

COTMAC

Cotmac-Proex Solutions Pvt. Ltd.

Plot No 168, 'S' Block, MIDC, Bhosari, Pune - 411026,
Maharashtra, INDIA
Tel. : +91 20 27112901 / 30687121 Fax : +91 20 25384411
Website : www.cotmac-proex.com



Overview of our outsourcing ventures

Our past experience with the industry compels us to think in a different viewpoint that will cater Small and Medium enterprises in TOTAL.

We are a definite source for

**CONSULTING,
PLANNING,
DEPLOYMENT and
MANAGING complex IT related activities.**

- ◆ The responsible IT employees @ SME do not want to take risk. The current attrition rate at every level, Change of hands in IT makes the scene further worst.
- ◆ Demoralized IT Managers stick to old, conventional practices and applications where repetitive work and constant dissatisfaction falls in their way.
- ◆ The decision makers can't go ahead as they are novice to the subject. Invariably the Information Technology, which plays a key role, gets a casual attitude. **We can certainly take care of SME those who are interested to outsource IT completely and contribute to its profitability.**

The very 1st step is to create **Diskless environment, retaining old hardware** with server centric activity. This will help customer for hassle free computing with no virus intrusion & data loss / less burden of licenses / down time tending to zero / no constant hardware upgrades or obsolescence.

We can assure SME to lower its MIS payroll with continuous reduction in AMC and other related expenses.

On going training to employees and constant hand – holding for increasing productivity.

Setting up IT policies, introduction to user-friendlier, integrated web based applications in intranet environment. This will facilitate Top Management to access any information from anywhere at any time.

Our constant TAB on computer consumables and very effective procurement of IT related products will contribute more to SME's profitability.

The **OUTSOURCING** model will cost a fraction of SME's fortune every month over the period of 3-5 years (Savings to start with as low as 25% of its monthly outgo) based on certain past considerations. We can certainly sign a Non Disclosure Agreement with SMEs to protect everyone's interest.

Is it the Time to consider IT Outsourcing??

V take care of your IT U RUN YOUR BUSINESS

Reliable IT Support Services for SMBs

Welcome to **Cotmac-Proex**! Our mission is to provide Small and Medium-sized businesses (SMBs) with state of the art Information Technology Outsourcing solutions that have, until now, only been available to larger organizations. New technologies such as remote healing along with best practices and efficient processes have helped many large companies save a great deal of time and money and hence increase productivity.

Cotmac-Proex and its Consortium have created a unique IT-outsourcing offering adapted to the SMB world, leveraging the expertise and, above all, the experience of its founders. We take care of your IT and make it as reliable and secure as electric power so you can focus on your core business. In fact, we guarantee the quality of our services and your infrastructure up time for a fixed monthly fee.



Many SMBs are hapless for the lost productivity due to system downtime, peer support and costs associated with avoidable problems. System downtime often results in lost revenue, lost customers and business disruptions.

At **Cotmac-Proex**, we take control of your IT (not your business!) in a matter of days, without any disruptions or any major changes to your existing infrastructure and quickly, yet gradually, transform your IT support operations from a reactive mode of crisis management to a proactive mode of pre-emptive management.

IT effectiveness is the gateway to enterprise innovation and agility. The core of IT rests in its technology, processes and people.

SMBs need the benefits of feature rich, secure and reliable "big enterprise" ITeS solutions, without the complexity. Learn how to achieve anytime, anywhere access and real-time information without the hassle of an in-house system.

We guide you through effective decision-making through package evaluation and selection and then implement it seamlessly to achieve desired benefits.

- ◆ What does it take to get the results the business is demanding?
- ◆ How do you structure & organize your IT arm to improve workforce effectiveness?
- ◆ How do you strategically manage your vendor relationships?
- ◆ What investments related to IT should you make and when?
- ◆ What tools and technologies will drive the transformation of your IT?

We also offer IT infrastructure assessment and audit services, which help you realign your IT infrastructure to meet your growing and changing business requirements.

- ◆ Hardware & Software Maintenance
- ◆ Consulting Services
- ◆ Development of Integrated services
- ◆ Network & internet services
- ◆ Solution implementation services
- ◆ IT staff augmentation services
- ◆ IT outsourcing
- ◆ Sourcing Relationships

We Work with you in Mind



We offer you an IT Assessment that will provide you with a 'snapshot' of your IT infrastructure costs and performance.

