibility and respect in the industry for our best business practices.

In summary, 'People', 'Technology', 'Skill Set', 'Industry Partnerships',' Commitment, 'Best Business Practices' and above all 'Customer Oriented Approach' are the key ingredients of PC Solutions.

I have taken this opportunity to highlight a few of the areas that strengthen our proposition to partner with **XXXXXX.**

Truly yours,

PC Solutions Pvt. Ltd.

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Engagement Scope

PSPL team (NOC) shall work as customer's extended team model to provide comprehensive support in infrastructure, database related operations and initiatives. PSPL's Maintenance Support Services will provide the following benefits under standard service support & Enable 24x 7 support availability. Reduce the need for an "on call" staffing for planned activities, since the core team will have additional support whenever required within business hours only.

1	PSPL will provide the support for mentioned Cloud Infrastructure and Monitoring.
2	Issues pertaining to URLs, port binding, load-balancing and associated services will be investigated and resolved.
3	An IT Service Desk/NOC shall be made operational which will cater to Incident tickets, SLA management and the helpdesk activities considering the following processes and framework, along with the Resource Management.
4	Applications framework support will be not provided by PSPL, including shutdown/start-up and services troubleshooting which is related to infrastructure/service. Application functionality or performance if not related to infrastructure and framework is outside managed services support coverage.

Servers:

VM Name	Private IP	Operating System
ABConline	172.17.26.12	Linux
ABCFortiWeb	172.80.10.7	Linux
ABC-MoPLAT-1	172.32.10.8	Windows
ABC-MoPlat	172.32.10.6	Windows
ABC-MISDB	172.17.15.4	Linux
ABC-MIS-APP-2	172.17.26.122	Linux
ABC-MIS-APP-1	172.17.26.121	Linux
ABC-ManEng	172.80.10.22	Windows
ABC-Global	172.32.10.13	Windows
ABC-FFA-WEB	172.32.10.5	Linux
ABC-FFA-TOMCAT2	172.17.26.5	Linux
ABC-FFA-TOMCAT1	172.17.26.4	Linux
ABC-FFA-FTP	172.32.10.4	Linux
ABC-FFA-DB	172.17.16.13	Linux
ABC-EWAY	172.32.10.11	Windows
ABC-DDMS-STAG	172.17.26.9	Windows
ABC-DDMS-DB	172.17.26.220	Windows
ABC-DDMS-APP	172.17.26.6	Windows
abc-corp-vs-01	172.17.26.20	Linux
ABC-CORP-DB	172.17.15.26	Linux

ABC-CORP-APP	172.17.26.25	Linux
ABC-CORP	172.17.26.10	Linux
ABC-AXWAY	172.32.10.10	Windows
ABC-Apple-Stag1	172.17.26.7	Linux
ABC-Apple-Stag	172.17.26.8	Linux
ABC-Apple	172.17.26.22	Linux
HCL-MIS-CENTOS	172.17.26.11	Linux

Proposed Support Model

1. Support will be provided primarily from PSPL RSD center.
2. PSPL will monitor above mentioned servers 24X7 and share availability reports as well.
3. PSPL will provide a Call Logging no. – A Direct Landline + Mobile no. & email id for all call logging.
4. PSPL will provide Remote administration and troubleshooting for Cloud Infrastructure/Server support and 24*7 Monitoring.

Managed Service Deliverables:

Managed Service Deliverables	
Cloud Assessment & Consulting	**Description**
Architectural Audit	
Recommendation on the basic of audit	
Cloud Architectural Best Practices	
OS Monitoring Services	
Memory Utilization	Infra Resource Utilization Monitoring By PSPL's "OpsManager or APP Manger"
Cloud VM Monitoring	
Storage Monitoring	
DB Monitoring	
Capacity Utilization Monitoring	
Disk Utilization	
Manual/Automatic Report Generation	
RAM usage	
Process status	
System uptime	
Service Monitoring	
Port Monitoring	
Process Memory Usage	
Disk Read(KBPS)	
Disk write (KBPS)	
OS Account/ CLOUD Account Management	
Image Account Creation and Management	CLOUD accounts security will be handled from CLOUD console.
Housekeeping of Image backups	
Tagging CLOUD Resources	

