

We Make
Digital Work
24X7

CORPORATE OVERVIEW 2021



OUR STORY OF TRUST



QUALITY MANAGEMENT



MSP PARTNERSHIPS



Advanced
Consulting
Partner

MSP Partner

Gold

Microsoft Partner
Azure Expert MSP



CREDIT RATING

CRISIL

An S&P Global Company

CRISIL BBB-/Stable

Magic Quadrant

Figure 1. Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services



Source: Gartner (May 2020)

“

Gartner®

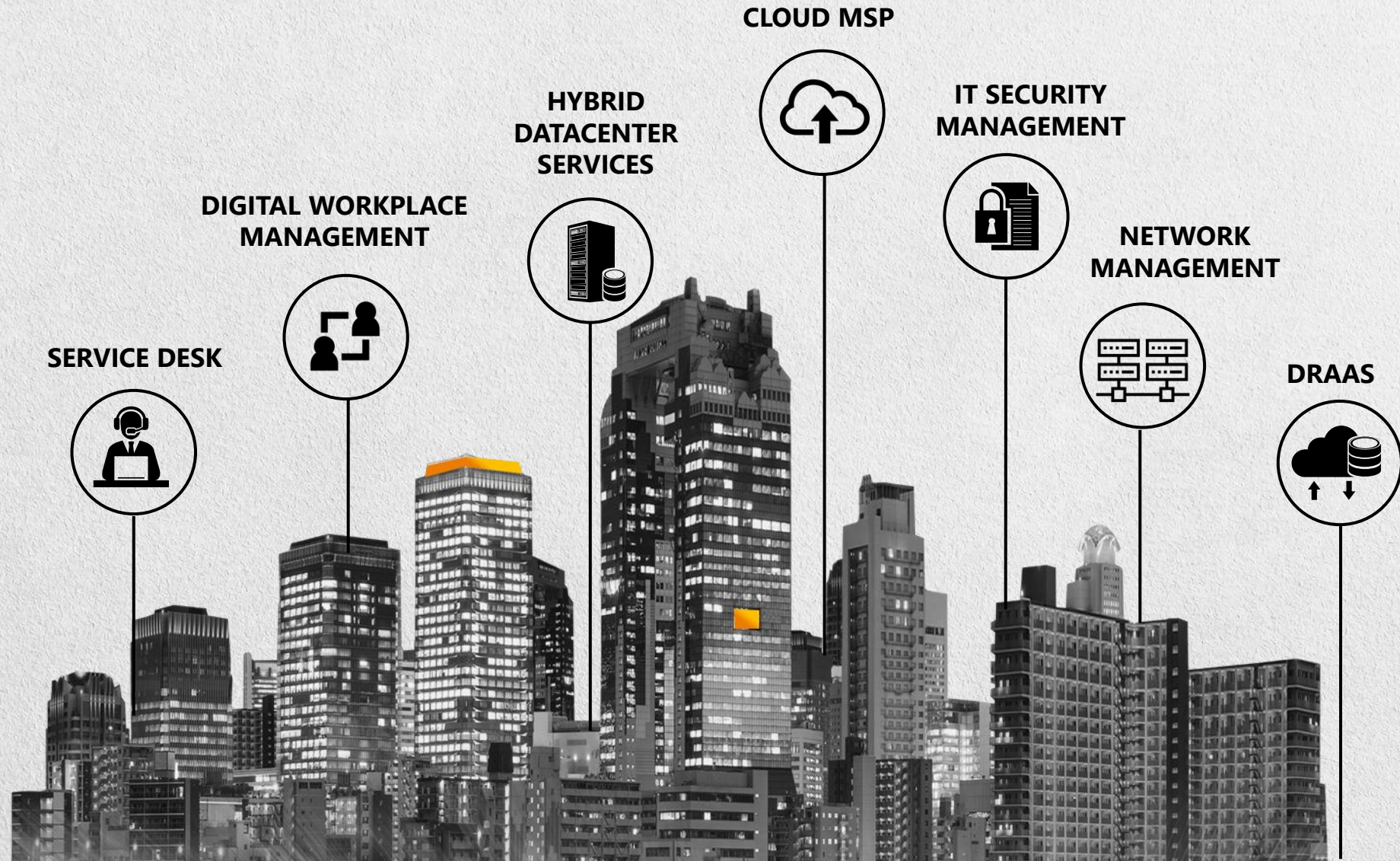
Progressive Infotech is positioned in the Gartner 2020 Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide as a Niche player.

”

MANAGE

NxTGEN

MANAGED SERVICES PORTFOLIO



CENTER OF EXCELLENCE

Solution Excellence

- » Intelligent Cloud Management Platform
- » Digital Workplace (DWP)
- » IT Security Management



Simplify the digital workplace by uniting employees, teams, and apps



Increase IT efficiency and elevate XLA (Experience Level Agreement)



Self-service provisioning and Automation



Rightsized IT infrastructure & Cost insights



Governance and Compliance



Management of your IT by a trusted partner



Optimized Workstations & Delighted End users



Flexible pricing, delivery and management models



Exemplary end user & application support



24 x 7 x 365



Delivery Excellence

- » Strategy
- » Service Design
- » Transition
- » Services Operations

24X7 DELIVERY COMMAND CENTER

NOC

Help Desk



24x7 Monitoring



Remediation & Proactive Support



Administration



Performance Optimization



Multi-Tenant Capability



Automation & Dashboards



Application Performance Management



Business Continuity



SERVICE LEVEL MANAGEMENT



Process based delivery
Consistent end-user satisfaction



L2/L3 Domain expertise on tap
Technology Advisory



Single point of contact
Reduced costs of operations

▶ Continual Service Improvement ○

Service Strategy

- Financial Management
- Service Portfolio Management
- Demand Management
- Strategy Operations

Service Design

- Service Level Management
- Availability Management
- Capacity Management
- Continuity Management
- Service Catalog Management
- Supplier Management

