



Unlocking
Infinite
Possibilities

xencia

Corporate Overview





Who We Are

Xencia is a **Born in the Cloud Company** and helps organizations embrace public cloud seamlessly

We **UNLEASH THE POWER OF CLOUD** with our Rich Digital Transformational Experience and our Frameworks and Solution Accelerators

• TOP 10 MICROSOFT PARTNERS IN INDIA

• MICROSOFT RECOMMENDED PARTNER TO ROLL OUT MICROSOFT FOR STARTUPS PROGRAM

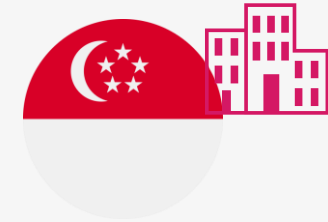
• PREFERRED APP INNOVATION PARTNER



India



USA



Singapore

Our Offices

Microsoft Certified Solution Partner



Data & AI



Cloud Infra



Modern Work



App Mod



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Unlocking Infinite Possibilities with Xencia



CLOUD MIGRATION
AND MODERNIZATION
SERVICES



DATA AND AI
SERVICES



SECURITY SERVICES



DIGITAL WORKPLACE
SERVICES



24X 7 MANAGED
SUPPORT SERVICES



Zero cost
overruns or
time delay



250+ Cloud
Customers



50+ Azure
Certified
Professional
s



70% faster in
Migration
and 30%
lower in
costs



100%
success with
Zero Defects



cloud
operations
for
guaranteed
higher
availability
and optimal
utilization



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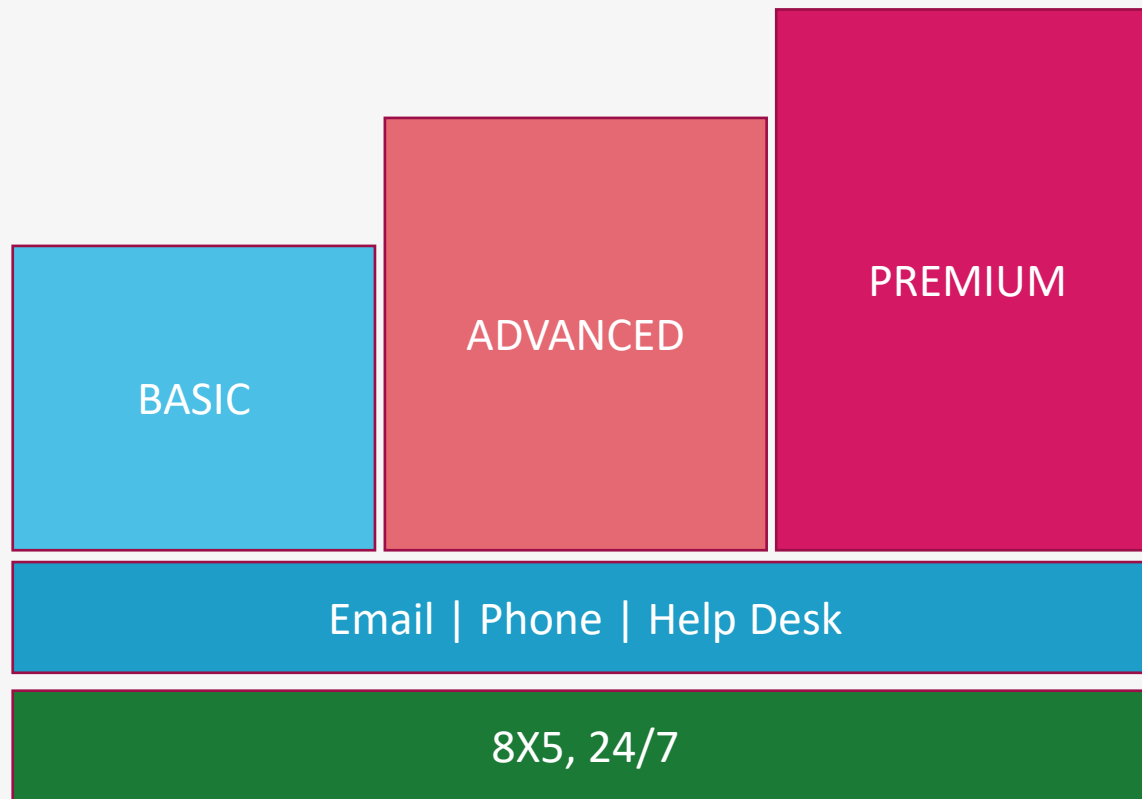
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Managed Support Services





