



# Professional 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

# Professional Services



Supporting our Customers  
in achieving their  
Business Goals



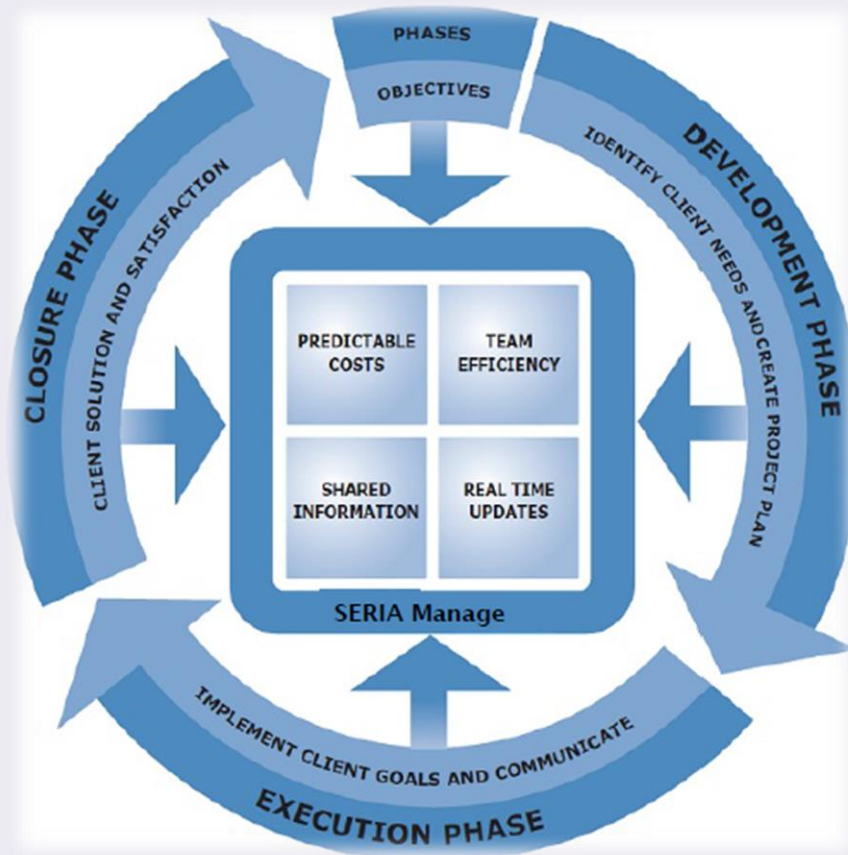
Seria offers a wide range of professional services to fit the needs of any customer. Our technology consultants are trained to understand the broader impact of changes on IT and business. We work with you to identify and implement the technical, people and process requirements for initializing or growing IT environments. Our experienced consultants will interact with all stake holders to identify gaps in expectations and the reality. Our consultants help you to remove variance from projects, delivering immediate value. Whether you need implementation services, assistance with performance tuning and aid in optimization of your IT investment, we offer an approach to fit your needs.

## Our Services

- Storage Implementation
- SAN Implementation
- Backup Implementation
- Server Implementation
- H A Cluster Implementation
- VMware Implementation
- Storage Migration
- Storage Assessments
- Backup Assessments
- SAN Assessments
- Infrastructure Consulting
- Data center relocation

## Our Approach

Solving customers' problems is our passion. As a professional services team, we recognize that the key to customer satisfaction and our long-term success is to anticipate customer needs and deliver innovative solutions that provide our customers with a distinct competitive advantage.



### Understanding Objective & Collecting the Requirements

At Seria, we clearly understand that the leading indicator for predicting whether we will be successful in a project is how well we understand our customer's objectives and requirements.

We believe, it is not sufficient simply to offer to perform the contract requirements — we are committed to perform them in a way that makes our customer's program a success.

To ensure that we clearly understand the objectives and capture every requirement, our consultants conduct various levels of interviews and meetings with all the stake holders and ask the right questions.

We document the objective and all the stated and unstated requirements. Then we play it back to the concerned team and get them signed off. This process helps to define the correct scope and deliverables of the project.

# Professional Services



## Project Development Phase

The goal of this Phase is to clearly identify the scope of the project, which will be used to create a project task list, schedule, budget and communication plan.

The first step is an initial Client meeting to identify the business need and to clarify the role of Seria — i.e., what is in and what is out of scope. The information gathered at this stage is used to develop a statement of work which includes assumptions, risks and client resource allocations.

A communication plan for the project will be created to schedule regular communications among team members and with the Client to confirm expectations and report results.

Once the client confirms that the statement of work is consistent with expectations, a project task list will be created. This document serves as a guideline for management and elaborates all of the assignments necessary to complete the engagement. The tasks can also be tied to a project budget which provides the client with estimated times for completion of the tasks.

## Project Execution Phase

The primary goal of this Phase is to execute the tasks listed, control the scope of the engagement and to regularly communicate with the client regarding project status.

Additionally, consultants are provided with the necessary tools to confirm that tasks are on schedule, to ensure that team members are operating consistently within the approved budget and to implement regular communications with the team and the Client.

## Project Closure Phase

The goal of this phase is to capitalize upon the Seria's experience in managing the engagement for the client. The process provides a formalized mechanism for capturing improvements to client resources which can be used to streamline future operations.

Once a project is completed, our team meets with the client to review the lessons- learned log and confirm the recommended changes. Seria project manager will hand over all the project documents and deliverables mentioned in the project plan to the client identified representative and take the project sign-off from the sign-off authority and formally close the project.

## What is in it for you?

- Industry experienced Consultants at your Service to ensure the best in class service delivery experience.
- Better and cost effective Services
- Faster responses to your requests
- Flexible and Customer focussed
- Multiplatform Skilled Consultants
- Process Driven Approach
- Certified and highly skilled Consultants ensures quality services



**VALUE ADDITION** IS EXCEEDING  
OUR CUSTOMER'S **EXPECTATIONS**  
CONSISTENTLY

## Professional Services



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](mailto:services@seria.in) or visit us at [www.seria.in](http://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](http://www.seria.in)

Email: [services@seria.in](mailto:services@seria.in)

