

## EROADS MANAGED SERVICE GROUP



EROADS MSG Division (Managed Service Group) a long term vision of EROADS Group launched in year 2003. Serving more than 250 clients till date with NOC, Technical Helpdesk and SOC operations including some prestigious BFSI, MNC, GOVT, Corporate, Education Segment and various SME clients. The need of setting up the NOC and Technical Helpdesk emerged due to void seen in giving Wan and Network Security services to our cliental mainly Stock Broking Segment where the need was to give HYBRID WAN Network with proper technical support by monitoring the Network.

In last one decade EROADS with various Service provider and various technologies has delivered more than 10k WAN Connects PAN INDIA, which is a mile stone setup by EROADS without having any service provider license.

To enhance its vision in year 2008 EROADS has decided to have a dedicated business division with a proper commercial datacenter with 50 seats NOC equipped with all tools and techniques to deliver industry standard services to our various clients across the Globe. Our datacenter composed of multiple active power and cooling distribution paths, but only one path active, has redundant components, and is concurrently maintainable, providing 99.982% availability



EROADS had launched its commercial Datacenter in year 2009-2010 in the month of October '2009 and able to manage some very prestigious clients from different verticals by giving its unique dedicated services including COLOCATION, HOSTING, CLOUD, NOC, HELPDESK.

## Facility specification sheet-NOIDA- Data Center



Our Data Center is located in Noida a suburb of national capital. Facility is easily accessible by major highways and public transportation. Total floor area 10,000 square feet

### Temperature

22 +/-1 degree Celsius

### Humidity

50 +/-1 5%

### Fire suppression

Facility is equipped with fire detection and FM 200 suppression system.

### Power

150 KVA

### Generator

N+1

## Fuel Tanks

16 hours of backup power

## UPS

N+1 uninterrupted power

## Security

24x7 on site security, Biometric access control, 24x7 video surveillance

## Connectivity



Facility is available through multiple network paths into the building with interconnects to all major Telecom Service Providers

## Skilled workforce



Facility is supported by experienced technical team and facility staff including L1, L2, L3 level support staff, we are team of solution architects and specialist for different services. We can offer technical services, configuration and implementation requirements and eyes operations thru our 24x7x365 Network Operations Center.

## Single Window Interface - An Unbiased Approach



We look like single window interface for all IP based networking and technology needs of our customers, starting from consulting to designing, implementing and post implementation we take care the complete integration with seamless approach and for us our customer need is most important we don't suggest anything to our customers if it is not best suited to their need as per our best knowledge.

### Our MSG Services

Managed Services enable enterprises to outsource end-to-end service automation using unified service delivery to maintain optimal utilization and running business assets at peak efficiency.

EROADS Technology Limited addresses IT needs with cost-effective 24x7x365 monitoring, fault resolution, and operations support. Our Managed Services Group (MSG) provide solutions for visibility and support you need to properly manage and optimize your network and let your staff concentrate on business priorities and strategic initiatives.

EROADS has developed a state of art Data Center facility with wide range of security, power management, cooling and network access equipments. Facility has secured access with physical as well as the latest available technologies like biometric sensors, security cameras. In addition to servers, power regulation systems, diesel generators and air conditioning systems are vital aspects of the facilities. Connectivity to the Internet is assured by multiple fibers getting into the building through diverse entry points making it a carrier neutral facility. Our dedicated team monitors the datacenter and network operations 24 hours a day, 7 days a week, 365 days a year with world class SLA's.