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Monitoring Dashboard	
Cost Optimization	
Unused Resource Termination (On approval)	PSPL will provide the cost optimization reports on CLOUD on monthly basis.
Resource Optimization	
RI Planning and Tracking	
Utilization Report	
Monthly Status Report	Manual/Automatic Reports will be fetched from Monitoring tools as on demand.
Weekly Detail Report	
Resource Utilization Report	
Historical Reports	
Security/Audit Review	
System Hardening	PSPL will perform security hardening check at OS for every quarter or as on demand or as on demand of third party audit.
Infra Audit	
Service Desk (24*7)	
Alerting(Email/Phone)	All the Alerts/Mails will be triggered by SNMP based on thresholds.
Incidents(5/Month)	
CLOUD EC2 Backups	
Schedule the VM Backups	Schedule the Image Backup/Recovery vault
Schedule the Image Backups for VMs	
Restoration of Image Backups	
Patching on EC2 Instances	
Apply the security bugfixes as on demand	Applying the security bugs/Quarterly Patches as on demand.

5. Based on the health audit analysis, in case there will be any recommendation in respect to noncompliance security/vulnerability patchiness, same will be updated by PC solution team upon XXXXXX security team confirmation/ validation.
6. Incident Support :Once the incident is logged with PSPL in given time frame, respective support team will generate a ticket number then take a remote console of server / administrator's then after starts troubleshooting the issue. As per the nature of issue best resolution will be provided within agreed SLA's
7. Closure of call will vary depending on the nature of problem and its severity. Best effort support will be applied to minimize the service window if any incident log till 4 PM then the incident will be treated on same day.
8. Service window for Priority 1 incidents i.e. loss or under performance of functionality impacting more than 20 users, will be 24X7.

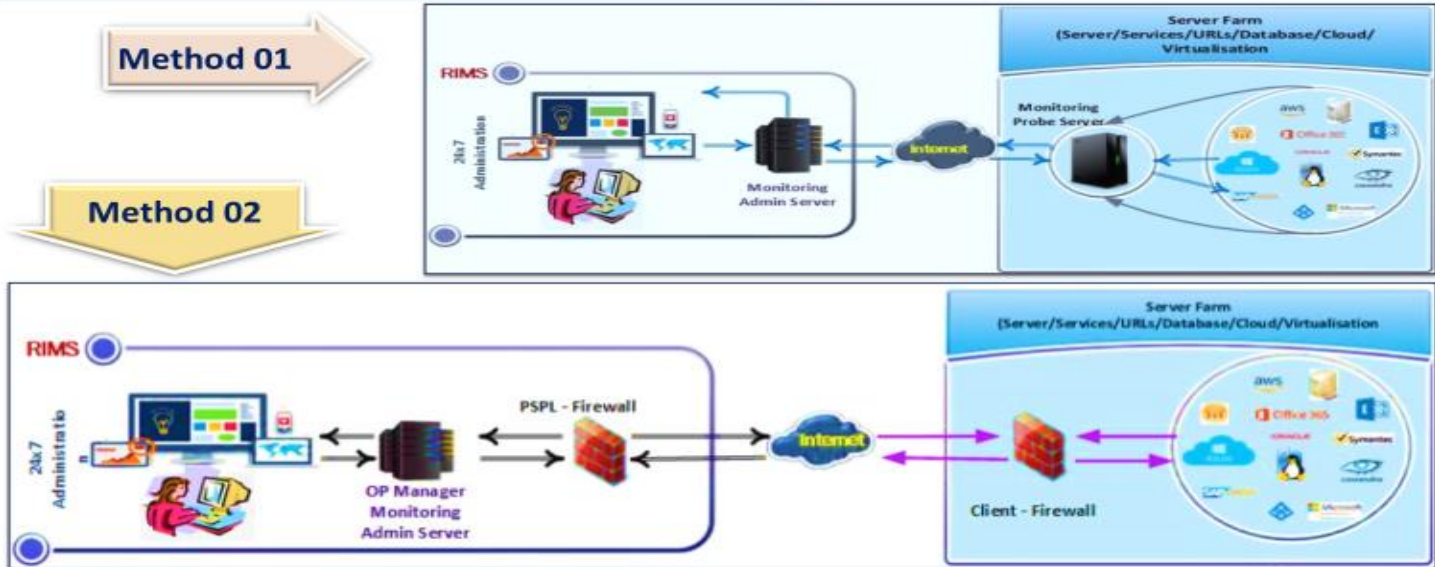| Customer	**Cloud Monitoring & Manage Support Proposal for** **XXXXXX**	PC Solutions Pvt. Ltd.