Managed Support Services





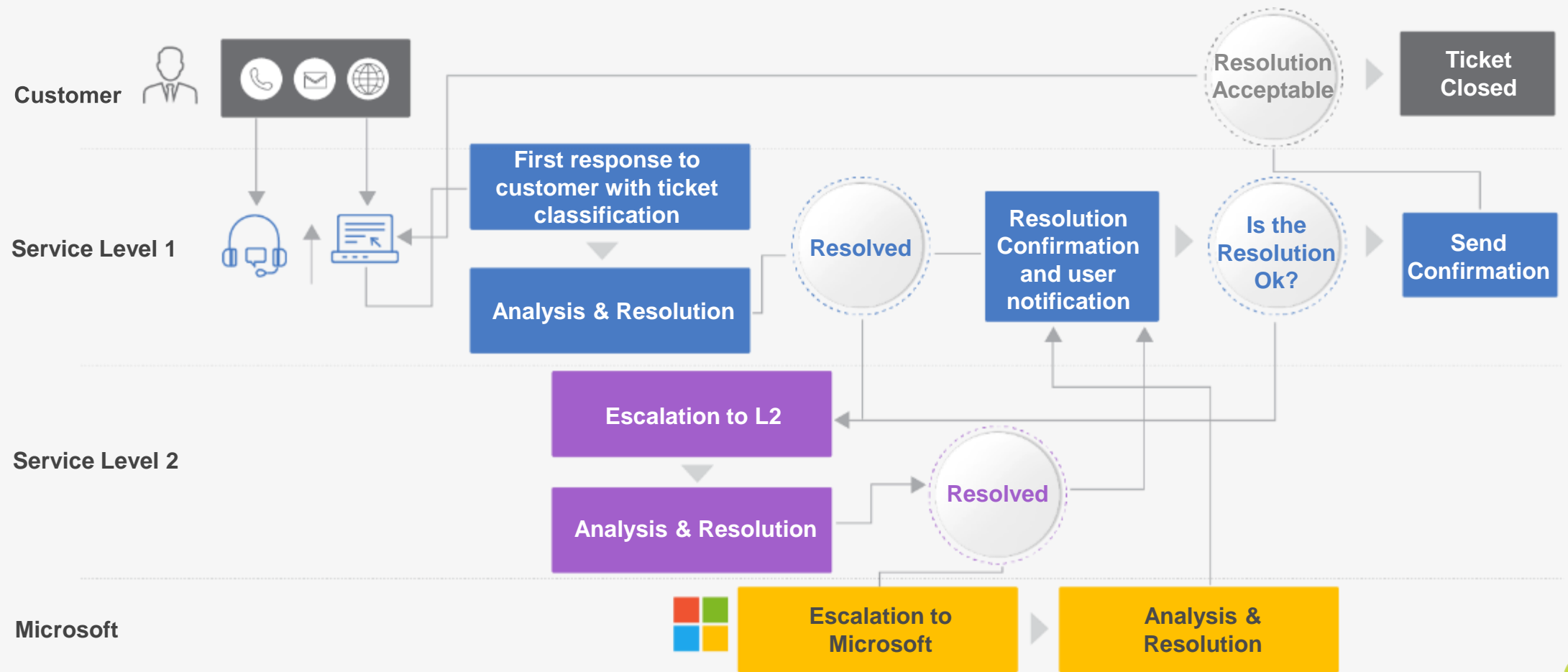
Managed Support Value Proposition



- Round the clock SLA based Shared Support at very optimized cost
- Proactive Monitoring health of the Infrastructure and timely Alerts
- Free Access to Microsoft Engineers through Advanced Support Program worth 1500USD/month
- Infrastructure Optimization to optimize costs
- Health Status Reports and monthly review meetings
- Help with sizing and onboarding future workloads