We offer wide range of services starting from hosting your own server to advanced data center needs;

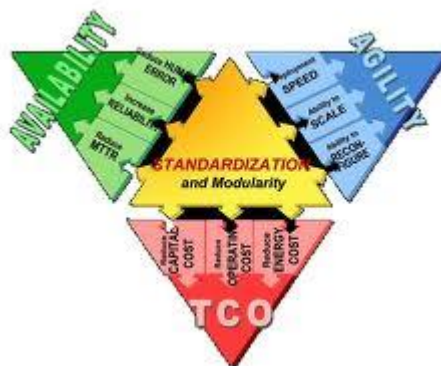
- **DEDICATED HOSTED SERVERS**
- **MANAGED SERVICES**
- **DISASTER RECOVERY**
- **COLOCATION**
- **NOC/SOC & TECHNICAL HELPDESK**

## DEDICATED HOSTED SERVERS

Using Green concept we provide various type of dedicated Hosted Servers for various applications like Mail servers, Web Servers, File Servers, FTP servers and other customized Servers through our Blades and SAN combinations and by using best of the virtualization methods, we provide dedicated physical servers also for various applications for our clients from different domains.



We provide 99.982 % availability of services with proper agility and it gives significant reduction to Total Cost of Operations which is the biggest worry of the various verticals in today's scenario when industry is going through a difficult phase, so we are cost effective and give total OPEX (operational expenses) based solutions.



# Our Range of Managed Services:

## Server Management

To maintain a competitive edge enterprises have to make sure to reduce server operational expenses, increased server availability and improved data protection. We offer server management features like reduction in management costs related to your servers and monitoring. Server Management services can be bundled with any server your purchase and Level-1 server management is included for all purchased servers.

Specifications		Level 1	Level 2	Level 3
Managed Hosting Services & Assistance		30min	60min	120min
Ping Monitoring				
Server services monitoring with email notification			1	3
System and Log Files Monitoring				
O/S Security Updates and Patch Management				
Software Firewall Management (Linux)				
Server Resources Monitoring				
24x7 Monitoring, Notification, and Response				
24/7 Emergency Support				














## Clustered Servers

Our managed cluster servers features load balancing and data replication. The web cluster uses load balancing to send requests to available servers. If your primary server fails, traffic is automatically moved on to secondary server capable of serving your application functionalities. This provides Increased Availability, Improved request service and information retrieval, Scalability, and Enhanced Security.

### Advantages of Clustered Servers

- Increased Availability
- Improved request service and information retrieval.
- Optimizing web access navigation path
- Scalability
- Enhanced security

## Fully Managed Clustered Servers







Specifications		Starter
Application Servers		2
Linux Ready		
Fully Managed		Level 3
24x7 Monitoring, Notification, and Response		
Data Replication between Servers		
24/7 Emergency Support		
Dedicated Internet (2 Mbps)		
Windows and IIS support		Optional
Mirrored Database server		Optional

## Load Balancing

We can offer load balancing services to our customers to share the load on web servers. We make sure your transition to a load balanced configuration is done smoothly.

### Advantages of Load Balancing

- Increased scalability
- High performance
- Higher availability and disaster recovery
- Enhanced security

Specifications		EROADS Solution
Dedicated and fully redundant		
Session support		
Supported number of Servers		Unlimited
Event logging		
Fully managed 24x7 with 24/7 monitoring		

## Disaster Recovery

Businesses depend more than ever on information and the applications that provide it. Specific back-office applications have become so critical that an outage of even a few hours can jeopardize an enterprise company's livelihood. To ensure availability remains consistent, regardless of disruptive events. This requirement is often addressed through the deployment of data replication technologies. Data replication is a process that copies data to a remote location either continuously or at defined intervals. This provides a complete copy of production data at a remote location for Disaster Recovery (DR) purposes. This remote location could be a secondary data center or DR provider site.

### Snapshot

Implementing a disaster recovery solution was only possible for large incorporates in early days, whereas today's replication solutions make it affordable for most companies to consider replicating. The ultimate goal of data replication is to create a complete copy of the source data.

Data is being transmitted to the remote copy and is not always current it can be a point-in-time snapshots where the data is completely copied to the target storage at predetermined intervals (like end of day or nightly backups). The simplest form of replication is the snapshot. Snapshot technology is considered replication because replication is, essentially, just a copy of data which is exactly what a snapshot is. With snapshot technology, data can be replicated with minimal impact on the host application.

