



SERVICE OVERVIEW

IT infrastructures are pivotal to the success of every financial services business. They are relied upon to power mission critical applications, enable communications, and facilitate the distribution and storage of critical data throughout the enterprise.

We know that when a problem with your IT infrastructure occurs, nothing is more frustrating than having to deal with someone who does not understand your problem, or who does not have the relevant information on hand to resolve the issue - especially in an emergency situation.

That's why Solutions Enterprise has built a service organisation that provides immediate access to the knowledge and expertise you need for rapid and accurate resolution of service issues, regardless of scope or severity.

Service Components

Considering all businesses have unique IT support requirements, Solutions Enterprise offers a complete portfolio of flexible and responsive support services to ensure the continued availability of our clients' critical IT systems. Although tailored to the individual needs of each client, the services are all founded on Solutions Enterprise's Dedicated Service Approach and draw upon the expertise and resources of our entire service organisation:

Help Desk

Solutions Enterprise provides support over the phone, via email or through our dedicated client support portal. Our Help Desk service provides an accurate response from highly trained support professionals whose priority is to deliver quality, timely and professional service. We have incident management resources in multiple locations in India, allowing us to combine multi-skilled technical support specialists into a single team that provides true 24x7 support.

24x7 System Monitoring

We utilise best-of-breed technologies to proactively monitor the integrity, stability and availability of our clients' critical IT systems. Our monitoring system produces a variety of alerts whenever a problem occurs, allowing proactive problem resolution - many issues can be resolved remotely without the client being aware. You get peace of mind from knowing we are constantly monitoring your critical systems, 24x7.

Remote Problem Analysis and Resolution

Solutions Enterprise's engineers are able to analyse and resolve over 90% of client issues remotely, ensuring continuity of service, increasing productivity, and reducing the need for costly, time-consuming on-site visits.

On-Site Support and Emergency Response

To ensure the ongoing reliability of client systems our engineers conduct regular scheduled visits to client offices and data centres, carrying out routine maintenance and upgrading systems. Our engineers also work on-site to resolve critical issues that cannot be resolved remotely.

IT Consulting

To complement its management and support services, Solutions Enterprise offers a broad range of technology and integration consulting services, helping clients to develop optimal IT infrastructures to support their businesses.

CONTACT US

Corporate Office

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Other Offices / Locations

- Mumbai
- Pune
- London
- Delhi
- Chennai
- Bangalore

SERVICE OVERVIEW

OUTSOURCED IT SOLUTIONS

Financial services and IT / ITeS firms operate in competitive markets where the ability to innovate and transform business processes and technology is critical to their continued profitability and success. They need to focus on maximising the value of their client relationships, whilst ensuring their operational processes and technology are flexible, efficient and cost-effective.

Solutions Enterprise's outsourced IT solutions are designed to help financial services and IT / ITeS firms control the cost of managing and maintaining their IT infrastructures so they are able to achieve new levels of efficiency and profitability.

With our outsourced IT solutions, we assume responsibility for running and supporting your key business critical IT systems so you can focus on running your business.

Network & Security Services

In financial services and IT / ITeS industry, reliability and performance are not only essential for the critical IT systems that process your data. To protect your valuable information, you also need secured and robust data networks configured to deliver the highest levels of availability and security.

Solutions Enterprise is Juniper Technical Consultant for India and provides a complete range of Network Services, designed to meet the demanding requirements of our financial services clients. Our certified network consultants and engineers design, implement and manage high performance networks, providing tailored network solutions that are both highly secure and cost-effective.

Voice Solutions

Solutions Enterprise has partnered with Cisco Systems to deliver robust and reliable converged telephony and Voice over IP (VoIP) solutions to its financial services clients. Cisco is the market leader in converged voice and data systems, leading the way in unified communications systems that improve the way your employees communicate with each other, and with your clients.

Working with Cisco, Solutions Enterprise's certified technicians design, install, relocate and manage state-of-the-art IP telephony solutions, ensuring you receive a robust voice platform suited to your requirements and budget, capable of meeting all your future communication needs.

Unified Communications

Unified communications allow you to carry voice, data, and video communications across a common IP infrastructure, enabling you to streamline business processes and reduce costs. A single merged network for both voice and data gives you access to your company's information wherever it is needed, giving you more flexibility and improving productivity.

Consulting Services

Solutions Enterprise offers a broad range of technology and integration consulting services, helping clients to develop optimal IT infrastructures to support their businesses. We draw on our depth of experience to assist with IT strategy and design, focusing on the cost-effective delivery of efficient IT infrastructures that reduce operational support costs and maximise return on investment.

Our consulting services include IT strategy, technical architecture design, system implementation, security testing, trouble-shooting, data centre design and migration, system audit and documentation. For more information or to discuss your requirements, please call us on: +91 79 65445069 / 70 or email: info@sepl.net

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