



Managed Services

SERIA Applied Research Private Ltd

We believe, it is not sufficient simply offer to perform— we are committed to perform in a way that makes our customer successful

Managed Services



Supporting our Customers
in achieving their
Business Goals



Leading companies succeed by concentrating on what they do best. You can eliminate distractions and maximize the return on your investment by letting the experts manage your Enterprise IT Infrastructure such as Storage, Servers, Backup and Networking.

For over six years, Seria's "Managed services" has been helping businesses to succeed by proficiently managing Enterprise IT infrastructure on their behalf.

Whatever the size of your company, we can provide flexible and superior support at a predictable cost – allowing you to focus on what you do best.

Our Services

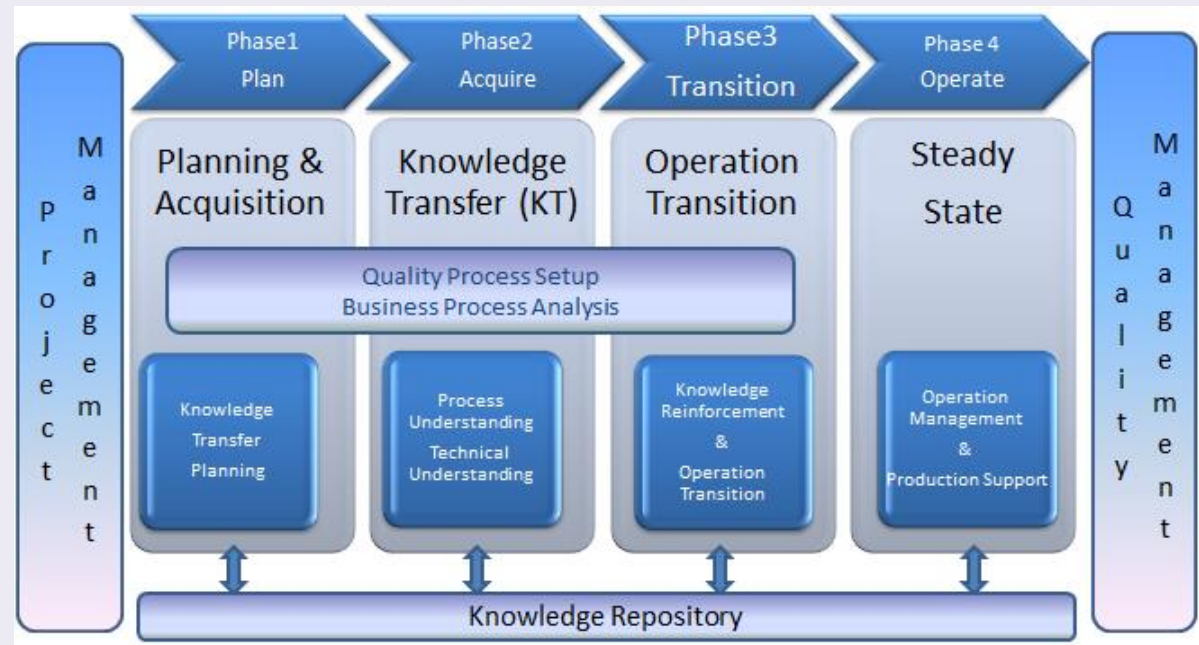
- Storage Management
- SAN Management
- Backup Management
- Server Management
- HA Cluster Management
- VMware Management

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Our Approach

Not having the right people at the right time can cause a huge setback for any company's plans and a tremendous drain on company's resources. The cornerstone of our offering in "scale up your team" services is to minimize the need for re-learning, which is ensured through provision of relevant professionals under contract staffing thereby enhancing the value proposition. Whether you need to staff at a single facility or support multi-location operations with uniquely skilled people - Seria can help you to meet your goals....



Proactive Services Management

We identify and solve problems before they impact your performance and we provide comprehensive reporting of incidents, trends and call statistics. We monitor call trends and system performance and work with you to improve systems and processes. Our service delivery team will meet you on a regular basis to discuss call statistics, high priority incidents and recommended improvements.

Flexible Support Model

We offer a number of flexible support and pricing models. Customers can avail of an annual fixed price to an agreed allotment of time which can then be drawn down over time. We also provide 24/7 support.

Scope of Services

Seria's ITIL aligned IT infrastructure management services encompasses all of the above elements under one service level agreement. This provides you with one single point of contact for all your system support requirements. We will work closely with your local infrastructure team or chosen hosting partner to enable a stable and future-proofed IT infrastructure platform to help maximize return on investment.



Key Benefits of Seria's Managed Services

- **Dedicated Team:** A dedicated support team with expert knowledge and industry skills
- **Proactive Services:** Our proactive service facilitates continuous improvement based on our deep knowledge of enterprise Processes and Infrastructure as well as regular monitoring of call trends
- **Expert Knowledge:** Our expert IT Infrastructure knowledge and industry experience ensures that your system is managed efficiently and that incidents are resolved quickly

Key Benefits of Seria's Managed Services

- ITIL Aligned Service Delivery
- Predictable Cost and Quality
- A results-driven Service Level
- Comprehensive Reporting of incidents, trends and call activity
- Flexible Pricing and Support
- Pricing models and support arrangements to suit all requirements
- Low Risk
- Over 6 years of experience in IT Infrastructure Management with a proven track record of successfully managing large enterprise customers

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All great relationships start with a conversation. So why not give us a call? We welcome the opportunity to assist you in achieving your business ambitions. To set up an appointment, simply get in touch with us today via services@seria.in or visit us at www.seria.in



SERIA Applied Research Private Limited

No: 505, 3rd Floor, 2nd main,
Kasturinagar, East of NGEF,
Bangalore, 560043.

Phone: +91-80-4171-0442

Mobile: +91-991-666-3331

Website: www.seria.in

Email: services@seria.in