### **Database Replication:**

Typically a database server maintains the master copy of the database and additional database server maintains slave copies of the database.

Database writes are sent to the master database server and are then replicated by the slave database servers. Database reads are divided among all of the database servers, which results in a large performance advantage due to load sharing. In addition, database replication can also improve availability because the slave database servers can be configured to take over the master role if the master database server becomes unavailable.

### **Host based Replication:**

Host-based replication is often used in smaller environments or on a departmental basis. A host-based solution can be deployed at a lesser cost of a high-end, storage-based implementation. Host to Host Replication is also referred to as processor-based replication. In this type, the replication process runs on the source and target systems. Due to this, it is possible that the replication process might introduce contention with other applications running on the source system. This is accomplished through an agent that runs on each system to track data changes and replicate them to the remote host over an IP connection. This type of replication can be performed at the OS level or at the application level. Host to Host is the most commonly implemented replication because it is a software-only solution.

## **Disk to Disk (D2D) Replication**

D2D replication runs on an external storage such as SAN or NAS. D2D replication utilizes resources on the external storage hardware and is transparent to the host. Because the replication process is run on the external storage, a dedicated target host is not required. This entails the addition of an appliance into the SAN architecture that has mirrored access to the storage links. This appliance replicates write activity to the remote appliance and storage array. This approach can be utilized to replicate dissimilar storage arrays or reduce cost by allowing for the implementation of lower-cost storage at the target site.

### **Advantages of using Replication:**

- **Data Consistency:** Replication helps to maintain identical database information at multiple locations
- **High Availability:** Replication makes data available at all times for mission critical applications.
- **Disaster Recovery:** In case of any disaster, replication can save the information point in time.
- **Backups**

## Collocation

### Server Collocation

We offer server collocation facilities with the advantages of our world-class facilities and backed up by world class SLA's. We can take care of the installation of your servers.

### Standard Features

- Carrier neutral facility access
- UPS and generator power backup
- 24x7x365 secured access to facility
- Dedicated bandwidth
- Remote reboot port
- Bandwidth usage graph
- Level-1 Server Management

### Private Racks

Private Racks are ideal for larger environments which need a built-to-order solution designed to meet specific, complex requirements. We can deploy complex, customized networks, network and power redundancy, and high performance SAN solutions.

### Half-Cabinet

A half-cabinet comes with a option to choose network uplink, a 24 port Cisco Catalyst 2960tt switch and 17U of usable rack space for servers, storage devices and additional network gear.

## **Full-Cabinet**

A full-cabinet comes with a option to choose network uplink, a 24 port Cisco Catalyst 2960tt switch and 39U of usable rack space for servers, storage devices and additional network gear.

## **Standard Features**

- Carrier neutral facility
- Facility access
- UPS and generator power backup
- 24x7x365 secured access to facility
- Dedicated bandwidth
- Remote reboot port
- Bandwidth usage graph
- Enhanced Server Management
  
- Top of Form

## **NOC Services**

Our NOC facility provides increased network availability, and cost-efficiencies, which helps you to focus on core business activities. Our service can be used as Primary or Supplementary NOC to monitor multi vendor and multi-technology environments.

Our NOC services offer a full range of network fault and Performance Monitoring (PM) features with connection services for transport and data Network Elements (NEs).





## Offerings

- Administration and Management of Routers/ Switches
- Network Monitoring
- Incident Management
- Problem Management
- Network Performance Management
- Capacity Management & Assessment
- Configuration Management
- Third party Vendor Management
- Change Management
- Inventory Management
- Preventive Maintenance & Proactive support
- Contingency & Recovery planning and management
- Service Level Management
- 24x7 Monitoring
- □ 24x7 NOC service desk

