

A background image showing three business professionals in an office setting. A man in a grey suit and red tie stands in the background, looking at a laptop. In the foreground, a man in a dark suit and blue tie sits on the left, and a woman in a dark blazer sits on the right, both looking at the laptop. The office has large windows in the background.

# REMOTE INFRASTRUCTURE MANAGEMENT

## **Achieve immediate cost reduction, enhanced service levels, and increased capability.**

Today's enterprises have challenges with the management of IT infrastructure and the need to drive efficiency through higher utilization levels. The business demands delivery of ever increasing service levels, reliable and scalable infrastructure is often the key enabler.

Our RIM services range from complete environment management to monitoring and maintenance of specific elements of the infrastructure including: distributed servers, network and security devices, desktop, and helpdesk support.

### **Environment Management**

GSS helps companies operate and develop efficient and agile IT infrastructure, without the expense of relocation. Our experienced staff, advanced toolset, and ITIL consulting group enable organizations to improve the quality and reliability of their IT operations by outsourcing the management, ongoing support and maintenance of business critical infrastructure.

### **Maintenance and Monitoring**

Using our in-house developed integrated dashboards we monitor defined parameters with automated alerts to ensure immediate attention. The monitoring system issues automatic notifications to the ticketing system based on predetermined hierarchies. Monitoring of system performance is also automated with system generated reports that enable faster issue resolution.

### **Infrastructure Management**

- Remote Server Management and Monitoring Services
- Service Desk
- Server Management
- Storage Management
- Platform Hardening
- Systems Integration
- Database Administration
- Messaging and Collaboration Services
- Managed Desktop Services
- Application Packaging and Distribution Services
- Wintel Server Management & Migration Services

## About GSS

GSS Infotech provides enterprise level technology solutions that focus on driving business efficiency and reducing total cost of ownership. Founded in 1999, GSS operates worldwide through offices in the USA, India, Singapore, and the Middle East. We provide customized and cost-effective solutions to customers focusing on Infrastructure Management, Virtualization and Cloud Computing, Application Development, and Staffing Solutions.



## Service Desk

Service Desk provides your users with a single point of contact for all IT related questions, incidents and requests. We develop a holistic and innovative plan to re-align how your users contact the Service Desk and take full advantage of self-service features. This not only assures business continuity and higher workforce mobility, but also reduces cost. Service Desk acts as the nodal point between service providers and end users. The users are proactively informed of all relevant service actions that will affect them. Our proactive and integrated workbench delivers high quality service desk support 24x7 with rapid performance management and incident reporting.

## Network and Security Services

The network and security converge to provide total defenses against security threats. Companies need to have their entire network infrastructure work together to ensure access to information assets, systems and resources, but also to protect them against security vulnerabilities, risks and threats.

GSS ensures protection against data disruptions, intrusions, confidentiality exposures and other vulnerabilities

through restricted identity and access management, firewall and security alert systems, penetration testing and compliance services.

GSS Infotech adopts “best practice” standards with cutting edge security innovation, access management, vulnerability assessments and intrusion detection to provide integrated network management and security services for WAN, LAN and datacenter. We take care of the security so you know your network is safe.

## Networking Services

- Managed LAN and WAN
- Network Design and Architecture
- Network Monitoring and Security

## Security Services

- Firewall & Security Alert Services
- Identity & Access Management (IAM)
- Intrusion Detection/Prevention Services
- Vulnerability and Penetration Testing
- Audit and Compliance Services
- VPN Services – IPSec and SSL

## For more information please contact us:

Tel: +1 877 452 3700

e-mail: [info@gssinfotech.com](mailto:info@gssinfotech.com)

[www.gssinfotech.com](http://www.gssinfotech.com)

## HEADQUARTERS

### GSS Infotech

Block 'B', Third Floor, Cyber Gateway,

HITEC City, Madhapur,

Hyderabad - 500 081, AP, India.

Tel: +91 404 455 6600, Fax: +91 404 002 8703

e-mail: [india@gssinfotech.com](mailto:india@gssinfotech.com)

[www.gssinfotech.com](http://www.gssinfotech.com)

## NORTH AMERICA

### GSS Infotech

1699 Wall Street, Suite 201, Mt. Prospect, IL 60056, USA.

Tel: +1 847 640 3700, Fax: +1 847 640 3701

e-mail: [chicago@gssinfotech.com](mailto:chicago@gssinfotech.com)

1762 Central Ave, Albany, NY 12205, USA.

Tel: +1 518 452 3700, Fax: +1 518 452 3939

e-mail: [albany@gssinfotech.com](mailto:albany@gssinfotech.com)

2842 Main Street, Glastonbury, CT, 06033, USA.

Tel: +1 860 633 7174, Fax: +1 860 633 7162

e-mail: [glastonbury@gssinfotech.com](mailto:glastonbury@gssinfotech.com)

## ASIA PACIFIC

### GSS Infotech

3 Shenton Way, #03-09, Shenton House, Singapore 068805.

Tel: +65 6227 8157, Fax: +65 6491 5300

e-mail: [singapore@gssinfotech.com](mailto:singapore@gssinfotech.com)

## MIDDLE EAST

### GSS Infotech

P.O. Box 73030, Dubai Internet City, Dubai, UAE.

Tel: +97 143 755 710, Fax: +97 143 672 786

e-mail: [dubai@gssinfotech.com](mailto:dubai@gssinfotech.com)