Based on the discovery and your business goals, we will mutually agree on clear Service Level Agreements (SLAs) and start our full services without any major changes to your IT environment that could result in business disruptions. We will gradually move to a future mode of operations leveraging our technologies, processes and methodologies leading to a common and homogeneous IT environment, hence dramatically reducing daily problems and related costs.

What ?

- ◆ Helpdesk with remote problem resolution of 80% and up within minutes
- ◆ Fast on-site intervention of IT support experts.
- ◆ Backup of your business critical data from each machine.
- ◆ Proactive server and network monitoring.
- ◆ Security of your data, your network including anti-virus, patch management and spy ware
- ◆ Support of other office equipment such as printers, faxes and phones.
- ◆ We also carry out IT projects: Software and hardware selection and development, network design and implementation, wireless networks, physical and logical security.

How ?

- ◆ We guarantee the quality of our services with Service Level Agreements (SLAs). Our experts are located in your area and are dedicated to your satisfaction.
- ◆ Remote problem resolution means that we use a secure Internet channel and an innovative technology to see your screen when you need help and fix most problems within minutes without having to come to your office.
- ◆ We become a Single Point of Contact for all your IT needs.

WHY?

- ◆ We reduce your total cost through advanced technologies and best practices.
- ◆ You gain tangible productivity increase: no more peer and self-support.
- ◆ You focus on your business... what you do best!

Our Solutions

We will take care of your IT infrastructure and your support, by implementing our technological solutions and proven processes, we guarantee a tangible productivity increase. We have no doubt you will regard **Cotmac-Proex** as your IT partner once you experience the quality of our services and our dedication.

➔ Managed IT Services

We offer full IT Support Services based on proven processes, methodologies and advanced technologies. Our experts will resolve all your IT problems within minutes, drastically reduce your IT-related downtime and hence allow you to remain productive at all times.



Beyond the HELP DESK - ReSOLve

All our lines of services leverage our advanced Help desk system, which will be your employees' main contact for all issues.

SUPPORT

Single point of contact and immediate remote (through the network) problems resolution (80% of cases and up); Dispatch skilled technicians for services requiring physical presence.

BACK UP

Automated and scheduled backup of your critical data using NAS /SAN concepts and immediate disaster recovery.

SECURITY

Critical patches, anti-virus updates, centrally managed and consistently deployed.

OFFICE

Manage 3rd party suppliers to maintain Printer, Fax, Copier, PABX and stationary needs etc.

MONITOR

Remote monitoring of critical servers and network: proactive problems resolution.

➔ Security Architecture & Design

We provide solutions for workstation, server, local area network and wide area network security needs. We offer expert advice and skilled implementation to respond to all your IT security concerns and requirements.

- ❑ Security assessments and audits.
- ❑ Firewall and intrusion detection design.
- ❑ Business continuity and disaster recovery.
- ❑ Physical and logical security using smart / proximity cards.
- ❑ Protection against viruses, spy ware and Spam.

➔ Network Architecture & Design

We can help you with your intranet and Internet connectivity. We can design and implement local area and wide area networks and respond to all your communication needs, including support for your telephony infrastructure.

- ❑ Design and implementation of wired and wireless networks.
- ❑ Internet connectivity, router setup and security.
- ❑ WAN connectivity.
- ❑ Communication Services.
- ❑ Network security.
- ❑ Policy servers.

➔ Computer System Design

We help you specify hardware platforms and software products appropriate for your business needs. We can also act as your purchasing arm and provide a complete one stop solution for all your requirements in this area.

- ❑ Infrastructure Assessment
- ❑ Hardware, software selection and deployment.
- ❑ Project management.
- ❑ Asset inventory and management.
- ❑ Thin client deployment.
- ❑ Server consolidation services
- ❑ Retain old hardware
- ❑ Training.

➔ Application Integration

We can respond to any request concerning your application integration requirements: database design and implementation, directory services, Web design and application development and hosting.