Service Transition

- Change Management
- Configuration Management
- Release Management
- Transition Planning & Support
- Service Validation & Testing
- Evaluation
- Knowledge Management

Service Operation

- Financial Management
- Service Portfolio Management
- Demand Management
- Strategy Operations

○ Continual Service Improvement ◀

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SOLUTION EXCELLENCE



Intelligent **Cloud** Management Platform

Centilytics



Digital **Workplace** (DWP)




 **Automate**next.ai

TITAN

 Virtual Desktop
Infrastructure (VDI)



IT **Security** Solutions

-  Security Information and
Event Management (SIEM)
-  Enterprise Mobility +
Security (EMS)
-  Data Loss prevention (DLP)

DIGITAL EMPLOYEE EXPERIENCE MANAGEMENT PLATFORM



Self Service

- **20% to 40%** Reduction in Physical IT Support
- Reduction in Costs Leading to Higher ROIs
- Zero Dependence on the Support Staff for Repetitive IT Issues
- NLP/AI based Chatbot



Self Heal

- Predictive Issue Identification and Proactive Remediation
- Automated and Scheduled Alerts
- Round the Clock System Health Monitoring
- **“Contact-Less”** IT Support



ITSM Integration

- Improved Incident Management and Governance
- Unified Dashboard for End User Ticket Analytics
- CMDB and KEDB for **Better MTTR**



Digital CX Management

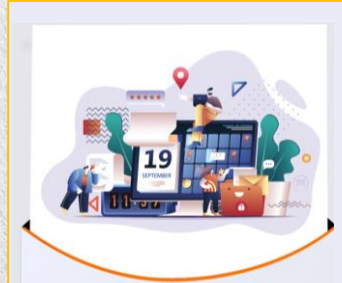
- **2x to 5x** Times Faster Resolution
- Improved Employee Productivity by **30-40%**
- Improved CX with a “Zero Disturbance” Environment for the End Users

SIMPLIFIED WORKPLACE COLLABORATION



DOCUMENT MANAGEMENT

Simplified and easy to roll out DMS that everyone can use



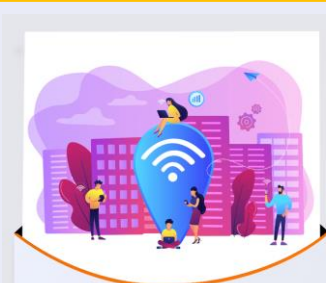
PROJECT MANAGEMENT

For business users those who need simplified project management tool



TASK MANAGEMENT

Monitor your target deadlines and employee productivity



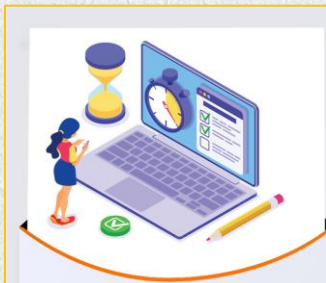
INTRANET

Feature rich portal for Employee engagement and communication



SOCIAL CONNECT

Experiences
Recognitions
Social Media
More...



TIMESHEETS

Workforce productivity with flexibility with self analysis of time spent



Built to Collaborate



Improve Productivity



Intelligent Security



Integrated for Simplicity

TITAN

+



TEAMS AUTOMATION



Teams

+

POWER AUTOMATE

Create flows that automate repetitive work tasks with Power Automate—and trigger right from your Microsoft Teams.



Boost productivity

Build time-saving workflows into everything from individual tasks to large-scale systems with seamless integration using hundreds of prebuilt connectors.



Quickly and securely automate—at scale

Enable everyone to build secure workflows with a no-code guided experience and cloud-based data loss prevention, identity, and access management services.



Put intelligent workflows to work

Automate time-consuming manual tasks with built-in AI capabilities, giving you more time to focus on strategic, high-value opportunities.



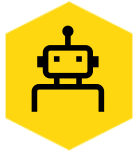
Create and manage flows

Alerts, notifications, and more — automate it all without leaving Teams.



