



Helping you guarantee IT Performance, Improve IT Service and reduce costs

*“Performance without Fail, Services
Without Compromise”*

ZION COMPUTERS PRIVATE LIMITED

(An ISO 9001:2008 Certified Company)

HO & Registered Office: Zion Towers, B-19, Sanwal Nagar, New Delhi-49

Phone : +91 (0) 11 – 26250102 (10 Lines) Fax: +91 (0) 11 – 26256753 e-mail: info@ziongroup.com

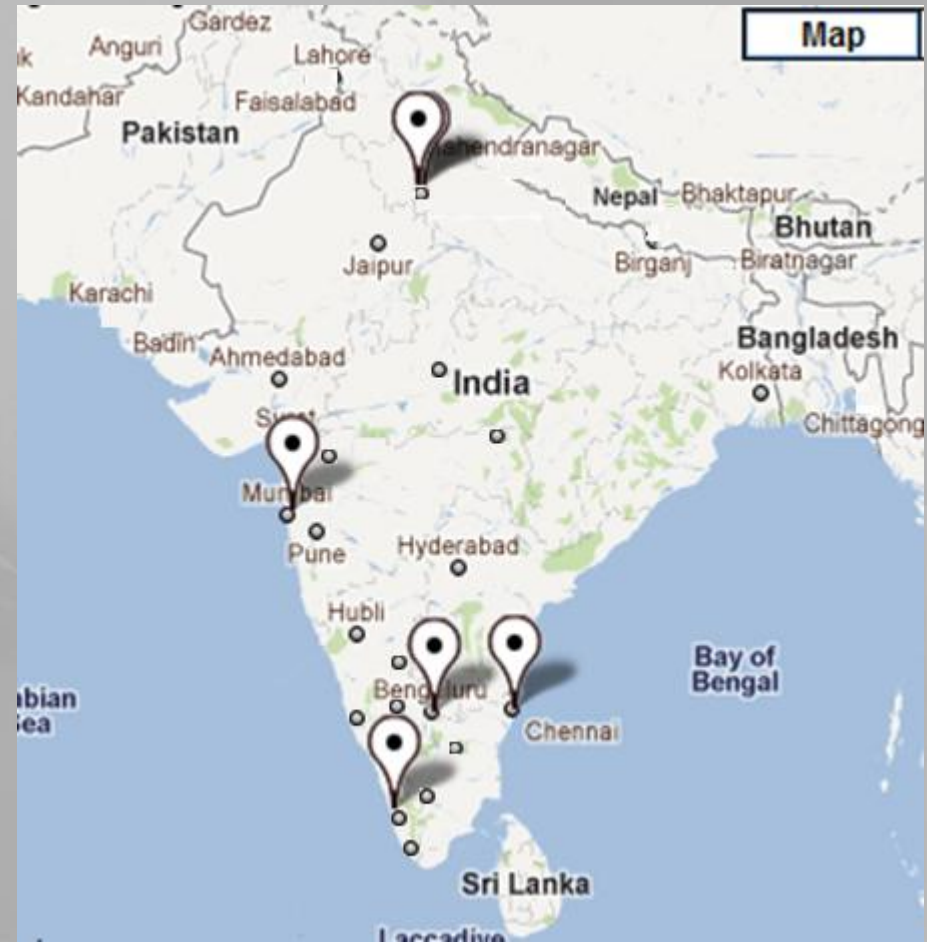
www.ziongroup.com

New Delhi | Mumbai | Cochin | Bangalore | Chennai

EXTENSIVE COUNTRY WIDE PRESENCE

Having Owned Regional Offices in Main Metros and managed service locations across the country, ZION Computers Pvt. Limited maintains industry's leading System Integration and customer support. Our Team and infrastructure are ready to provide best in class services to your robust IT Needs.

New Delhi	Cochin
B-19, Sanwal Nagar, Sadiq Nagar Market, New Delhi -49	3 rd Floor, Peegees Mall, Pallimukku Jn.M. G. Road, Cochin, Kerala – 686 016
Mumbai	Bangalore
111-A, C Wing, Kailas Ind Complex, Vikroli (W) Mumbai –79	Unit No: 704 - B, Mittal Towers, M.G. Road, Bangalore-01
Chennai	NCR
#9, 1 st Street, Gill Nagar, Choolaimedu, Chennai - 94	346-A, Udyog Vihar Phase- IV, Gurgaon, Hariyana- 122016



YOUR PARTNER IN SYSTEM INTEGRATION

ZION with strong legacy over 17 Years in the System Integration Domain offers System integration services as a single window turnkey solution, Backend with world class quality standards (ISO 9001:2008) and process that integrate best-in class products and services to meet a high level business standard for its clients.