OP/APP Manger Monitoring:
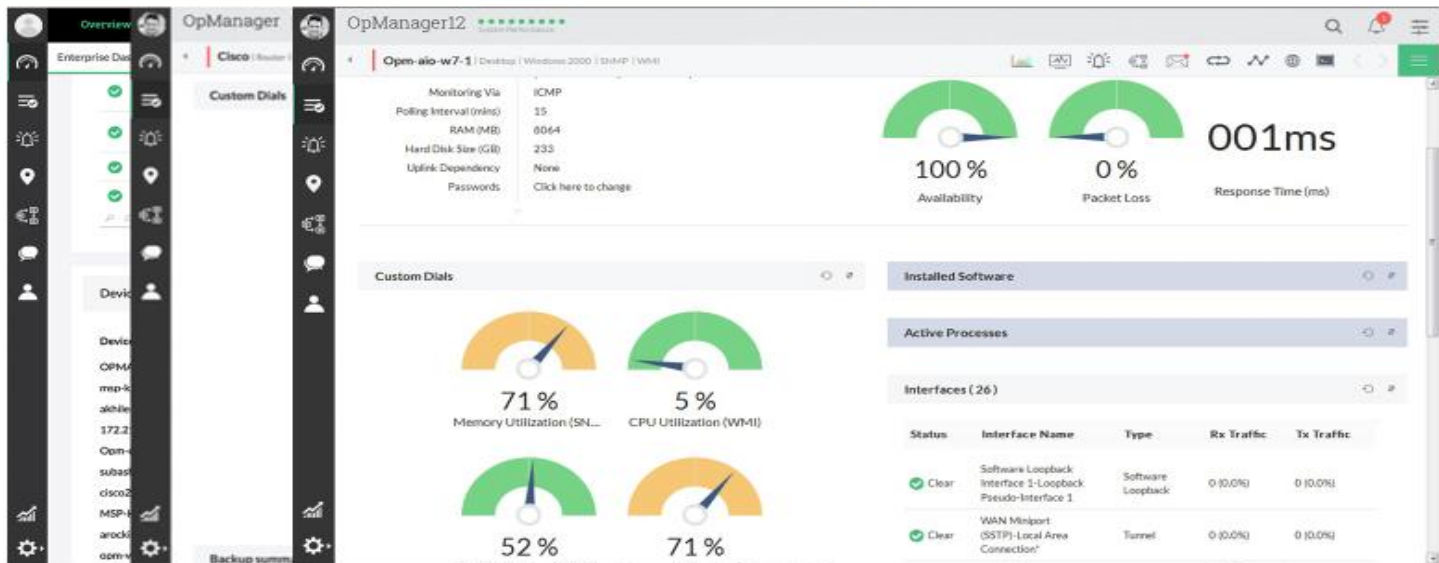
L2 Level task:

Support Approach	Skill classification	Deliverable
9 AM to 9 PM	L2	1. Instance creation, restoration from image (As per the VM creation form which will be provided by XXXXXX Team) 2. Storage mapping 3. Partition resizing 4. Backup scheduling

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Out of Scope:

Rest of the Application specific performance management and troubleshooting will have to be handled by respective application owners and customer's internal team.

Any application functionality change/enhancement, code change/enhancement, version control, build & recompilation, library and code dependency resolution is outside the scope of managed services support coverage.

Public DNS, ISP and WAN links and bandwidth related issues are outside managed services support coverage as they are handled by customer's internal team and not by PSPL.

Performance Measurement (SLA):

PSPL REMOTE SUPPORT DESK (RSD-NOC)		SERVICE LEVEL AGREEMENT		
Severity	Scenario	RSD Response Time	Resolution Time	Communication Frequency to Customer
Severity 1	Critical impact on business operations. Mass users are impacted	15 Minutes	2 Clock Hours	Conference call to be initiated after 30 Minutes with stakeholders
Severity 2	Operation of an existing application or Service is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance.	30 Minutes	4 Clock Hours	Every 1.5 Hours
Severity 3	Operational performance of client is impaired while most business operations remain functional. (Creation, modification and General administration level calls)	45 Minutes	6 Business Hours	Every 4 Hours
Severity 4	(Service Request/Reporting part) Client requires information on Applications product capabilities, installation, or configuration. There is no effect on business and operations.	1 Hour	24 Clock Hours	Every 12 Hours

All the problems, incidents, will be tracked and classified based on their priority levels. PSPL will use their own tool for logging all incidents. Such tool has to be ITIL equivalent. This will help in the prioritization of the problems and hence help in ensuring a very high availability for all business critical activities and services.