Streamline approvals

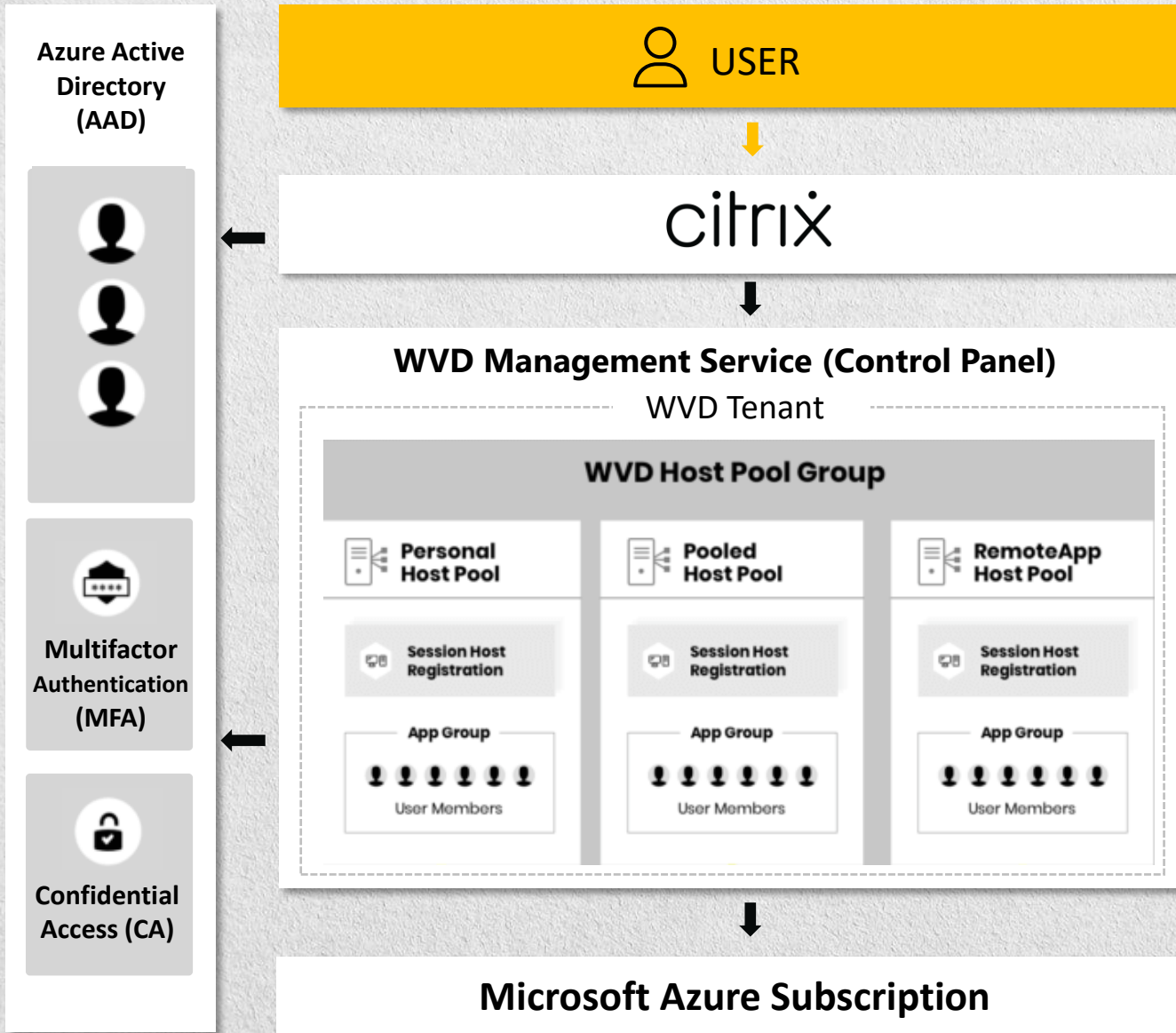
Aggregate and automate all your team's approval processes.



Launch with a bot

Quickly trigger scheduled flows using the Flow bot in Teams.

VIRTUAL DESKTOP INFRASTRUCTURE (VDI)



