



TCIL Managed Services & Solutions

'Enabling Effectiveness'

Telecommunications Consultants India Limited
(A Government of India Enterprises)



TCIL Managed Network Services

Introduction

TCIL Managed Network Services is an all-in-one comprehensive bundle of hardware, connectivity packages and managed services. The fully managed Secured Data Services provide a complete experience that significantly reduces risks and complexities involved in implementing and maintaining a robust IP network, thereby bringing together all business communication needs in an integrated offering.

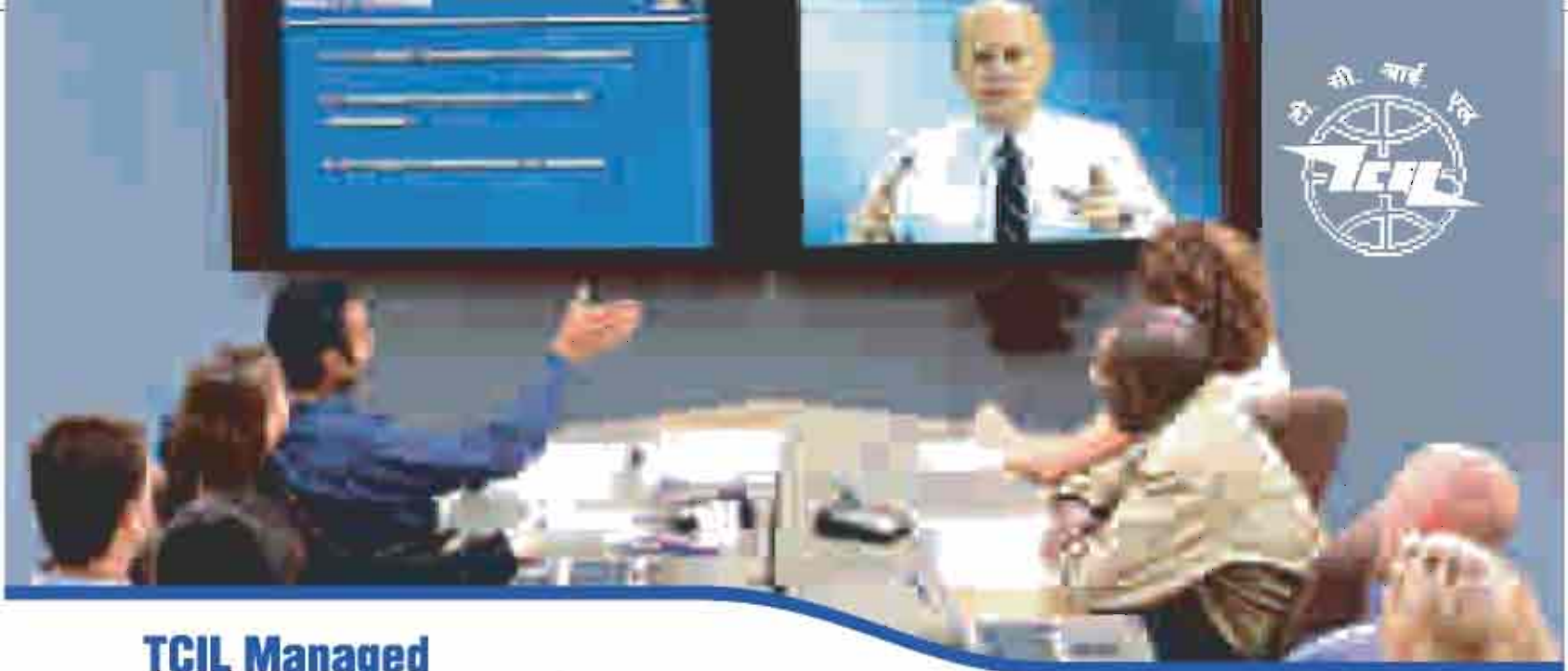
Features

- 99.5% uptime guarantee for CPE
- 4 hour response time (for 8 hours a day, 6 days a week)
- Next business day replacement guarantee
- Security event notification within 15 minutes
- Round-the-clock Monitoring
 - 24 X 7 X 365 Monitoring and Helpdesk support
 - 24 hour real time event correlation and interpretation
- Configuration Management
- Periodic reports (monthly) to be shared through mail

Benefits

- End-to-end Turnkey Implementation (including CPE)
- Proactive management through state of the art NOC
- Periodic reporting facilitating trend analysis
- Capability to provide VPN connectivity from any part of the country
- Reach to the remotest location
- No CAPEX
- No risk of technical obsolescence
- Scalable according to changing business needs
- One helpdesk number to call for troubleshooting and fault resolution
- Integrated customer report (web based) giving a complete view of network

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TCIL Managed Video Conferencing Services

Introduction

TCIL is uniquely qualified to deliver secure intercompany conferencing connectivity for enterprise and service provider IP networks. TCIL services include dynamic security policy and closed user groups, encrypted meeting capabilities and scalable solution based on varying needs.