COM FRAMEWORK



Managed Support Services - Plans

PLANS	BASIC	ADVANCED	PREMIUM
What you get		✓ BASIC+ (all of BASIC Plan offerings)	✓ ADVANCED+ (all of ADVANCED Plan offerings)
	✓ First point of contact for all your Azure cloud issues or queries	✓ Server Monitoring (CPU, RAM, Storage)	✓ Guidance for Troubleshooting & Remediation for all incidents
	✓ Ad-hoc support for any azure related issues	✓ Network Monitoring (Bandwidth, Port)	✓ SLA based Cloud infrastructure availability
	✓ Provisioning of new workloads on Azure	✓ Weekly & Monthly Summary Health Report	✓ Optimisation of Cloud infrastructure for Availability, Performance, Security & Cost
	✓ Cloud application architecture consulting to build scalable apps	✓ Custom threshold-based Alerts & Notification	✓ RCA for critical incidents
	✓ Cloud Assessment & consulting to validate your existing workloads for basic optimization	✓ SLA based Microsoft Advance Support for Critical incidents	✓ Architecture consulting for new workloads
	✓ Detailed Monthly Dashboard billing report for better understanding of the spend details	✓ Azure Access Management	✓ OS Patch & Backup Management
	✓ SLA based on regular working hours window	✓ Anti virus & Anti Malware management	✓ Backup & DR management
	✓ Free Microsoft Advanced Support (access to Microsoft technical engineers costing USD 1500/month)	✓ Online access to Monitoring Dashboards and Reporting Portal	✓ Security Assessment
Support Coverage	8X5	24X7	
Support Mode	Email, Help Desk, Phone		



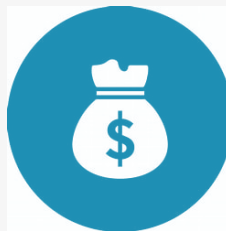


Achievements

- In a dynamic & evolving azure environment, up-to-date knowledge and skills helped address problems for customers with more than **99% SLA**
- Customer teams are able to focus on their application expertise and Xencia team on their Azure Infrastructure that **costs less than 5%** of owning a dedicated technical team
- **30+** trained & skilled support engineers working 24x7 to render focused & qualitative azure services
- Our 24x7 proactive monitoring with the help of 3rd Party tool has helped notify and act upon issues before failures occur.
- Our Monthly resource utilization reports and recommendations help customers visibility thereby can finetune and scale their workload sizes as per their changing needs to optimize spends
- **500+** Virtual Machines and SAAS/PAAS services being supported for Windows, Linux, MS SQL, MySQL, Postgre round the clock
- Integrity of backups and DRs, participate in executing drills when necessary, at non-working graveyard shift timings to ensure minimal business downtime impacts



99% SLA



95% savings on HR costs



30+ trained & Skills Engineers



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Managed Support Services Coverage

Client Domains We Manage

We support Clients across the different domains covering FMCG, Manpower, ISVs & Products, Fintech, Manufacturing. We work as an extended team to their IT Team, we focus on their IT so that they can focus on their core business.

Cloud IT Infra Support Round the Clock

Monitor Platform using Metrics & Alerts 24/7. Monitoring Metrics includes CPU, RAM, Disk Utilization, Disk Read Ops, Disk Write Ops, Disk Read Bytes, Disk Write Bytes, Network In, Network Out, Alerts.