Deliver Windows 10 desktops on any device, anywhere

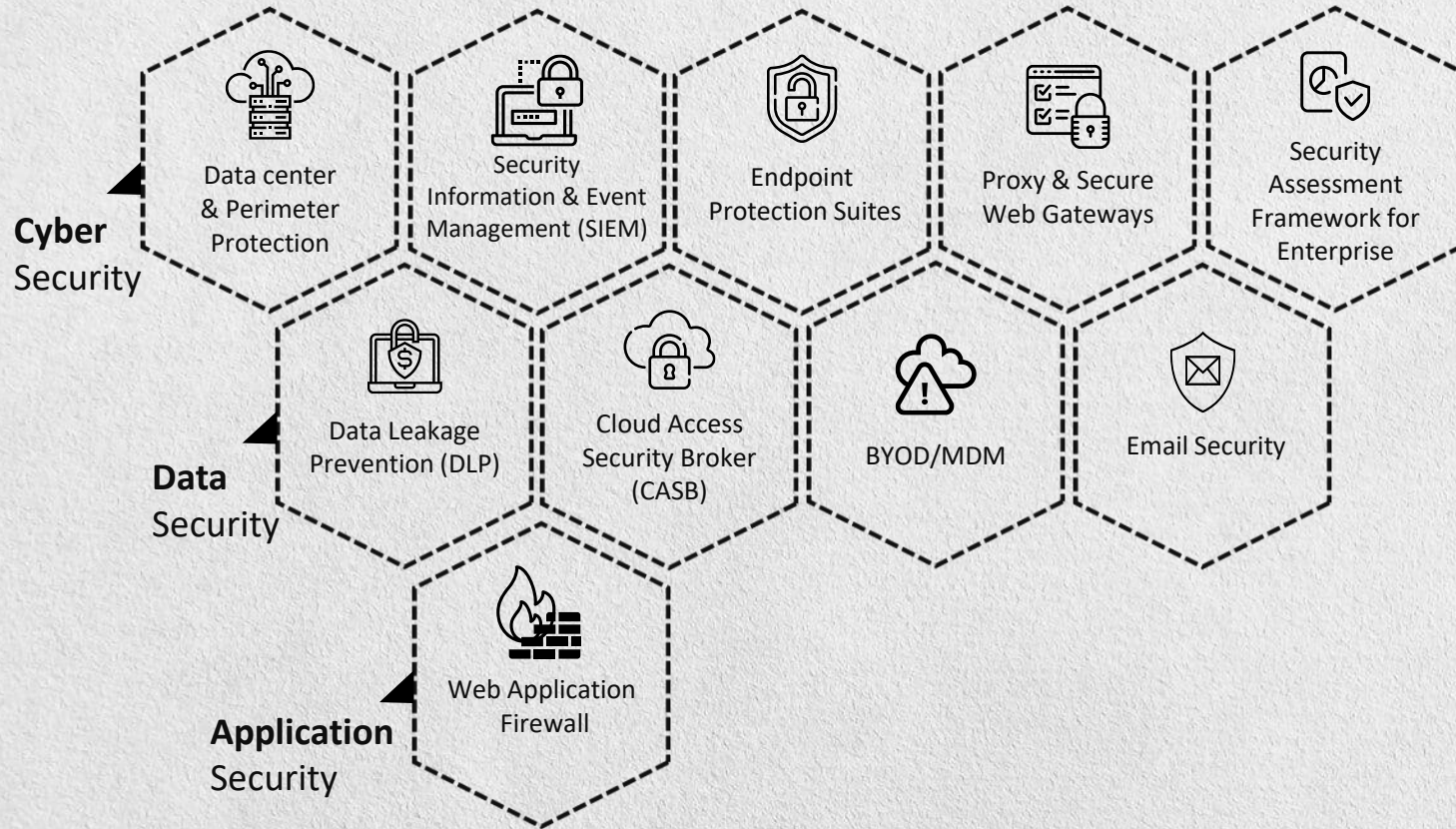
Built-in intelligent security

Deploy and scale in minutes

Reduce cost using existing licenses



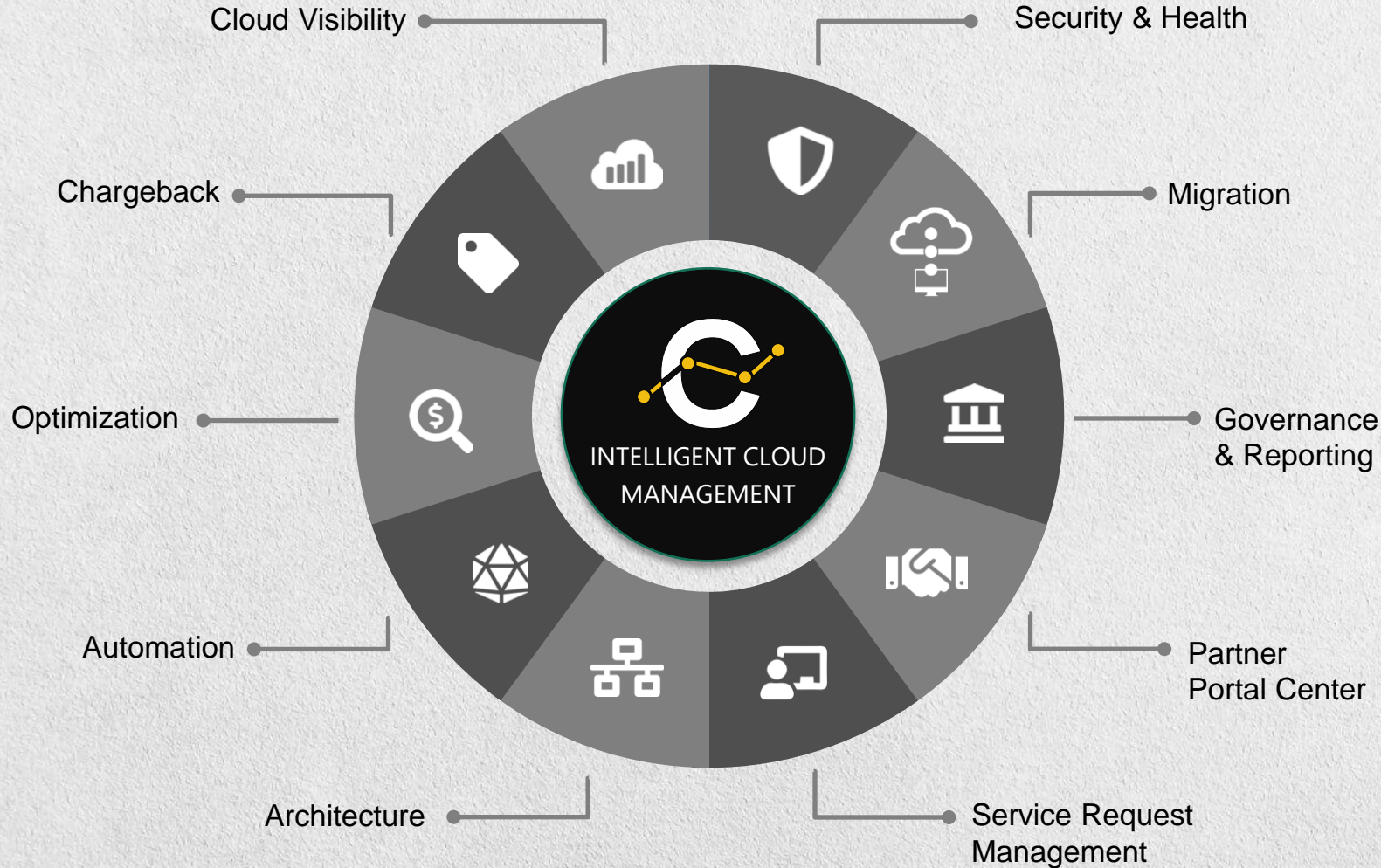
IT SECURITY SOLUTIONS



PARTNERS



INTELLIGENT CLOUD MANAGEMENT



\$300 Mn+
Consumption Under Management

50+
Attacks Prevented

\$15M+
Annual Cost Saved

1500+
Custom Reports

3000+
Individual Widgets

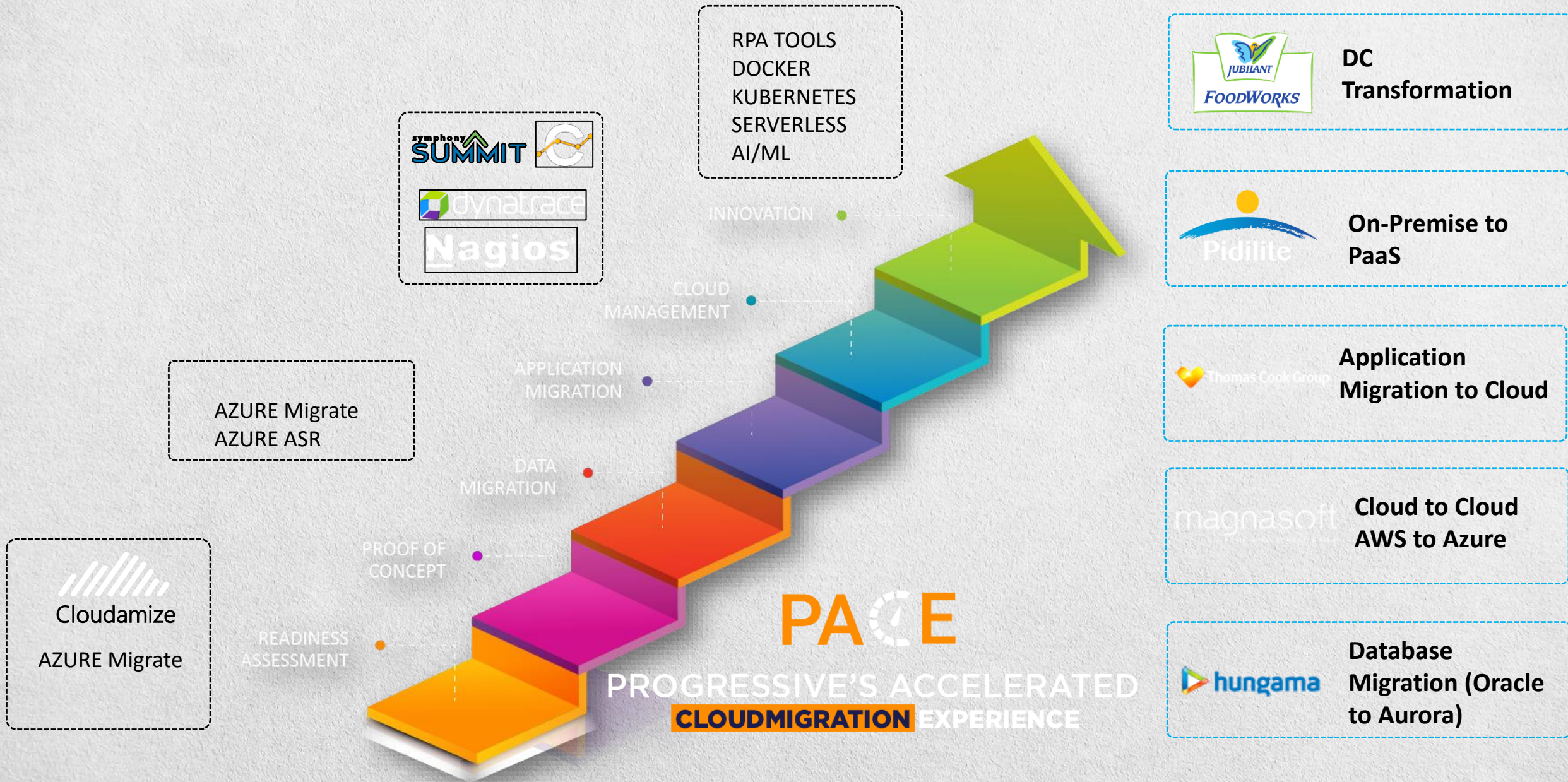
MANAGED SERVICES PROVIDER

Advanced Consulting Partner
MSP Partner

Gold Microsoft Partner