Assumptions w.r.t. Remote Support

- PSPL will deploy agents on all server for monitoring if required
- XXXXXX will provide remote access or Global Admin rights of their servers (CLOUD Portal) to PSPL consultant during the troubleshooting. XXXXXX will open required ports in firewall required during the session.
- XXXXXX will provide details of process been followed regular admin tasks. If any kind of security policies is in place XXXXXX will provide details of same to PSPL.
- Support Agreement is only valid for one location of XXXXXX Noida only
- Any changes in the scope will lead to changes in commercials accordingly.
- In case of any issue at CLOUD Portal from platform unavailability / any malfunction perspective, PSPL will only log the incident with OEM (CLOUD) and coordinate to resolve; hence this should not consider / impact our SLAs.
- Support on any other application server will out of scope.
- XXXXXX needs to provide their internal escalation matrix / procedure to PC Solutions.
- For remote access in case of troubleshooting, PSPL will utilize the mentioned tools, Like Kaseya, TV, anydesk etc.
- All calls would be kept for the record purpose for a year, so that audit and review can be facilitated.
- In case of discontinuation of this service, either party has to provide 2 months prior notice.
- Definition of severity level has been defined by both organizations as per the application criticality
- XXXXXX to ensure redundant & stable internet connectivity at their datacenter from ISP if require.

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Exceptions

- Support is limited to the technologies mentioned above.
- As per our discussion, currently the backup is happening on CLOUD end of servers. PSPL will maintain a Virtual replica of the instances to restore in event of any major failure.
- In event of any natural disaster since XXXXXX doesn't have any DR site available, restoring of instances will be dependent on availability and functioning of DC (CLOUD Portal)
- Installation of new Additional Domain Controller (ADC), Child Domain Controller, Active Directory site creation or new site deployment or new server deployment will be considered Out of scope. Except for one ADC & Site to be deploy on CLOUD, we will prepare the OS and XXXXXX Administrator will execute the DC Promo with their admin privilege.
- In case of disaster or corruption in Operating System (OS) on VMs, PC Solution team will resolve and reset up the infrastructure from the Image backups (L2 Support).
- User account & Security group will be created & deleted by XXXXXX Local IT team only if required.

Escalation and contacts:

Escalation management involves taking preventive measures and intervening actively to ensure that users do not lose patience if there are problems or delays while calls are handled.

1. Escalation in case there is a conflict in the assigned priority level or complexity level.
2. Escalation in case the problem after analysis is not within scope.
3. Escalation in case of the assigned support personnel not being able to address a call.

Escalation level	Duration	Contact Person	Contact Email	Contact Phone
1st level	As per above mentioned SLA	Helpdesk/ Engineer	XXXXXXXXXXXX	+91 -9811692371, 9711878685 +91-11-26448833 ext. 942
2nd level		Service Delivery Manager	XXXXXXXXXXXX	+91- 9599288528
3rd level		GM- Project	XXXXXXXXXXXX	+91- 9899267790

Service Delivery Measurement process:

To keep enhancing the service quality we are incorporating Service level violations which will be linked with consequences \ penalty on engagement revenue.

*For logging case to CLOUD portal, PC Solution will utilize the customer's support agreement with CLOUD support (Chat support).

Violation measurement process

- Quality will be measured in terms of no. of violation incurred on a quarterly. All violations will be mutually agreed between XXXXXX IT manager and PC Solutions Support Manager.
- Violation clause limits only to the agreed SOW in this agreement and doesn't cover any violation due to any dependency from XXXXXX, or it's other agencies including third party, OEM's , any other infrastructure related or any external factor beyond PSPL control.

Review System
- **MIS Report** on monthly basis capturing the nos. of incident and completion status.
- **Quarterly F2F review** with the identified managers along with performance analysis.

Time frame

This timeline is an estimate only which is based on our current planning assumptions and may change during the course of the project.

✓ Support Engagement will be valid for one year.

Commercials:

S.no	Description	Price / month	Annual Commercial
1	Commercials of support of above mentioned Scope will be	XXXXXXXXXXXXXX	XXXXXXXXXXXXXX

- **Order in favor**: Cheque in favor of "PC Solutions Pvt. Ltd." Payable at New Delhi.
- **Commercial Terms & Condition**
  - Applicable Taxes Extra
  - Payment Terms: Monthly advance.
  - Advance Payment should be realized before commencement of every month.
  - XXXXXX need to take care of Integrity, availability and Security of its Data. PC Solutions Pvt Ltd or any of its designated resources will not be held responsible for any kind of data loss or damage.
  - Notice Period for Termination: 2 Months.

Business & Technical Contacts

XXXXX

Best Regards,
Sankalp Singh, Manager Delivery
PC Solutions Pvt. Ltd.