



# netmagic

When it's mission critical

Your Infrastructure. Our Responsibility.



# Introduction

**Netmagic** believes in partnering with its customers to meet their dynamic business needs. This approach based on our core competence, ethics, trust and transparency has helped us build long standing business relationships with over 650 customers.

**Netmagic** is renowned in the industry for its responsiveness to customer needs, customer care and speedy resolution of customer problems.

We handle everything from co-location services to advanced monitoring and management of applications. These are delivered through our state-of-art carrier-neutral Internet Data and Network Operations Centers.

Our infrastructure and services are based on the cornerstones of availability, performance, and security, thereby offering a high-uptime and end-to-end service experience to our customers. Our technology can help customers add significant and reliable computing power, storage & back up and security capabilities.



We have a varied experience of the market and track record of serving our customers to their satisfaction.

**Netmagic** customers include market leaders from industry verticals of banking and financial services, e-Commerce, education, hospitality, healthcare, IT & ITES, logistics, manufacturing and media.

We deliver world class services to our customers in association with our Channel and Alliance partners.

This is further enhanced through innovative solutions and by adopting the latest technology developments. We currently monitor and manage over 10,000 devices worldwide from our four Network Operations Centers at Mumbai and Bangalore, and a virtual data center in US.

**Netmagic** assures unmatched support to its customers at all times, especially when its mission critical.

# Netmagic Unique Value Proposition

- India's leading Internet Data Center and Managed Service Provider
- Experience & Expertise in supporting mission critical applications
- Diverse skills to cover a Multi-Vendor, Multi-Platform environment
- ISO 27001 Certified and Processes designed as per ITIL framework
- India's only truly Carrier Neutral Data Centers
- Anytime Responsive Support delivered by highly trained personnel
- Proven Service Delivery processes based on global standards

## Data Center Highlights



- State-of-art Data Centers located at Mumbai and Bangalore
- All Hosting and Co-location services are backed by industry leading SLA's
- Round the clock Security and Surveillance at different levels
- Availability of a range of space options with redundant Power and Bandwidth
- Precision Air Conditioning system to maintain optimal temperature and humidity
- Automated FM-200 Fire Detection, Alarming and Suppression systems
- Supported by world class 24/7/365 NOC's at all locations
- Helpdesk armed with world-class people, processes, and tools

## Network Operations Centers

Netmagic's NOCs are manned 24/7/365 and comprise L1, L2, L3 and L4 staff armed with world class tools and systems to monitor and manage our customers' mission critical environments for Availability, Security and Performance on a 24/7 basis.



# Portfolio of Services

## Internet Data Center & Managed Hosting

### • Rack & Server Colocation

We offer secure Server Co-location space for your servers and other related hardware in our state-of-art Internet Data Centers. You'll find that we have the Infrastructure, Tools and Experience to help you every step of the way.

### • Dedicated Servers

Our Dedicated Hosting services allow customers to host their mission-critical and resource-intensive applications on pre-configured, high-performance Dedicated Servers.

### • Cloud Computing

Organizations looking to optimize resource utilization and saving on power and space costs of their IT Infrastructure can immensely benefit from our Cloud Computing Services.

CloudServe : Virtual Servers on Netmagic Cloud

CloudNet : IT Infrastructure on Netmagic Cloud

PrivateCloud : Dedicated Cloud Infrastructure

### • Managed Hosting

Netmagic is a leading provider of Managed Hosting services for enterprises looking to take advantage of the flexibility and high performance of the service.

- Managed Data Backup & Restoration
- Online Storage Services / Shared SAN
- Managed Load Balancing
- Managed Firewall Services
- Managed IDS / IPS
- Shared Hosting

### • Professional Services

Our Professional Services are specially designed to maximize the value of your technology investments. Our team of experts ensure that your solutions perform as promised.

- Network Design and Architecture
- IT Security Consulting



## Infrastructure Management Services

Enterprises today need to do more with less while delivering high customer satisfaction. The pressure has transferred to the IT organization to manage and support multi-platform, multi-vendor, and mission-critical environments round the clock.

- **InfraMonitor** : IT Infrastructure Monitoring
- **InfraInsight** : Monitoring & Incident Management
- **InfraManage** : End-to-end Infrastructure Management
- **InfraSecure**
  - Comprehensive Network Attack Management
  - Vulnerability Analysis & Automated Penetration Testing





## Availability Services

- **Electronic Data Vault**

Our world-class Data Centers host premier, enterprise class technology, making sure your data is secure and available anytime you need to access it. Our system driven methodology assures fail-safe backup solutions with guaranteed recovery.

- **Storage & Archival**

Data Storage and Archival needs are growing in scale and complexity. To address this, we offer fast, simple, reliable and secure disk-based data protection solutions that satisfy the backup and archival needs of data dependent companies.

- **DR / BCP Consulting**

We understand that your business cannot afford to have its mission-critical data compromised as a result of disaster. Netmagic has the knowledge and tools required to design, implement and manage Business Continuity plans for your enterprise.