The service offer backend infrastructure eg. MCU (Multi Conferencing Unit) required for multi-party conferencing, placed and managed in the Tier III+Data Centre, on a shared model, thereby reducing the total cost of ownership of the end customer.

Features

- **Availability**
 - Highest Level of Service Availability
- **Scalability**
 - Add as many sites without need to change existing equipments
 - Ability to scale 1 site at a time
- **Flexibility**
 - On-demand recording and streaming
 - Dedicated or scheduled
- **Cost Savings**
 - Supports existing endpoints
 - No requirement of dedicated MCU
 - No requirement of infrastructural element
 - Pay-as-you-go' service-monthly price model



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Customer Benefits

- Tier III+Data Centre based Service Availability
- On-demand recording and streaming services
- Proactive management and Support
- Multiple level of redundancy of central link
- Reduced travel expenses
- Faster issue resolution
- Availability of experts when and where required
- Improved productivity in functional groups
- Extended competitive advantage

Service Plans

Features	Hardware Based			Software Based
Product	HDX 6000	HDX 7000	HDX 4002	CMA Desktop
Use	Boardroom	Boardroom	Personal Meeting Room	Desktop /Laptop
Minimum Bandwidth Required	768 Kbps	768 Kbps	768 Kbps	512 Kbps
Resolution	High Definition	High Definition	High Definition	HD Like
Displays Supported	1	2	1	NA
Microphones Supported	1	2	2	1
Security	Layer 3	Layer 3	Layer 3	Layer 3 with authentication and encryption
Number of simultaneous locations supported for conferencing	Unlimited	Unlimited	Unlimited	Unlimited
Specific Camera Required	Yes (included)	Yes (included)	Yes (included)	Yes (included)
Installation	Included	Included	Included	Included
Display	x	x	Included	X



TCIL Managed Data Centre Co-location Services

Introduction

TCIL Managed Data Centre Co-location Services allow customers to own and control their IT Infrastructure. They provide a secure and controlled environment with power and network connectivity on high-speed backbone, which has been deployed in redundant mode. Customers' mission critical equipments are placed in a state-of-the-art Tier III+ Data Centre, which allows them to retain full ownership, management and control of their IT Infrastructure with minimum cost and complexity.

Features

- Specialised Data Centre providing a secure environment as per industry standards
- Flexible Co-location space options ranging from 1U space to high density private space
- Multi-Layer Security Control Procedures, Bio-Metric palm readers and 24x7 Closed-Circuit Video and alarm monitoring
- Reliable power supply with 2N+1 UPS & backup generators
- Advanced HVAC systems providing optimal IT infrastructure operating conditions
- Provides a safe and cost effective environment alongwith redundant connections to the Internet
- 24/7 physical access to authorized persons
- 24/7 monitoring and business grade technical support
- Optional Internet Connectivity and Remote Hands Services

Customer Benefits

- **Reliable and Secure Hosting Environment:** All customers' mission critical IT Infrastructure is placed in secure, controlled facilities with resilient infrastructure to keep systems up and running
- **Scalability :** As the customer's business expands, he can simply rent additional managed Co-location Services and power at any point of time
- **Connectivity:** Provides customers with cost-effective, secure and reliable Data Centre Services with connectivity option of their choice
- **Risk Reduction :** Reduces upfront and ongoing capital and operating expenditure whilst continuing to protect mission-critical systems

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Service Plans

TCIL offers Managed Data Centre Co-location Services under the following plans:

Features	Rack Unit	Half Rack	Full Rack	Private Space
Co-location Space				
Cabinet Specifications	Single 19" cabinet- 42U height			Standard Area Equivalent to 5x42U
Footprint Dimensions (WxDxH) in mm	Server Rack: 600 x 1000 x 2200 Network Rack: 800 x1000x2200			Multiple standard /Non standard cabinets or equipments can be placed
Meshed Cage	NA	NA	Optional	Yes
Cabinet Supply	Yes	Yes	Yes	Optional
Power Services				
Single Phase AC Redundant Power Supply	Yes	Yes	Yes	Yes
Power Sockets	2 Power Sockets with 230Volts, 16Ampere rated per equipment		2x16no. of power sockets with 230Volts, 16Ampere rated power per cabinet	
Three Phase Power Supply	NA	NA	Optional	Optional
Additional Rated Power	Yes	Optional	Optional	Optional
Metered Power Supply	NA	NA	Optional	Optional
Static Transfer Switch	Optional (Shared)	Optional (Shared)	Optional (Dedicated)	Optional (Dedicated)
Security Services				
CCTV Camera	NA	NA	Optional (Dedicated)	Optional (Dedicated)
Card Access Control	NA	NA	Optional (Dedicated)	Optional (Dedicated)
Bio-Metric Access	NA	NA	Optional (Dedicated)	Optional (Dedicated)
Add on Services				
KVM Switch	NA	NA	Optional (Dedicated)	Optional (Dedicated)
L1 Remote Hand Support	NA	Bundled up to 5 Incidents	Bundled up to 5 Incidents	Bundled up to 5 Incidents
Private Customer Office	NA	Optional	Optional	Optional
Rooftop Space	NA	Optional	Optional	Optional
Stores Space	NA	Optional	Optional	Optional
Customer Authorization Access Card	NA	One	Two	Two
Support Services	24x7x365			

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TCIL Managed Compute On Demand Service (Infrastructure as a Service – IaaS)

Introduction

TCIL Managed Compute On Demand Service provides an all inclusive and fully managed compute infrastructure consisting of a pool of compute hardware, software, maintenance and management. These services make businesses more productive by allowing them to build enterprise grade IT Infrastructure that can cope with peak demand, without having large chunks of capacity sitting idle most of the time. It allows the customer to subscribe Infrastructure as a Service (IaaS), so that the end user can consume virtual compute resources with maximum agility and shift the traditional capital expenditures (CAPEX) into operating expenditure (OPEX) budgets.



Features: Infrastructure as a Service (IaaS)

- On-demand Scalability
- Usage based Billing
- Comprehensive Dashboard Reporting
- Simple-to-use self service Portal
- Completely Managed Cloud Set-up
- High Service Availability
- Short contract periods
- 24/7 access to technical helpdesk

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Benefits

- Pure OPEX Model: Lets you pay only for the instance of compute used and reduces Data Centre facilities and equipment costs
- Capacity Planning and Scalability: Accommodates additional compute requirement as and when required without delay
- Accelerated time-to-market: Quick deployment and faster response to business computing infrastructure demands
- Availability: Service Availability of 99.9%
- Completely Managed: 24/7/365 access, end-to-end proactive monitoring and management by expert technical staff
- Self service Capability: Monitor consumption via a web-based portal
- Unhindered Focus: Focus on business-critical activities instead of infrastructure concerns

Service Plans

Specifications	Basic	Value	Standard	Premium
VCPU	1	2	4	8
RAM in GB	2	4	8	16
Storage in GB (Raid 5)	50	100	200	400
B/W Data Transfer	50	100	150	200
IP Address	1	1	1	1
Managed Anti Virus Services	Included	Included	Included	Included
OS Windows-2008-Std	Included	Included	Included	Included
VM Management	Included	Included	Included	Included
One-time set-up	Included	Included	Included	Included



TCIL Managed Messaging and Collaboration Service

Introduction

TCIL'S Managed Messaging and Collaboration Service provides business/corporate class, feature-rich emailing solution on 'pay-as-you-go' model thereby minimizing capital expenditure, IT staff and more importantly, the implementation time. TCIL deploys the whole IT Infrastructure, technical skills to provide highly available, highly secure, feature rich Email and Collaboration Solution. The service eliminates the customer burden to deploy, manage, monitor and upgrade the mail set-up and helps them to devote more time on their core business activities.