Our specialization and experience in the System Integration dilute the complexity of integrating complex technologies, products & solutions. Our specialization in Desktops, Mobile Devices such as laptops, Servers, Storage, networking, security, OS, middleware & application software has resulted us to provide a compactable, interoperable system integration solutions. Our solutions are already successfully running in India's Largest Retail group companies & many Enterprises across the Country

Services Portfolio

We Consult, Design, Deploy, Manage and Maintain solutions for organizational challenges mainly in the areas like
Systems, Servers and Network Infrastructure design, integration and deployment
Data Center Solutions – Design, Integrate and Deploy, Virtualizations, Cloud Computing
Network Security, Information Security Solutions, Physical Security – CCTV, Access Control, Attendance Solutions
Storage & Backup - Data Backup and Archiving Solutions, DAS,NAS,SAN etc.

Our Strengths

One among the top 5 systems integrators and service providers by DQ week Magazine for Delhi NCR Region
ISO 9001:2008 certified Organization for 'Manufacturing of Servers and Computers, IT Solutions and Managed Services of IT Equipment'

Our status of Premium partnership with the following

Intel – Intel Technology provider Platinum

Microsoft Gold Certified Partner

Enterprise Servers & Data center equipment partnership with

HP, IBM, Dell, CISCO, EMC, NetApp, Tandberg, Vmware, Symantec, Kaspersky, Fortinet, Sonicwall, Microsoft, Redhat, Citrix etc

Business Laptops, Desktops & Peripheral partnership with

HP, Lenova, Dell, Canon etc

Recognized as the Best SME Solution provider of Microsoft

Our Support services are based on ITIL Framework defined process & Project deliveries are as per the PMI guidelines.

More of the above, Thousands of Happy customers across the country to give the Feedback about us.



ZION SUPPORT SERVICES: FOCUSED ON TOTAL CUSTOMER EXPERIENCE

Service is to be experienced. It is a reflection of attitude & commitment. Service must be available when you need it desperately. It is not everybody's baby.

Meeting the business expectation, fast growth, addressing the dynamic trends in business, increasing globalization and more over to get ready the organization to become a "next generation business organization" is leaving a high demand on IT infrastructure, Creating and maintaining IT infrastructure to enable the service to its end users to use the automation and increase of worker productivity is requires investment and efforts, Organizations are now more prefer to outsource this most critical backbone to an efficient IT Organization with a proper Service Level Agreements(SLA) and linked payment options to ensure their deploying of services, specially managing of IT infrastructure is well taken care.

FACT-1

SMBs report an average of 50 hours of Lost productivity a year per employee caused by IT problems

FACT-2

98% of IT problems can be address efficiently before they turn into performance problems, down time, loss of data or security breaches. By an efficient proactive approach

FACT-3

Choosing just a Support provider won't really help. Many available providers are happy in getting the agreement signed and payment collected. unless customer do a terrible follow up /escalation with the provider, they may not turn back.

FACT-4

Assuming the problem may not happen or will address when it occurs approach will add up an unpredictable costs and loose of efficiency due to the performance issues which may not be getting noticed by the management. Some times it cause big unfortunate surprises too.

Why Zion?

Today's uncertain economy may force to reduce the IT infrastructure & management costs. But we believe reducing infrastructure & management cost is no longer enough, driving the business values with more focused and efficient use of proper solutions and performance optimization of the existing infrastructure will be an appropriate solution.

At Zion, our 17+ years vast and deep experience in IT infrastructure deployment and managing portfolio with word class transparent process helps your organization achieve the new level of business performance. This is made possible because of the correct attitude with commitment evolved by us over the years from top management to bottom. We build relations and retain it forever. This is possible only because of our long term approach and service commitment. We are confident of what we can do and how we will do. We want our customers to excel so that we can also grow with them.

We at Zion believe that the customer support and satisfaction is the core DNA of our business, Our direct support with the strong process driven structure helps the proper communication and solution to the clients in time. We value our clients every moment of productive uptime. Our clear defined SLAs and linked performance payment options for support services showcase our confidence in our robust support structure.

We have various levels of solution offerings to manage your IT infrastructure as follows. The level of commitment and deliverables enable you to get a clear idea on our capability and an option to choose the **Best Fit** service delivery model for your organization.

- **Life Cycle Support** - Maintenance Contract Service support which cover the IT hardware, Operating System, Application software etc.
- **Facility Management Service** – We will manage your IT infrastructure under the scope of Facility Management service with Resident Engineers (Option for 24 x 7 Support)
- **Managed IT Services** – We will take your Entire IT infrastructure operation as our responsibility & commit the Uptime based Service Levels and provide the support resources and infrastructure to support. (Option for 24 x 7 Support)
- **One Time Services** – Have this option to utilize our expertise to assist you for IT Audit / Project Management / Asset Management / installation & implementation Services / Break fix Support etc

