



CORPORATE TRAINING

IT INFRASTRUCTURE MANAGEMENT

STAFFING

ABOUT US



Xtentics is one of the fastest growing IT solutions and services provider delivering best-in-class services to help clients reduce costs, enhance organizational flexibility, and improve business and IT performance.

We have proven capabilities across versatile industry verticals.

Our wide spectrum of solutions and services encompass:

- Corporate Training
- IT Infrastructure Management
- Staffing Services

Vision-Mission-Values

Vision: To deliver innovative and unique solutions to meet the expectations of our clients and strive to achieve the highest standards of excellence.

Mission: To implement the best business practices to deliver the cost effective solutions and services in the versatile business areas.

Overview ...



Corporate Training Services

CORPORATE TRAINING



- ❖ Xtentics is capable of delivering the most practical training solutions which can directly and effectively fill the skill gaps of your workforce thus contributing them to give your organization the extra edge in this highly competitive world.
- ❖ We offer Custom Training Solutions to meet the unique needs of your organization. We can deliver our courses as per your convenience.
- ❖ It may be at your location, at one of our training sites or in a virtual setting. If you prefer a face-to-face learning experience, the traditional classroom training would be the most effective delivery method for your learning needs.
- ❖ This offers you a convenient way to participate in classes which expose you to a diverse representation of industries and real-time experience. Just call one of our representatives to plan for a location for training for your organization's needs.
- ❖ We assure to satisfy you our best with our highly interactive, practical approach based training and precious efforts.

Our Focus

We analyze and recommend effective training methodology to exactly suit your requirements.

We offer highly customized training solutions which can effectively improve your skill gaps.

On the fly customization of running training programs to make learning more effective.

Offering time customization to meet your work schedules.

Achieving highly set training standards and objectives.

Continuous support system addressing your technical issues.

Courses

Adobe Training

[Adobe - Acrobat Training](#)

[Adobe - Fireworks Training](#)

[Adobe - Frame Maker Training](#)

[Adobe - Dreamweaver Training](#)

[Adobe - Flash Training](#)

[Adobe - Illustrator Training](#)

[Adobe - Photoshop Training](#)

HP Software Training

[HP - LoadRunner Training](#)

[HP - Quality Center Training](#)

[HP - Service Test Training](#)

[HP - Performance Center Training](#)

[HP - QuickTest Training](#)

Microsoft Training

[Microsoft - Access Training](#)

[Microsoft - BizTalk Training](#)

[Microsoft - CRM Training](#)

[Microsoft - Excel Training](#)

[Microsoft - Exchange Server Training](#)

[Microsoft - Hyper-V Training](#)

[Microsoft - Internet Explorer Training](#)

[Microsoft - Lync Training](#)

[Microsoft - FrontPage Training](#)

[Microsoft - Silverlight Training](#)

[Microsoft .NET Training](#)

[Microsoft - Desktop Applications Training](#)

[Microsoft - Project Training](#)

Courses

[Microsoft - Office Communications Server Training](#)

[Microsoft - Outlook Training](#)

[Microsoft - PowerPoint Training](#)

[Microsoft - Project Training](#)

[Microsoft - PowerShell Training](#)

[Microsoft - SharePoint Training](#)

[Microsoft - SQL Server Training](#)

[Microsoft - SQL Server 2008 Training](#)

[Microsoft - SQL Server 2012 Training](#)

[Microsoft - Systems Management Server Training](#)

[Microsoft - Virtualization Training](#)

[Microsoft - Visio Training](#)

[Microsoft - Visual Basic Training](#)

[Microsoft - Visual Studio Training](#)

[Microsoft - Windows Training](#)

[Microsoft - Windows 7 Training](#)

[Microsoft - Windows 8 Training](#)

[Microsoft - Windows Server 2008 Training](#)

[Microsoft - Windows Server 2012 Training](#)

Oracle Training

[Oracle - Agile Training](#)

[Oracle - Application Server and Infrastructure Training](#)

[Oracle - ATG Web Commerce Training](#)

[Oracle - Business Intelligence Training](#)

[Oracle - Data Integration Training](#)

[Oracle - CRM On Demand Training](#)

[Oracle - Data Warehousing Training](#)

[Oracle - Database Training](#)

[Oracle - Database Application Development Training](#)

[Oracle - Database Developer Tools Training](#)

