

## Infrastructure Services

### Desktop management

The management of desktops is taking care of your desktop machines includes software installation, security administration, network setup etc... Our desktop management services are focused on helping you to improve your business by quick deployment and standardization of desktops across organization for cost and time savings.

Our core service offerings

- Desktop computer configuration by installing.
- Installing software and anti-virus tools.
- Basic office application management and support.
- Updating technologies and upgrading software.
- Personal computer maintenance.
- Mail client setup.
- Providing single point contact for all your IT needs.

### Helpdesk services

Our Helpdesk services provide a single point contact for your all IT related issues. We are servicing you based on Service Level Agreement on yearly basis.

Our standard Help Desk Staffing Service offers onsite, 8 - 9 hours per day coverage. We also offer 24x7 coverage. Standard service supports networking, email, Windows desktop operating systems and mainstream applications. Special application support is available on request.

### Mail System Administration

Messaging/Mail System Administration Services help you ensure smooth functioning of your messaging system. Our services include:

- Administration of mail servers
- User account management
- Backups and transaction log management
- Monitoring mail queues
- Managing mailboxes
- Virus scanning of mails

We provide these services for

- Microsoft Exchange Server
- POP based messaging infrastructure
- Lotus Notes

### Network management

*“Better network will improve your business productivity.”*

Sirusti Network Management Services is a highly reliable foundation We assess your business nature and your office environment, understand your current and networking needs, and formulate a network strategy and solution design to meet your business needs today and in the future. We plan and implement your networking solution, including project management, installation planning, product installation and customization.

Look at us for secure, flexible global networking. We assess your business nature and your office environment, understand your current and networking needs, and formulate a network strategy and solution design to meet your business needs today and in the future.

### Server & Backup management

Our teams help you manage your server environment and backup requirements effectively by administering and fine tuning server parameters. Our services offering ensure those server parameters and operating systems and administrated and tuned well.

Our deliverable includes:

- Server operating system administration.
- Performance Monitoring (monitoring CPU, disk space, memory utilization).
- Backup management.
- Configuration Management.
- Managing Upgrades and patches.
- Diagnosis of server problems and reports.

“Integrating  
Business  
with  
Technology”