Features

- Instant account activation & set-up
- Management of personal email, calendars, contact, tasks, notes
- Web access from anywhere, anytime
- Spam & virus protection
- Mailbox backup
- Integration of Mailboxes to domain
- Hosted Share Point Services

Value proposition

- Highly available & reliable Email Solution
- Hosted inside state-of-the-art Tier III+ Data Centre

Benefits

- Low cost-of-ownership and cost predictability
- Business-class messaging and collaboration
- On demand scalability in terms of number of Mailboxes and Storage Capacity
- Ability to add new features quickly and on-demand
- No IT Overhead, no need to maintain IT Team
- Anytime, anywhere access to information
- No or very little capacity planning required
- Quick implementation
- 24x7x365 days customer support
- Service availability : 99.9% Uptime

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Service Plans

1. Managed Exchanged and Mobility Services Plans:

Features /Plan	Managed Exchanged		
	Basic	Standards	Premiums
Mailbox Storage	2G	2G	2G
Maximum Attachment Size	10MB	10MB	10MB
Service Level Agreement	99.9%	99.9%	99.9%
IMAP/POP	✓	✓	✓
Personal Calendar	✓	✓	✓
Personal Address Book	✓	✓	✓
Outlook Web Access	✓	✓	✓
Global Address Book**	✓	✓	✓
Distribution List**	✓	✓	✓
Tasks/Notes	✓	✓	✓
Premium Anti Virus /Anti Spam	✓	✓	✓
Backup / Restore	✓	✓	✓
Control Panel	✓	✓	✓
On Demand Support	✓	✓	✓
Shared Calendar /Group Scheduling	x	✓	✓
Shared Contacts /Shared Folders	x	✓	✓
E-mail access via. MS Outlook client	x	✓	✓
Rich Client	x	x	✓
Mobile Device Access using Exchange Active Sync	x	✓	x
Blackberry Support	x	x	✓
*Advance plane is Mapi + Active Sync features	** Available In Basic Plan Using Outlook Web Access only		

2. Managed SharePoint Service Plans

Features /Plan	Managed Share Point Services	Features /Plan	Managed Share Point Services
Site Storage Space	1GB	Event Calendars	1GB
Number of Users	Unlimited	Picture Libraries	Unlimited
Multiple Web Browser Support	✓	Site Administration	✓
Discussion Workspaces	✓	Themes & Templates	✓
Team Surveys	✓	FrontPage Customization	✓
Meetings Workspace	✓	Web Parts	✓
Default Application Templates	✓	Track which Users are online	✓
Wiki site	✓	Personalized URLs	✓
Blogs	✓	Virus Filtering	✓
Notifications & Alert	✓	24/7/365 Support help line and help desk	✓
Documents Libraries	✓		

3. Managed Link Service Plans

Service Features /Plan	Managed Link Service Standard	Managed Link Service Premium
Peer-To-Peer and Multi-Party Instant Messaging	✓	✓
Peer-To-Peer and Multi-Party File Transfer	✓	✓
Persistent Group chat	✓	✓
Peer-To-Peer Computer Audio call	✓	✓
Peer-To-Peer Computer Video call	✓	✓
Multi-Party Web Conferencing	x	✓
Multi-Party Audio Conferencing (VoIP Enabled Only)	x	✓
Multi-Party Video Conferencing	x	✓
Multi-Party Application/Desktop sharing	x	✓
Multi-Party White Boarding	x	✓

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TCIL's Enterprise Project Portfolio Management Services

Introduction

TCIL offers Oracle's Primavera product suite covering Enterprise Management (P6), Primavera Project Portfolio Management and Contract Management. The Primavera toolset is one of the most popular tools for projects, Program, Portfolio and Enterprise Management & is superior to other similar solutions available in the marketplace.

Oracle's Primavera P6 Enterprise Project Portfolio Management (EPPM) is the powerful, affordable, robust yet easy-to-use solution for globally prioritizing, planning, managing and executing projects, programs and portfolios. This integrated solution enables you to manage projects of any size, adapts to various levels of complexities within a project and intelligently scales to meet the needs of various roles, functions or skill levels in your organization and on your project team. It provides complete tracking for outsourced components & visibility in terms of contractor performance.

Features

- End to end Implementation Services-Complete range of services right from setting up enterprise/project codes, designing dashboards & reports, end user training & audits
- Consulting Services-Discovery workshops for needs identification and to evolve configuration guidelines based on organizational goals & industry experience
- Custom Integration Services (Inspire for SAP/other back ends)-Roadmap definition for data sharing/migration, design and implementation of custom integrations, automation solutions
- Analytics and Risk Management Services
- Training & Support Services

Benefits

- Plan, schedule and control large-scale programs and individual projects
- Select the right strategic mix of projects
- Balance resource capacity
- Allocate best resource and track progress
- Monitor and visualize project performance versus plan
- Foster team collaboration
- Integrate with financial management and human capital management systems

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