## Some of Our Prestigious MSG Clients

Customer	Service	Brief Description
	CONSULTANCY	<p>IN ASSOCIATION WITH TELECOMMUNICATION INDIA LIMITED WE ARE RESPONSIBLE TO GIVE CONSULTANCY FOR THEIR MP WIDE CORE BANKING AND NETWORK ROLL OUT INCLUDING CORE BANKING SOFTWARE. WE ARE CONSULTANTS FOR 3 YEARS.</p> <p>TOTAL PROJECT SIZE FOR CONSULTANCY : Rs.70LACS</p>
	COLOCATION AND HOSTING	CINÉPOLIS IS MEXICAN CHAIN OF MULTIPLEXES RUNNING TICKETING SOLUTION, ERP FOR THEIR 10+ PROPERTIES WHICH ARE REDUNDANTLY CONNECTED ON MPLS AND INTERNET
<p>R. K. Financial Solutions Group (RKFS)</p>	COLOCATION, HOSTING, FMS	<p>RK FINANCIAL SOLUTIONS A LEADING DELHI BASED STOCK BROKER RUNNING ONLINE TRADING, WEB BASED ACCOUNTING SOLUTION AND FMS SERVICES IT IS TOTAL OUTSOURCING OF THESE SERVICES</p>
	COLOCATION AND HOSTING	<p>SPECIALIZES IN ADDRESSING THE DEMAND OF NASCENT ELECTRONIC TRANSACTION PAYMENTS INDUSTRY IN THE INDIAN MARKET THEY ARE RUNNING THEIR TRANSACTIONAL APPLICATION WITH DR SITE</p>

<p><b>UP FOREST CORPORATION</b></p>	<p>HOSTING</p>	<p>RUNNING ERP SOLUTION ON MULTIPLE HOSTED SERVERS WITH SECURED INTERNET AND MPLS CONNECTIVITY FOR CONNECTING WITH VARIOUS LOCATIONS</p>
 <p>Multiplying Your Money - Ethically An ISO 9001 :2008 Certified</p>	<p>COLOCATION, HOSTING, FMS</p>	<p>MULTIGAIN A FAST EMERGING MORADABAD BASED STOCK BROKER RUNNING ONLINE TRADING, WEB BASED ACCOUNTING SOLUTION AND FMS SERVICES IT IS TOTAL OUTSOURCING OF THESE SERVICES</p>
<p>SHARE • DEPOSITORY • COMMODITY • CURRENCY • INSURANCE • MF •</p>  <p>NSE • BSE • NSDL • CDSL • NCDEX • MCX • MCX SX • N</p>	<p>COLOCATION, HOSTING</p>	<p>VOGESTOCK A ESTABLISHED DELHI BASED STOCK BROKER RUNNING ONLINE TRADING, WEB BASED ACCOUNTING SOLUTION</p>
 <p><b>MLB CAPITAL PVT. LTD.</b></p>	<p>HOSTING</p>	<p>MLB DELHI BASED STOCK BROKER RUNNING WEB BASED ACCOUNTING SOLUTION</p>
	<p>FMS &amp; CONSULTANCY</p>	<p>HINDALCO AN ADITYA BIRLA GROUP COMPANY IS RUNNING FMS AND CONSULTANCY FOR NETWORK DESIGN AND MAINTAINENCE</p>

	<p>NOC</p>	<p>MUMBAI BASED STOCK EXCHANGE DELIVERED MORE THAN 200 MPLS LINKS AND RUNNING NOC FOR SAME</p>
<p><b>CONFERWIZ</b></p>	<p>COLOCATION AND CLOUD SERVICES</p>	<p>CONFERWIZ IS AN EMERGING VIDEO CONFERENCING SERVICES COMPANY RUNNING BTHEIR VARIOUS CLOUD BASED SERVICES OF VIDEO CONFERENCING AND E-LEARNING</p>
	<p>FMS</p>	<p>SHAREWISE A DELHI BASED STOCK BROKER RUNNING FMS &amp; RMS SERVICES</p>
	<p>FMS</p>	<p>VARIOUS RELIANCE POWER PLANTS, CEMENT AND COAL PLANT ARE TAKING IP BASED NETWORK AND SERVICE INTEGRATION SERVICES AND FMS SERVICES</p>
	<p>FMS</p>	<p>JYOTI PORTFOLIO - A DELHI BASED STOCK BROKER RUNNING FMS &amp; RMS SERVICES</p>

