

DARKRA White Paper
FEBRUARY 2016

IT Infrastructure Services

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Background on this White Paper

This document is provided for informational purposes only. It represents DARKRA's Infrastructure Services offerings and related success stories across clientele and practices as of the date of issue of this document, which are subject to change without notice.

Summary

DARKRA is the leading independent Oracle Consulting & Oracle Solution provider.

Our services are customized to the best possible level ensuring absolutely no compromise with regard to deployment of skilled personnel, following of standards and implementation of industry best practices.

Our services encompass all the aspects of Oracle Applications / Database software that includes Implementation, Development, Upkeep, Maintenance and Administration.

We help clients to rapidly reengineer themselves and be flexible enough to change with the current volatile environment. We guide our customers in the transition phases and present them with diverse growth opportunities for expanding into unique and uncharted territories.

Having established a sizeable offshore development center, with clients across Globe. It is our intention to broaden our horizon serving our clients.

Our dedicated and committed team of qualified techno-functional consultants is well versed with emerging technologies and enable us to harness the latest technologies for boosting business capabilities. Our talented pool of project management personnel have helped us thus so far overcome every challenge as we strive to reach greater heights.

Highlights

- **Offshore Development Center (ODC) in INDIA** and a registered office in UAE
- Presence in Australia via local partners
- Oracle Gold Partner, Red Hat Partner and Amazon Cloud Consulting partner

Key Achievement

- 20+ certifications for Oracle Database and Oracle E-Business Suite
- 10+ Oracle Identity and Access Management Consultants
- 50+ Oracle consultants
- Carried out multiple Oracle Identity & access management projects in UAE & Australia
- 20+ Oracle customers
- A team of engineers fully certified on Oracle systems such as Database, E-Business Suite, Red Hat Linux, Identity Management.

OVERVIEW

In today's business scenario, enterprises seek to transform IT Infrastructure Services (IT IS) to gain scalability and flexibility.

Additionally, this transformation optimizes your infrastructure consumption, reducing the Total Cost of Ownership (TCO) and bringing in a competitive edge for enterprise success.

DARKRA helps build and manage a highly available, reliable IT infrastructure that meets your dynamic business needs. Our IT Infrastructure Services leverage our expertise in new generation transformation models such as IaaS, PaaS, and SaaS, to transform your IT landscape and provide you with effective infrastructure management solutions.

Our comprehensive IS offerings are based on the 'assess, build, manage, and transform' framework backed by our partner eco-system and analytics-led approach, we determine the 'as-is' and 'to-be' state, enabling you to seamlessly shift from traditional infrastructure outsourcing to new generation delivery models. With our offerings, you benefit from emerging services such as desktop virtualization, datacenter consolidation, green datacenter, environment-on-demand, utilization of remote infrastructure management, and global delivery models.

DARKRA Expertise on IT Infrastructure Services

Transform your IT landscape with effective infrastructure management solutions offered by DARKRA's IT Infrastructure Services.

DARKRA is a global IT infrastructure services provider that plans, designs, implements organizational IT strategies, and manages mission-critical IT infrastructure for global clients.

DARKRA leverages its in-depth industry and technical knowledge and helps clients extract maximum value from their IT investments. The company delivers this by providing an IT Infrastructure management platform that is cost effective, reliable, and cutting edge.

Our IT services have incorporated automation, simplification, documentation and controls, quality support, and industrialized reviews into our operating model.

We relentless focus on quality, backed by the robust tools and methodologies. DARKRA

ensures an ability to:

- └ Deliver better levels of service with a flexible, yet robust global delivery model
- └ Improve infrastructure utilization
- └ Increase infrastructure availability
- ✓ Boost end –user satisfaction
- └ Reduce Total Cost of Ownership for IT Infrastructure
- └ Maximize operational efficiency

Our end-to-end IT Infrastructure offerings include:



**IT Support
Services**



**Infrastructure
Management
Services**



**Application
Product
Services**



**Database
Management
Services**

IT Support Services

This service is focused on managing the IT Infrastructure and ensuring the highest levels of availability for the business applications to function without interruption. Service options are customized to include different infrastructure elements and levels of availability required.

This service includes the following IT infrastructure elements:

- Hardware Platforms & System Software
- Database Software
- Network & Enterprise Security

Key Highlights

End user support, both technical and functional (on local applications use).

- └ End users training.
- └ Installation, configuration, monitoring & maintenance of end-user computing equipment.
- ✓ Second Level Support for admins and client's IT staff.
- └ IT asset management services.
- └ Logistic services for end user equipment in global or large-scale environments.

Infrastructure Management Services

We have been providing infrastructure management and support services to several organizations – both large and small sized.

While we can set up dedicated teams for large organizations, we also have the ability to set up shared or small teams for small / medium sized companies.

As part of infrastructure management, we provide the following range of services:

- └ Service desk & User Management
- └ Operating system / platform support
- └ Database administration
- └ Storage support services
- └ Security management
- └ Network operations
- └ Application monitoring

Our unique approach to Infrastructure management services extends beyond just staffing to offering a robust set of skills, processes and methodologies.