- Server Monitoring: CPU, Memory, Disk, Network, Port, Bandwidth
- Website Monitoring
- Application Monitoring
- Database & Replication Monitoring
- Process and Services Monitoring
- PAAS & SAAS Applications
- Monitoring the Platform with Threshold based alerting and take necessary actions
- Help customer with proactive alerts
- Support to fix those alerts if their IT Team needed



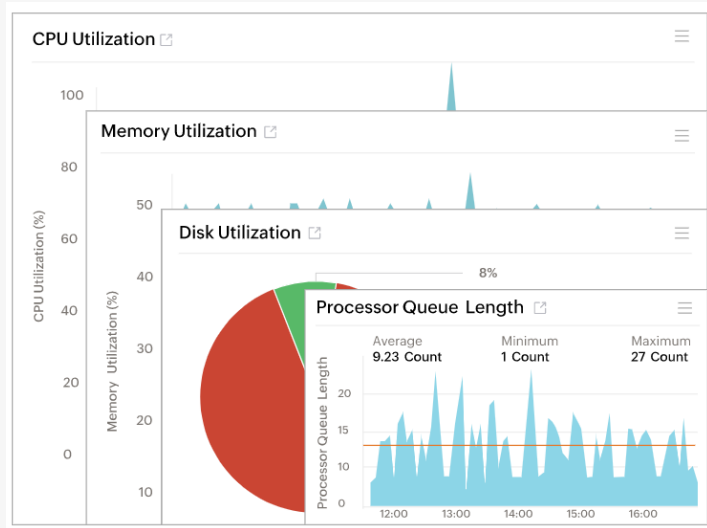


- We Manage support with defined SLAs
- Monitor the consumption on a weekly basis and send notification if it exceeds customer's estimated usage budget
- Provide Monthly Reports covering the health of servers
- Schedule/Plan OS Patch updates post consultation with Customer IT Team.
- All incidents and service requests will be tracked in Service Desk system
- In case of a major Azure Infrastructure service disruption, XENCIA would coordinate with the Microsoft support team to resolve the issue. XENCIA will act as SPOC on behalf of customer.
- Monitor Backup & DR status as per existing schedule, help with data restoration when required. Take corrective actions in case of any failures noticed
- Help with Azure sizing for any new workloads
- Resize workloads on need basis upon confirmation from customer (Scale up or scale down)
- Optimization of Workloads (Scale up or Scale down) to reduce cost in consultation with customer
- Help in migrating the applications to Azure PaaS if desired by customer (subject to application fitment in PaaS)
- Help in Azure architecture for any new application deployment
- Perform Security Assessment of Azure infrastructure for security loopholes and provide necessary recommendations to address the issues.
- Ondemand Support
 - Help in executing Proof of Concepts for any new deployments
 - Help in setting up DevOps process and CICD, if opted by customer
 - Provide necessary Architecture inputs for application development e.g. migrating applications to App Services model

