

# InfoCepts Managed Services

Maximize Adoption and ROI from your Data & Analytics Investments

With the increase in data and a rapidly changing technology landscape, business leaders today face challenges in controlling costs, fulfilling skill gap for staff members, supporting systems and users, evaluating future strategies, and focusing on modernization projects.

We provide managed services to build and operate your infrastructure, data, analytics, and user support systems—to improve adoption, increase user satisfaction, maintain secure uptime, and lower TCO. We work with you to define service level agreements and provide coverage across different business units, geographies, large user bases, and technical variations while dealing with change and innovation.

InfoCepts Managed Services solution helps organizations drive digital transformation, deal with legacy systems, reduce costs, usher in innovation through operational excellence, and support scaling-up of business platforms and applications to meet growing business needs.



### Develop, Maintain D&A Systems

Agile Teams for Development and Maintenance, Elastic Staffing, Core+Flex model



### Run, Operate D&A Systems













Platform Ops, CloudOps, Upgrades, Optimisation, Automation, SLA Management



### Support End Users

Business Helpdesk for End User Support, Data Literacy, Self-service, and Adoption

## Why InfoCepts Managed Services

Guaranteed TCO Savings 	Responsiveness and Trust 	Superior User Experience 
<b>Reusable Solutions</b> + Accelerators + Toolkits + Proven practices	<b>Backed by Experience &amp; Expertise</b> + 24x7, ODC, DevOps + Cross-skilled teams + Frameworks	<b>Tailored for you</b> + Advisory + Business value + Adoption
 Environment 360  Analytics Platform Automation Kit  Cloud Cost Monitor	 Service Catalog  Frameworks: ITIL, Agile, Estimation  Automation: CI/CD, Infra as Code, RPA	 Staffing models: Core+Flex, Elastic  Transition Guides  Platform training guides

## Success Stories



Hosted an Offshore Development Center to support D&A applications for a global media giant

**3600+ Users across 35 business groups, 4 BI platforms**



SRE (Site Reliability Engineering) support model for a leading MNC bank

**25k+ Users supported across 70 countries; 10+ D&A Tools**









Operational excellence through process improvements, and automation for a global market research company

**\$2M Saved from productivity gains, process improvements and automation**

**“Most important to me is a super high do/say ratio. That is, deliver what is promised, on time. You can only achieve that with people you can trust. InfoCepts is doing a fantastic job of getting us the right resources at the right time.”**

*- Director of Business Intelligence, Global Consumer, Retail, and Digital Commerce Data Provider*






## How We Do It?

<p><b>Assessment and Roadmap</b> </p> <ul style="list-style-type: none"> <li>+ Assessment and roadmap definition</li> <li>+ MS model recommendation</li> <li>+ Advisory on continuous improvement</li> <li>+ Service Design</li> </ul> <p>Define what success looks like</p>	<p><b>Service Transition</b> </p> <ul style="list-style-type: none"> <li>+ Team set-up</li> <li>+ Transition planning</li> <li>+ MS model operationalisation</li> <li>+ Knowledge &amp; change management</li> </ul> <p>Lay the foundation</p>	<p><b>Service Delivery</b> </p> <ul style="list-style-type: none"> <li>+ End user support</li> <li>+ Run analytic systems</li> <li>+ Maintenance services, 360 monitoring</li> <li>+ DevOps and BAU operations</li> </ul> <p>Reach and sustain BAU</p>
<p><b>Service Optimization</b> </p> <ul style="list-style-type: none"> <li>+ Modernization and automation</li> <li>+ Efficiency gains</li> <li>+ Performance optimization</li> <li>+ Process Automation</li> </ul> <p>Operate efficiently</p>	<p><b>Engagement</b> </p> <ul style="list-style-type: none"> <li>+ Multiple operating models</li> <li>+ Joint ownership and accountability</li> <li>+ Transparent core + flex models</li> </ul> <p>Deliver business value</p>	<p><b>Accelerators and frameworks</b> </p> <ul style="list-style-type: none"> <li>+ Toolkits and best practices</li> <li>+ Automations</li> <li>+ Accelerators</li> <li>+ Execution frameworks</li> </ul> <p>Leverage proven assets</p>

## InfoCepts Solutions

Using our global experience, InfoCepts has built reusable solutions to common business challenges that we constantly see in organizations. Using our consultative and advisory expertise, we narrow the specific problems, develop pragmatic roadmaps and provide accelerated solutions that achieve your objectives.

## Our Solutions Catalog

<p> <b>Advance Data-Driven Capabilities</b></p> <ul style="list-style-type: none"> <li>• Real-Time Analytics</li> <li>• Self-Service Analytics</li> <li>• Analytics Hub</li> <li>• Data Literacy</li> <li>• D&amp;A Advisory</li> </ul>	<p> <b>Modernize Data Platforms</b></p> <ul style="list-style-type: none"> <li>• Data Lakes</li> <li>• Foundational Data Platforms</li> <li>• Cloud Migration</li> <li>• D&amp;A Platform Migration</li> </ul>	<p> <b>Build Augmented Business App</b></p> <ul style="list-style-type: none"> <li>• Business Apps</li> <li>• Conversational Apps</li> <li>• Intelligent Automation</li> </ul>	<p> <b>Create Data Products</b></p> <ul style="list-style-type: none"> <li>• Data Catalogs</li> <li>• Data Storytelling</li> <li>• Data Science-as-a-Service</li> <li>• Report Factory</li> </ul>	<p> <b>Support Data &amp; Analytics Systems</b></p> <ul style="list-style-type: none"> <li>• DataOps Automation</li> <li>• Elastic Staffing</li> <li>• Managed Services</li> <li>• CoE Support</li> </ul>
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## Benefits

-  Lower TCO
-  Shorter time-to-market
-  Unmatched Flexibility
-  Predictable Delivery

## About InfoCepts

InfoCepts is a global leader of end-to-end data & analytics solutions with nearly 20 years' experience enabling customers to derive value from a variety of data-driven capabilities. Working in partnership with you, we offer reusable solutions to your data and analytic needs to deliver predictable outcomes with guaranteed ROI. Everyday our 1000+ associates across the globe affiliated to cloud, analytics, data, and business capabilities ensure we are finding new and better ways to help you Stay Modern.