Our key strengths are:

- └ Deep technology skills: We are a technology-focused organization. We hire people with strong skills and experience and build their skills on an on-going basis. Our employees collaborate internally to continually to become more effective in solving technical problems.
- └ Flexible but structured processes: Infrastructure management services depend extensively on good underlying processes. We maintain flexible processes that are well aligned with the requirements of the engagement. We ensure diligent process compliance and provide high level of visibility and transparency on our services.
- Right-sized organization: We are a right-sized organization for small and medium sized engagements. We are small enough to be flexible and big enough to ensure long term reliability in support engagements.

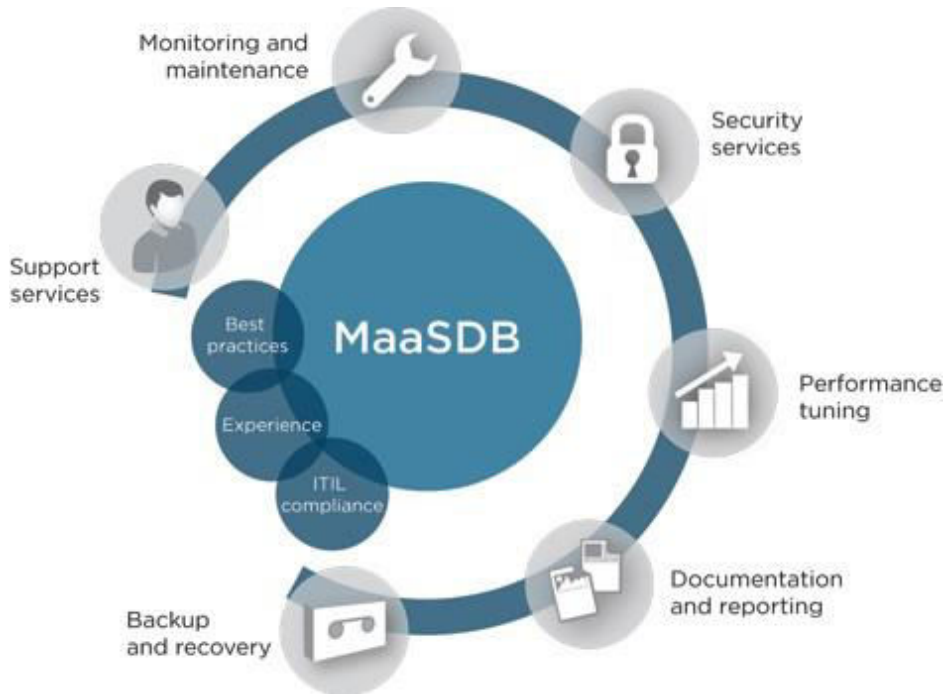
Application Product Services

Consolidating support activities, our solution ensures increased productivity and ROI. Using application development experience as a part of providing Level 1, 2, or 3-application support, we resolve a wide

variety of application operation challenges. Our offering services include Mainframe support, application operation, database management, and middleware management.

Database Management Services

DARKRA's Management as a Service for Database (MaaSDB) provides for the on-going maintenance and monitoring of a client's database estate, ensuring integrity of their data, database security compliance and the avoidance of preventable outages and incidents.



Every new database that an organization deploys puts pressure on IT to ensure its security, availability, reliability, and quality. We live in a world today where there must be a primary focus on making sure that corporate data and databases are secure and not vulnerable to hackers, viruses and other security threats.

Managing more databases with fewer people has always been a challenge, but with databases scaling to terabytes and petabytes, these challenges have grown more acute. Although database management system (DBMS) vendors now offer more automation, the goal of a completely self-managing database remains tantalizingly out of reach for most businesses.

Clientele

Challenge

- └ Cost and quality concerns by consolidating infrastructure support
- ✓ Client's enterprise infrastructure division worked with several IT services firms to maintain high standards of availability and manage the security and contingency planning for a vast technology infrastructure
- └ Without a single point of accountability, users had to navigate a network of support personnel to resolve incidents - at times a time consuming and frustrating process.
- ✓ For IT managers, getting visibility into the status of its servers, mainframes, data centers, and voice and data networks was complicated — making it difficult to predict and prevent business failure.

KEY RESULTS Achieved by DARKRA

DARKRA's proactive approach to IT service management resolved 90% of incidents at the first touch and reduced manual intervention through automation.

- └ Eliminate 4,000 hours per month of manual work in year 1 by automating system checks and incident resolution
- └ Commit to save more than \$12 million over the life of the contract by unifying service desk operations under a single point of accountability, implementing proactive problem-solving, and leveraging
- └ Reduce potential of business failure and achieve >95% SLA provisions with full-service 24/7 support

CONCLUSION

- ✓ With DARKRA's Infrastructure Services, you can find innovative ways to reduce infrastructure costs and devote more of your technology investment to growth initiatives.
- ✓ Reduced operating costs while delivering innovated infrastructure to meet customer demands
- ✓ Rapid infrastructure deployment with nearly 100% availability
- ✓ Save between 15-20% over traditional outsourcing offerings
- ✓ Improving effectiveness and reducing costs for small and medium Infrastructure management engagements