Azure Expert MSP

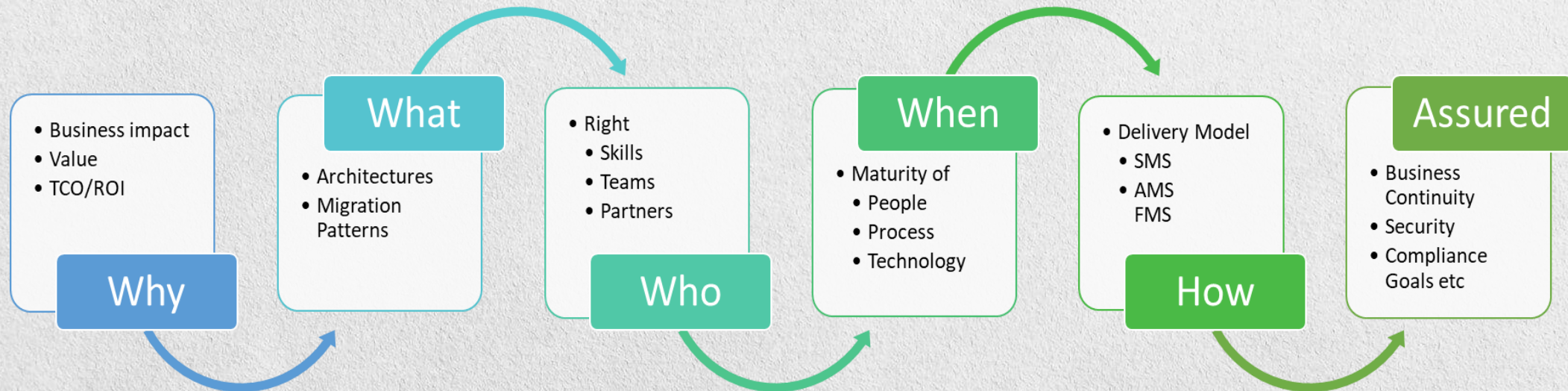
PACE MIGRATION

USE -CASE



THE WHAT, WHY AND HOW APPROACH

Though the cloud delivers fundamental technology benefits that can help your customer execute multiple business strategies. By using cloud-based approaches, they can improve business agility, reduce costs, accelerate time to market, and enable expansion into new markets. To take advantage of this great potential, start by documenting your customer's business strategy in a way that's both understandable to technicians and palatable to the business stakeholders.