- ❑ Database design and integration.
- ❑ Directory services: LDAP, active directory.
- ❑ Enterprise Application Integration
- ❑ Electronic provisioning.
- ❑ Legacy to Web Migration.
- ❑ Backup.

What makes Us Unique

- ◆ Whether you acquire our support for 10 or 500 computers, you will have a dedicated Account Manager who will be your main point of contact and responsible for the success of your operations.
- ◆ You will also have unlimited access to our Help Desk Analysts "Strategically located", resolving the majority of your computer issues in a matter of minutes. Our On-Site Resolution Specialists as well as our Deployment Engineers will make sure that any unresolved issues will be addressed in a timely manner at your premises.

Our Technical & Business Specialist Skill Sets

- ◆ Solid Experience in IT support
- ◆ Extensive knowledge of the latest technologies, processes & methodologies
- ◆ Knowledge of Remote Healing & monitoring mechanisms leading to less downtime
- ◆ Efficient & guaranteed Remote & on-site problem resolution expertise
- ◆ Solid expertise & experience in Network Security & Identity Management
- ◆ Partners relationship management experience helping you quickly solve hardware problems
- ◆ Project Management & Training
- ◆ Customer Satisfaction Management

Our Consortium

- | | |
|-----------------------------|------------------------------|
| ❑ Gigabyte / Asus | Hardware partners |
| ❑ Real Power | Programming partner |
| ❑ M-dot | System Study |
| ❑ Snehak Electronics | WAN (Wi-Max, Wi fi) partners |
| ❑ UX Technologies | VPN, Security, VOIP |

System Integration

The Breadth and Depth of our System Integration Capabilities enables us to leverage your IT investments, minimize your risk and deliver complete system integration services and solutions addressed to your unique business needs.

We combine complex technologies together with our proven processes to maximize compatibility, interoperability and enterprise wide information integration.

ERP

Our products are based on Open Source Technologies.

Linux Operating System,

Apache Web server

MySql Database.

PhP, Programming language.

This **LAMP** combination has advantages of being

- Shareware – **No ever increasing licensing burden**
- Stable and
- Very Secured.

Being 100% web-enabled means connectivity from any remote area without extra technology support as long as Internet exists.

It is Ideal for an Organization in Multiple Geographical Locations (internet concept) or One location with multiple users (Intranet).

Our solutions in Enterprise Resource Planning (ERP) help you in automating the enterprise and speeds up transactions across the organization. These solutions are typically integrated with supply chain, HR and Payroll systems, e-Procurement, e-Business and CRM applications. We combine an integrated solutions approach,

BOOT (Our Philosophy)

BUILD OPERATE ORIENTATE TRANSFER

OUR ASSURANCES

- ◆ Constant fall in Total Cost of Ownership over next 5 years.
- ◆ Reduction in various expense elements.

❖ New HW acquisition cost	❖ Consumable cost	❖ Support & Repair cost
❖ New SW acquisition cost	❖ Utility cost	❖ Hardware upgrade cost
❖ Software License cost	❖ Data Replication cost	❖ Annual Maintenance cost
❖ IT Employee cost	❖ Training cost	❖ Administrative cost
❖ Travel cost	❖ Telecom & bandwidth (ISP) cost	

- ◆ On-line timely REPORT for quick decision-making.
- ◆ Being a Turnkey solution with 3 yrs support for executing BOOT plan, there are no headaches and risks involvement is virtually zero.
- ◆ The systems will be with the time with minimal overheads.
- ◆ Assured increase in % savings over the period, leading to 40% of your current ITeS expense. More contributions to profitability are for sure.

OUR PROFESSIONAL FEES

- ◆ Rs 45,000 per month to be paid quarterly in advance with 15% increase every year and your commitment for 3 years.

The Future Portrait of RETURNS

ITeS OutGO (Rs)		Annual Sales	Investment
Monthly	Yearly	(Rs)	%
45000	540000	20000000	9
51750	621000	40000000	5
59513	714150	80000000	2.34
		100000000	1.88

Total 1875150

Annual Sales Turn Over varies between Rs 2 -10 Crores

Investments related to new hardware, add-ons and connectivity would be max 20% of ITeS outgo extra.

If you are convinced about our attractive PROPOSAL

Please Call – Let us have more brain storming in person

U R the Best JUDGE