A Single Window for All Your IT Support Need

Helpdesk

- SPOC for all IT support need
- Single place to obtain the call status
- Ticket managing / Customer feedback center
- More interaction with End user to have a better working environment
- Tracking of all calls WRT committed Resolution Time
- Arranging of back-up equipment etc
- ZionVision Campaign Program cordination

Support

- Remote - Immediate
- Onsite/ Desk side
- Single ownership
- Multi-party coordination
- Integrated Service for all IT service need
- Solution in committed resolution Frame
- Technical escalation to the next Level of experts we have inside L2, L3 Specialists & experts with L4 consultants
- Consistent service delivery improvement program

Proactive Measures

- Daily monitoring of Critical Equipment
- Data Backup verification as per checklist
- Server resource utilization and reporting
- AV & OS path deployment services
- Preventive maintenance planning & Execution
- RCA (Root Cause Analysis) For all critical incidents
- Change Management process for all new implementation / planned change activities

Program Management

- Periodic Performance Reports
- UP Time Reports
- Quality Improvement Program
- Escalation Performance report
- Vendor performance report
- Periodic discussion with Client Representative by ZION Project Manager & tracking the action points

MANGED IT SERVICES

- Servers, Storage, Backup
- Systems, Pheripherals, Mobile devices
- Network
- Mail, Web
- Telecom
- Datacenter & DR
- Database & Applications
- Security & Antivirus

Monitor

- Service Helpdesk
- Desk side Management
- Remote Management
- incident management
- Planned Server / Network / DB / ERP Activities & DC DR Drills
- IT Asset Management

Manage

Enhance

- Recommendations based on the current utilization
- Making IT is the most easiest manageable service for the organization
- Recommendations to implement the latest technologies, Write up based on the requirement

Measure

- SLA based Performance Reports
- Uptime Reports
- Utilization Reports
- Root Cause Analysis for all Severity -1 incidents
- IT Audit Assistance



IT AUDIT SERVICE: We have several programs in IT audit, Security Audit, Performance Audit, Asset Audit, Best Practice Analysis etc- Our strong process, Tools and methodologies to ensure the IT implementation / Operation is happening 100% fool proof. We will assess, understand, run some test cases identify and report the loop halls and recommend the best practices. We will perform tests like Stress test, Deep penetration test, External penetration test, Load balancing test, Network bandwidth utilization analysis tests, Treads analysis etc with the help of industry leading tools

Project Management services to extend our project management experience to customers to execute the project at the optimal cost, We will take care of the smooth execution of the projects with committed deliverables within the defined timeframe. We deploy a part time or full time available Project manager depends on the need, We assist right from identifying the solution for the planned service to the final audit. We have strong experience in the following. RFP, Extend assistance to make the comparative statement, assisting to observe the best practices & standards, Proper agreement execution, Project schedule and cost finalization, Coordination between different parties, Follow up with the respective owners, Periodic project updates to the key stakeholders of the project. Final project report submission and clean exit, We will be signing Non Disclosure Agreement in the beginning of our engagement to protect the privacy about the project, We follow Project Management process based on the PMI guidelines

Asset Management Services: We assist organization to build a strong asset plan, Onetime assistance to identify and streamline all the IT assets, Streamline all information with respect to the Asset category, Life span, Technology benefits, Disposal plans, migration plans etc.

We undertake the disposal of e WASTE to help the organization to be more efficient IT deployed organization, We recommend the latest Green Computing technologies, help the organization to perform the IT usage in more efficient manner to conserve the energy with high productivity. Licensing compliance audit & recommendation, Assist organization to run with minimal licensing cost etc are included in this service.

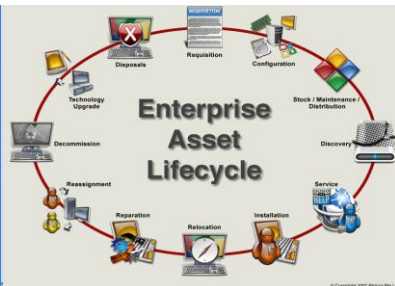
Installation / Implementation Service: Our system integration experience, professional services and engagement with the global technology providers made us capable to extend our assistance to clients when they required. Let it a simple PC installation or a Huge Data Center setup we are proficient enough to undertake the services. We assure the deliverables and get into a secure agreement then install, implement, make it online and extend our support for some extend period like a warranty.

We follow industries best practices during our implementation, We deliver the service up to the satisfaction, Final exit will make only with the proper documentation with the final report

Immediate Rescue / Break Fix Assistance: We are there to help you for any assistance under the IT service portfolio, We are ready to extend our workforce when you are in trouble. Let that be a Virus attack, Data Loss, Network problem in a vast unmanaged environment, Security tread, information loss, Performance degradation or even a PC not booting. We are there to assist you. We deliver this service through our

- 1) Immediate Remote Support
- 2) On-site Support

We believe as an IT organization it's our social responsibility to assist for any IT service need. Kindly keep it in mind and alert us for an Emergency.





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