INNOVATION

MANAGE STACK

IT Service Management



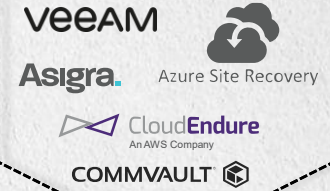
Systems Operations (SysOps)



Intelligent Cloud Management



Business Continuity & Disaster Recovery



Cyber Security

Microsoft 365



Application security



Security Assessment Framework for Enterprise

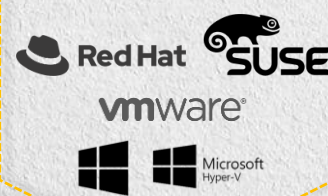


SOLUTIONS STACK

Cloud



Infrastructure



Database and Middleware



Assessment



Migration



Digital Workplace



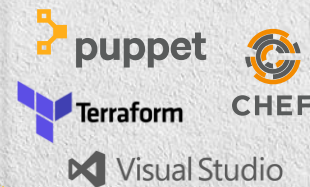
Progressive's Service Automation



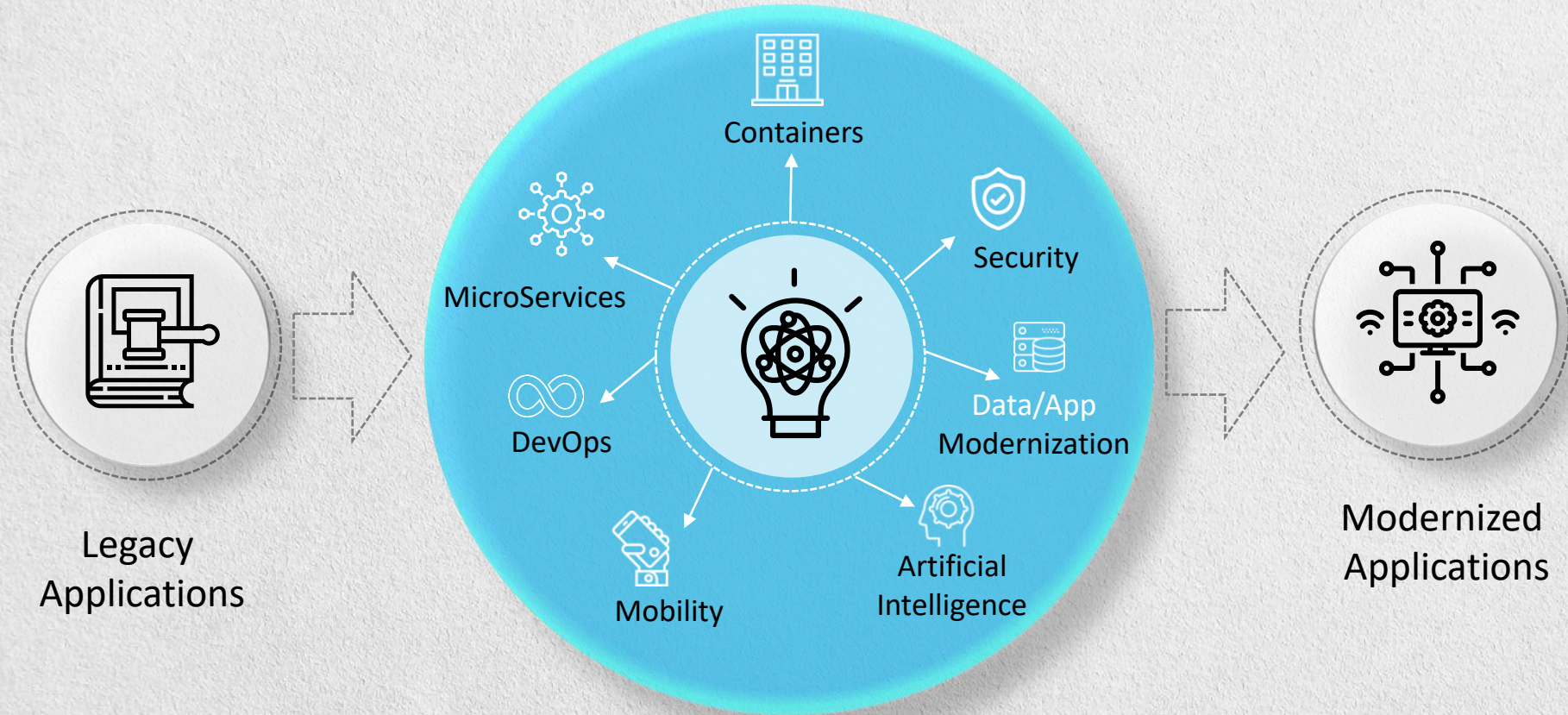
Teams Automation



DevOps



INNOVATION



Data/App Modernization

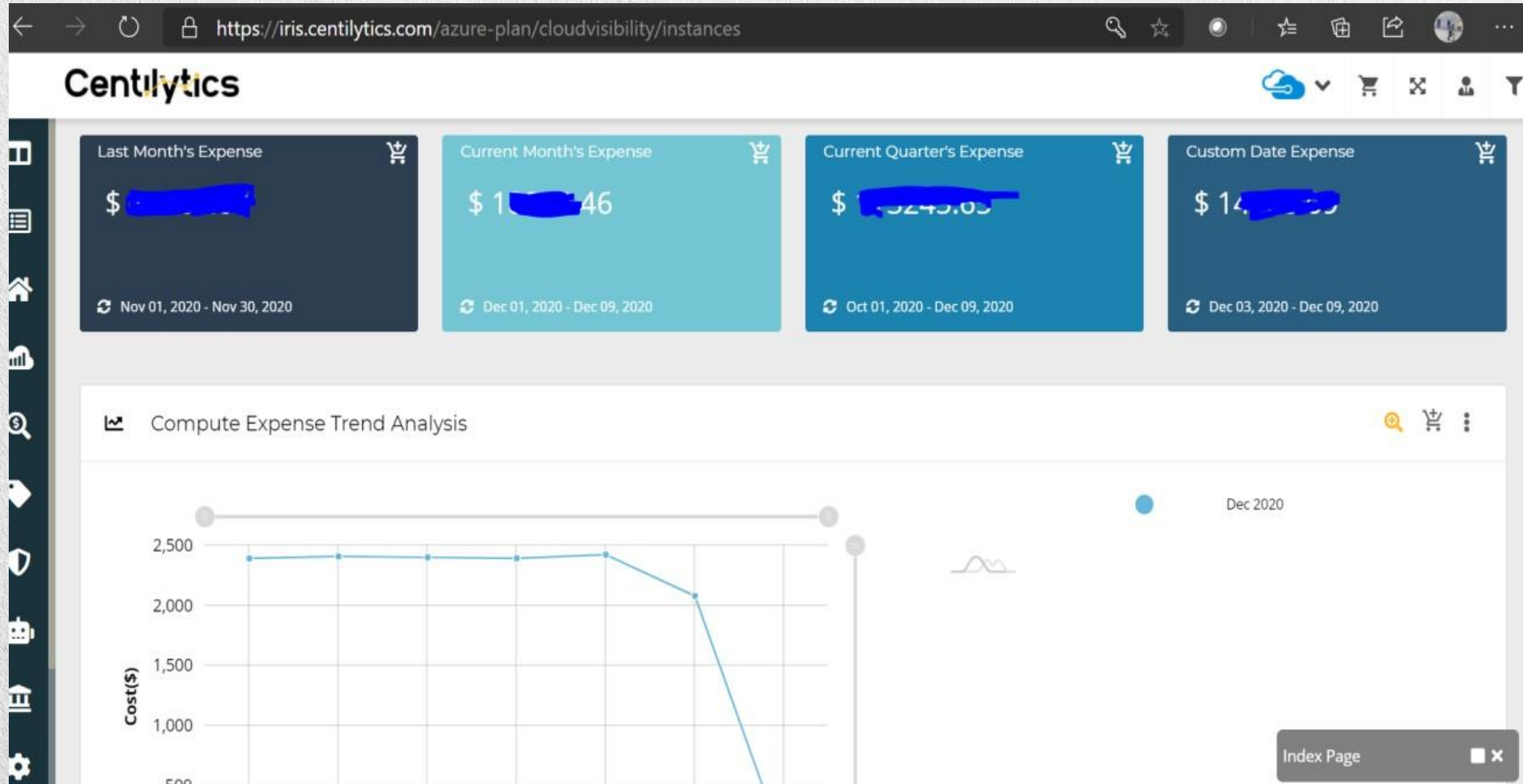
Containerization

DevOps

Data/App Modernization

CLOUD GOVERNANCE

Cost Management: Cost is a primary concern for cloud users. Develop policies for cost control for all cloud platforms.



CLOUD GOVERNANCE