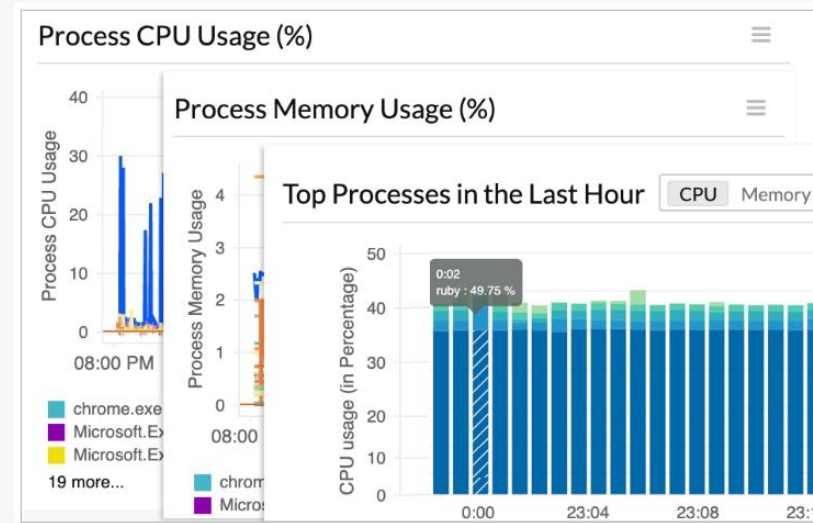




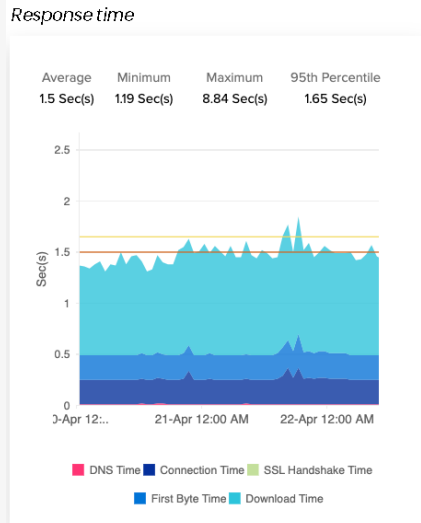
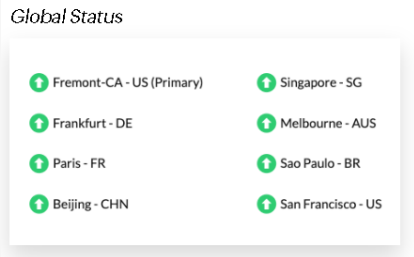
Server monitor with more than 60 performance metrics



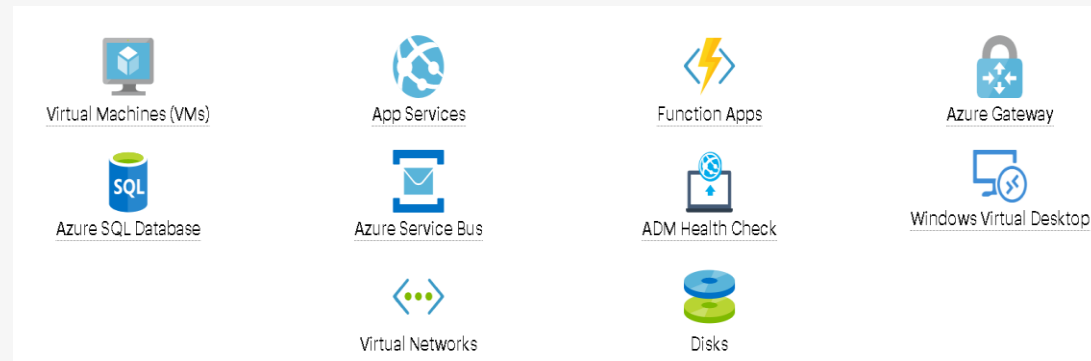
Service and process monitoring



Monitor website availability from 120+ major global cities



Full-stack Azure monitoring





Managed Support Services Reports

Summary Reports

- Utilization peaks and lows for scale up/down decisions
- Health & Availability summary
- Key recommendations on resource scaling, health, security and repeating issues for management review



Incident Reports (Whenever Incident Occurs)

- Complete system down – with root cause analysis
- Peaking of resource utilization on any component
- Bottlenecks observed in the system and the possible solutions and workarounds

Security Incident Reporting (as and when it Occurs)

- Detection of security vulnerability detection with the available solutions / workarounds for fixing
- Hacker attacks, Virus attacks, unauthorized access, security threats, etc – with root cause analysis and plan to fix the problems.
- Any hazards or events like fire, environmental conditions, physical security, etc. at the datacenters.



SLA Reports

- All type of reporting submitted periodically as per SLA measurement interval to the customer



Thank You

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