## Our resource base – people and network

### 120 professionals & 6 wholly owned offices - A network facilitating multi-location implementation

#### People power:

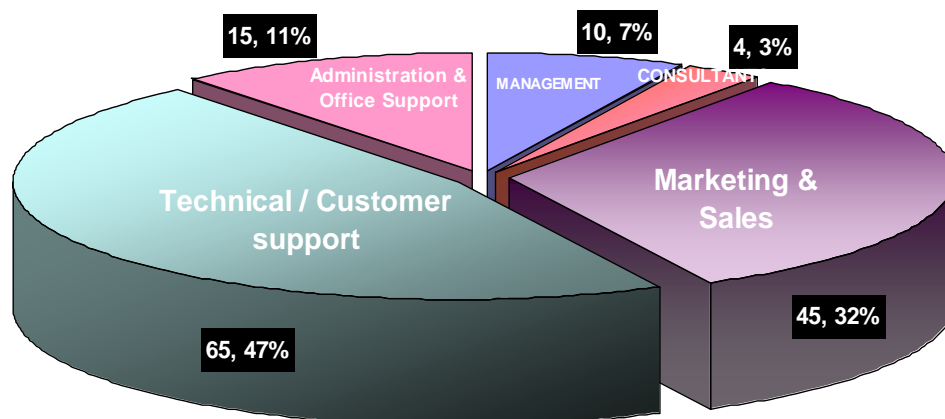
- Specialists with domain knowledge of a wide spectrum of industry segments.
- Our multi skilled talent delivers focused IT solutions spanning across all your needs

#### ❖ Global resources & support:

- Work internationally with best-in-class partners and alliances such as CISCO, HP, RADWIN, IBM, etc.
- Relationships based on domain experience and expertise with focus on excellence in local delivery in the context of a global programme.

**“The best practitioners are made available when needed around the globe”**

### Our team composition



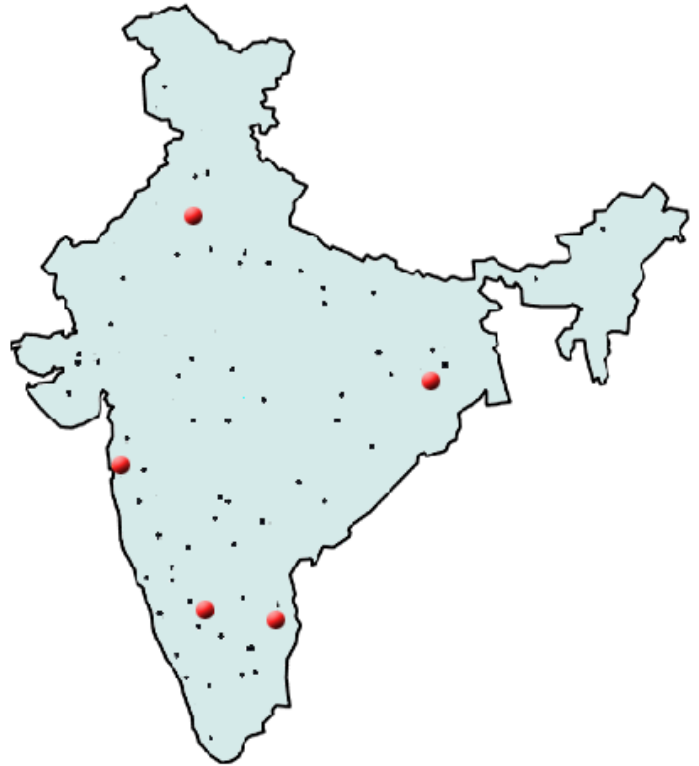
## The EROADS Advantage – Why work with us