Identity Baseline: Inconsistencies in the application of identity requirements can increase the risk of breach. The Identity Baseline discipline focuses ensuring that identity is consistently applied across cloud adoption efforts.

The screenshot displays the Centilytics AWS Security Audit Identity Management dashboard. The browser address bar shows the URL: <https://iris.centilytics.com/aws/securityaudit/identitymanagement>. The dashboard features a left-hand navigation menu with categories like Security & Health, Security Audit, IAM, EC2, S3, EBS, RDS, Dynamo DB, Redshift, Cloudfront, Route 53, Lambda, CloudTrail, ELB, ALB, NLB, KMS, VPC, Container Services, Config, Fault Tolerance, Performance Optimizer, and Service Limits.

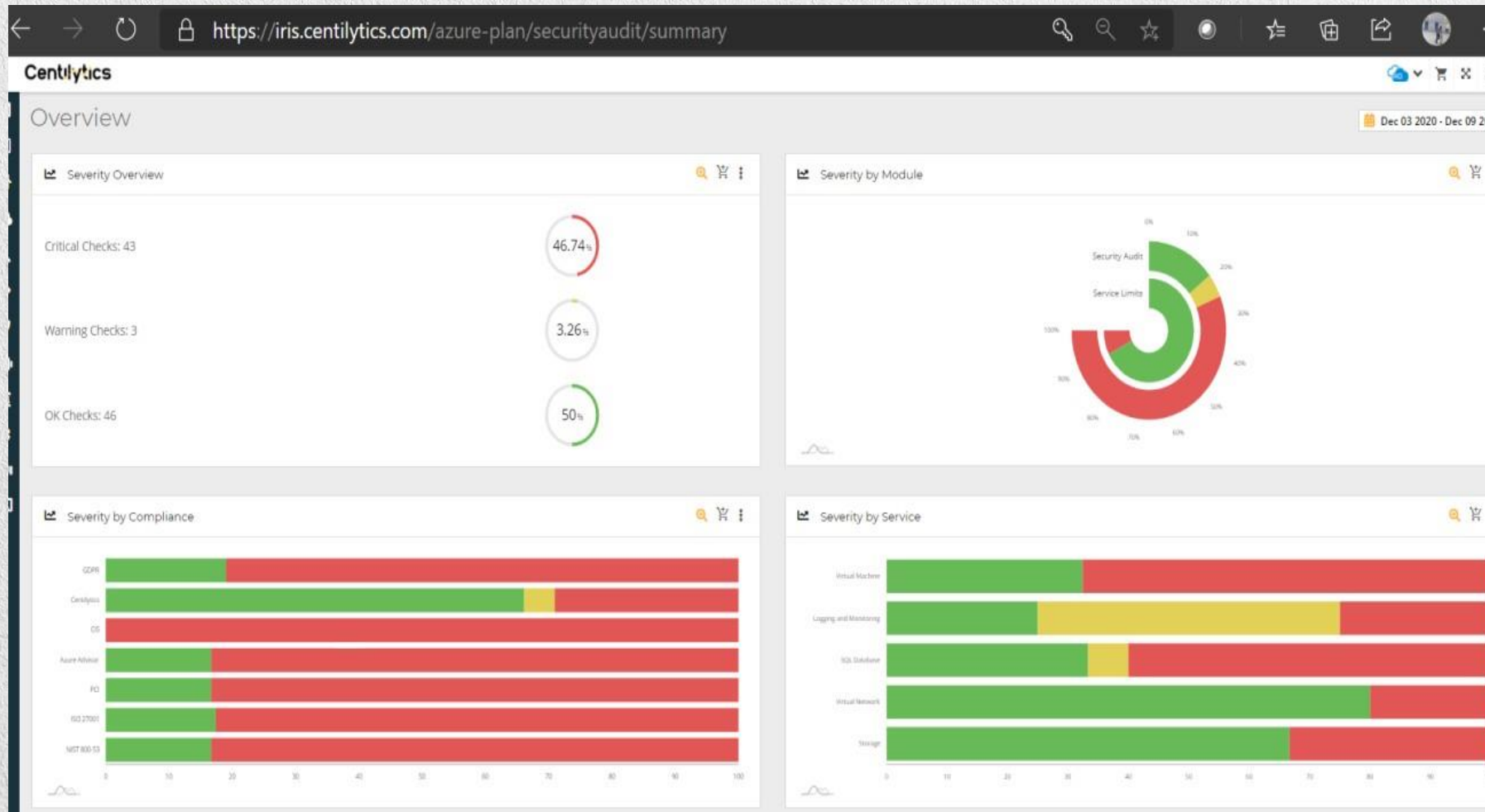
The main content area shows a summary of findings: 0 OK, 17 Warning, and 4 Critical. Below this is a table with columns for Severity, Account Id, and Account Name. The table lists several accounts with their respective severity levels (Warning or Critical).

Below the table, there are two sections:

- User Policy Association:** This section includes a description: "By default, IAM users, groups, and roles have no access to AWS resources. IAM policies are the means by which privileges are granted to users, groups, or roles. It is recommended that IAM policies be applied directly to groups and roles but not users." It also lists compliance recommendations: "Compliance Recommended By: CIS: 1.2.0." and findings: "Ok: Following User Has No Direct Policy Attached." and "Critical: Following Users Have Policies Directly Attached."
- User Credentials Last Used:** This section includes a description: "Ensure IAM password policy expires passwords within 90 days or less. IAM password policies can require passwords to be rotated or expired after a given number of days. It is recommended that the password policy expire passwords after 90 days or less." It also lists compliance recommendations: "Compliance Recommended By: NIST 800-53: AC-2, AC-3, AC-11, AU-2; PCI: 8.1.2, 8.1.3, 8.1.4; ISO 27001: A.6.2.2, A.9.1.2, A.10.1.2; HIPAA: 164.312(a)(1); CIS: 1.2.0; GDPR: Article 25; CSA: CCM v.3.0.1." and findings: "Ok: Credentials are being used." and "Critical: Access key unused For 90 Days Or greater OR console password unused for 90 days Or greater"

CLOUD GOVERNANCE

Security Baseline: Security is a complex subject, unique to each company. Once security requirements are established, cloud governance policies and enforcement apply those requirements across network, data, and asset configurations.



CLOUD GOVERNANCE

[Identity Baseline](#): The Identity Baseline discipline focuses ensuring that identity is consistently applied across cloud adoption efforts.

The screenshot displays the Centilytics AWS Security Audit Identity Management dashboard. The browser address bar shows the URL <https://iris.centilytics.com/aws/securityaudit/identitymanagement>. The dashboard features a left-hand navigation menu with categories like Security & Health, Security Audit, IAM, EC2, S3, EBS, RDS, and others. The main content area is divided into several sections:

- Summary:** Shows a status bar with 0 green, 17 yellow, and 4 red indicators. Below this is a table with columns for Severity, Account Id, and Account Name. The table lists several accounts with varying severity levels (yellow and red).
- User Policy Association:** A section with a green checkmark icon. It includes a description: "By default, IAM users, groups, and roles have no access to AWS resources. IAM policies are the means by which privileges are granted to users, groups, or roles. It is recommended that IAM policies be applied directly to groups and roles but not users." It also lists compliance recommendations: "Compliance Recommended By: CIS: 1.2.0." and status indicators: "Ok: Following User Has No Direct Policy Attached." and "Critical: Following Users Have Policies Directly Attached."
- User Credentials Last Used:** A section with a red 'x' icon. It includes a description: "Ensure IAM password policy expires passwords within 90 days or less. IAM password policies can require passwords to be rotated or expired after a given number of days. It is recommended that the password policy expire passwords after 90 days or less." It lists compliance recommendations: "Compliance Recommended By: NIST 800-53: AC-2, AC-3, AC-11, AU-2, PD: 8.1.2, 8.1.3, 8.1.4; ISO 27001: A.6.2.2, A.9.1.2, A.10.1.2; HIPAA: 164.312(a)(1); CIS: 1.2.0; GDPR: Article 25; CSA: CCM v3.0.1." and status indicators: "Ok: Credentials are being used." and "Critical: Access key unused For 90 Days Or greater OR console password unused for 90 days Or greater".

CLOUD GOVERNANCE

Resource Consistency: Cloud operations depend on consistent resource configuration. Through governance tooling, resources can be configured consistently to manage risks related to onboarding, drift, discoverability, and recovery.

The screenshot displays the 'Generate Reports' interface in the Centilytics application. The interface is divided into three main steps: 1. Select Insights, 2. Select Filters, and 3. Scheduling. The 'Select Insights' step is currently active, showing a table of cloud modules and a list of insights to be selected.

Cloud	Modules	Cloud Visibility	Cost Monitoring
aws	Home	Cost Monitoring	Compute
	Inventory		Virtual Network
			Storage
			SQL Database
			Cosmos DB
			Cache Management

Select Insights

- Azure Plan Compute Last Month's Expense
- Azure Plan Compute Current Month's Expense
- Azure Plan Compute Current Quarter's Expense
- Azure Plan Compute Custom Date Expense
- Azure Plan Compute Expense Trend Analysis
- Azure Plan Compute Cost by Family
- Azure Plan Compute Cost by Family over Time
- Azure Plan Compute Regional Cost by Family

Next

Large and professional company, force to provide much needed 24x7 support where critical work loads are not available during the day.

Dhaval Mankad
Havmor ice cream private limited



Came...Saw and Conquered! Amazing team and amazing features!

Ankit Dubey
THE WIRE



Reduced turnaround time to response and resolution time, helping to improve security best practices on OS and network layer.

Arvind Mahajan
Volkswagen Finance Pvt. Ltd.



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