EROADS Edge	Description	Benefit
<b>Domain Experience</b>	EROADS has a proven track record of experience with cross industry and multi location deployments in the all aspects of network management and system integration.	<ul style="list-style-type: none"> <li>• Highly experienced and skilled personnel to deliver projects</li> <li>• Strong system integration, network management, telecom business domain experience</li> <li>• Reduced business risk due to use of specialize collaboration tools and proven project methodologies</li> </ul>
<b>Integrated Services</b>	<ul style="list-style-type: none"> <li>▪ Technology Infrastructure services</li> <li>▪ Managed services</li> <li>▪ Telecom solutions</li> <li>▪ Value added distribution</li> </ul>	<ul style="list-style-type: none"> <li>• Beyond Implementation - presence across various stages of the infrastructure lifecycle.</li> <li>• Experience in all service verticals</li> <li>• Expertise in product strategy and architecture</li> <li>• Multiple domains, multiple customer segments</li> <li>• Cost reduction</li> <li>• Scalability and flexible staffing</li> <li>• Operational efficiencies</li> <li>• Ability to leverage specialized skills even across multiple technology domains</li> </ul>
<b>Innovation</b>	A blend of strategic leadership, business and technology vision applied to improve business alignment and growth; leveraging EROADS' experience from the commercial and government, sectors across locations, in creating new solutions	<ul style="list-style-type: none"> <li>• Framework for growth</li> <li>• Secure Development</li> <li>• Long Term client relationships</li> </ul>
<b>Strong Industry Aggregator</b>	We can offer a full spectrum of services across all stages of the IT lifecycle through the strong alliances and partnerships we have nurtured over these years.	<ul style="list-style-type: none"> <li>• Strategic sourcing through supplier extranet- partner with best in class international players in each domain</li> <li>• Full Spectrum – All encompassing solutions Multiple services, software, hardware, system integration etc.</li> <li>• Agility and scalability - Rapid changes to team size (up or down)</li> <li>• Global delivery capabilities</li> </ul>
<b>Resources and Infrastructure</b>	We have been able to build a pool of the right resources and	<ul style="list-style-type: none"> <li>• In-house data-centre offering the latest that technology brings.</li> </ul>

EROADS Edge	Description	Benefit
	<p>technical minds to provide clients varied expertise and skill sets. This is coupled with the state-of-the-art infrastructure facilities to eliminate resource crunches and infrastructure limitations that could hamper productivity.</p>	<ul style="list-style-type: none"> <li>• Nationwide deployment capability - Fully operational offices supported by channel partners and representatives in smaller towns across the nation – enables multi-locational deployment even in remote technology dark areas .</li> </ul>
<b>Quality Assurance</b>	<p>Our approach is quality centric for all activities, with procedures and processes documented to maintain a consistent quality level. Audit trails are fully identifiable so that results and their underlying assumptions can be verified</p>	<ul style="list-style-type: none"> <li>• Consistent Quality</li> <li>• Identifiable and verifiable audit trails available in case of exigencies</li> </ul>
<b>EROADS Team and Values</b>	<p>A strong HR and organizational culture has ensured that not only the best minds work at EROADS but we also nurture happy souls.</p> <p>We are an organization that values commitment, excellence, independence, teamwork and employee leadership and initiative. We have consistently proved that our values translate into tangible results</p>	<ul style="list-style-type: none"> <li>• Innovative skilled manpower</li> <li>• A motivated workforce</li> <li>• Values translate into tangible results for internal and external clients,</li> </ul>

❖ **Reach**

- 📍 **New Delhi**
- 📍 **Mumbai**
- 📍 **Cochin**
- 📍 **Kanpur**
- 📍 **Lucknow**
- 📍 **Noida (Corporate Office)**
- 📍 **Bareilly**
- 📍 **Agra**
- 📍 **Rudrapur**
- 📍 **Allahabad**
- 📍 **Bangalore**
- 📍 **Hyderabad**



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