Courses



[Oracle - Development Tools Training](#)
[Oracle - Demantra Training](#)
[Oracle - E-Business Suite Training](#)
[Oracle - Endeca Training](#)
[Oracle - Engineered Systems Training](#)
[Oracle - Enterprise Manager Training](#)
[Oracle - Enterprise Performance Management Training](#)
[Oracle - Governance, Risk and Compliance \(GRC\) Training](#)
[Oracle - Fusion Applications Training](#)
[Oracle - Hyperion Training](#)
[Oracle - Identity Management Training](#)
[Oracle - Java Training](#)
[Oracle - JD Edwards EnterpriseOne Training](#)
[Oracle - Languages Training](#)
[Oracle - Linux Training](#)
[Oracle - Retail Training](#)
[Oracle - Solaris Training](#)

Cisco Training

Domain Tools: Facets, QNXT etc

Certification Training: PMP

IBM Technologies Training

SAS Training

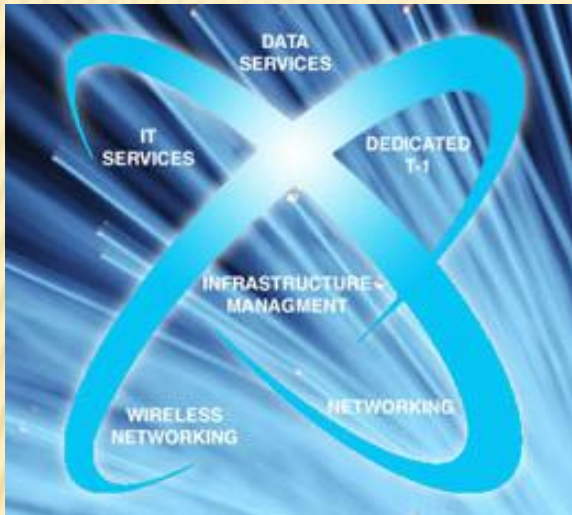
SAP Modules Training

Storage Area Network(SAN): EMC Clariion, EMC Symmetrix, SNIA foundations ,VERITAS Netback up etc...

Teradata Training

VMware Training

Overview



IT Infrastructure Management services

Services



**Remote IT
monitoring
on 24X7**



**Remote IT
Infrastructure
Management**



**IT
Professional
Services**



**Annual
Maintenance**



IT Managed Services

Remote IT monitoring on 24X7 (SNMP/ WMI)

- ✓ Servers Utilization (CPU, Memory, Disk, etc.,)
- ✓ Network Utilization (Bandwidth, Link utilization, Network Port, etc.,)
- ✓ Application usage (SQL Server, Oracle, Exchange server, Webservers, etc.,)
- ✓ Service Availability (Uptime, Down, Link status, Device, Storage)
- ✓ Fault Detection (Hardware, Software, Patch, etc.,)
- ✓ Security (User Management, Antivirus, Antispam, etc.,)
- ✓ E-Mail notification , SMS Notification
- ✓ Escalation to stake holders
- ✓ Tracking to closure of alert

Remote IT Management

End – End IT Management

- ✓ Servers / Networks / Security / Storage Management
- ✓ Operating system/Applications / Databases
- ✓ Asset Management
- ✓ Incident / Problem / Fault management
- ✓ Root Cause Analysis
- ✓ Patch Management
- ✓ Desktop Support
- ✓ HelpDesk Services

Professional Services

- ✓ Consulting , Designing & Implementing specific solution
 - ✓ Server consolidations (Virtualization)
 - ✓ Building Cloud
 - ✓ Building IT Infrastructure
 - ✓ Setting up Datacenter
 - ✓ Application Migrations / up gradations etc.,
 - ✓ Setting up Network / Servers
- ✓ Providing skilled resources on a project basis
- ✓ Conducting Auditing & GAP Analysis

Annual Maintenance of IT

- ✓ Desktop O/S Installation / Troubleshooting
- ✓ Hardware Troubleshooting
- ✓ Office Application installations & troubleshooting (MS Office, WinZip, Acrobat reader, etc.,)
- ✓ Outlook issues, IE Issues, Virus cleaning.
- ✓ Troubleshooting Application issues, Printer installation & Troubleshooting
- ✓ Coordinating with Hardware vendors for parts replacement / warranty
- ✓ Coordinating with Internet vendor for any Internet issues
- ✓ Providing support for any network issues

Engagement Model

Manpower

- Resources dedicated to customer
- No of resources based on SLA driven
- Skill based resources

Shared Manpower

- Shared resource
- Resources based on SLA
- Skill based resources

Project Basis

- Project Scope
- Skill resources
- Time

IT Monitoring

- No of devices
- SLA's, Response levels
- Time

AMC

- No of devices
- Type of devices
- SLA's, Response Levels

Pricing is Based on

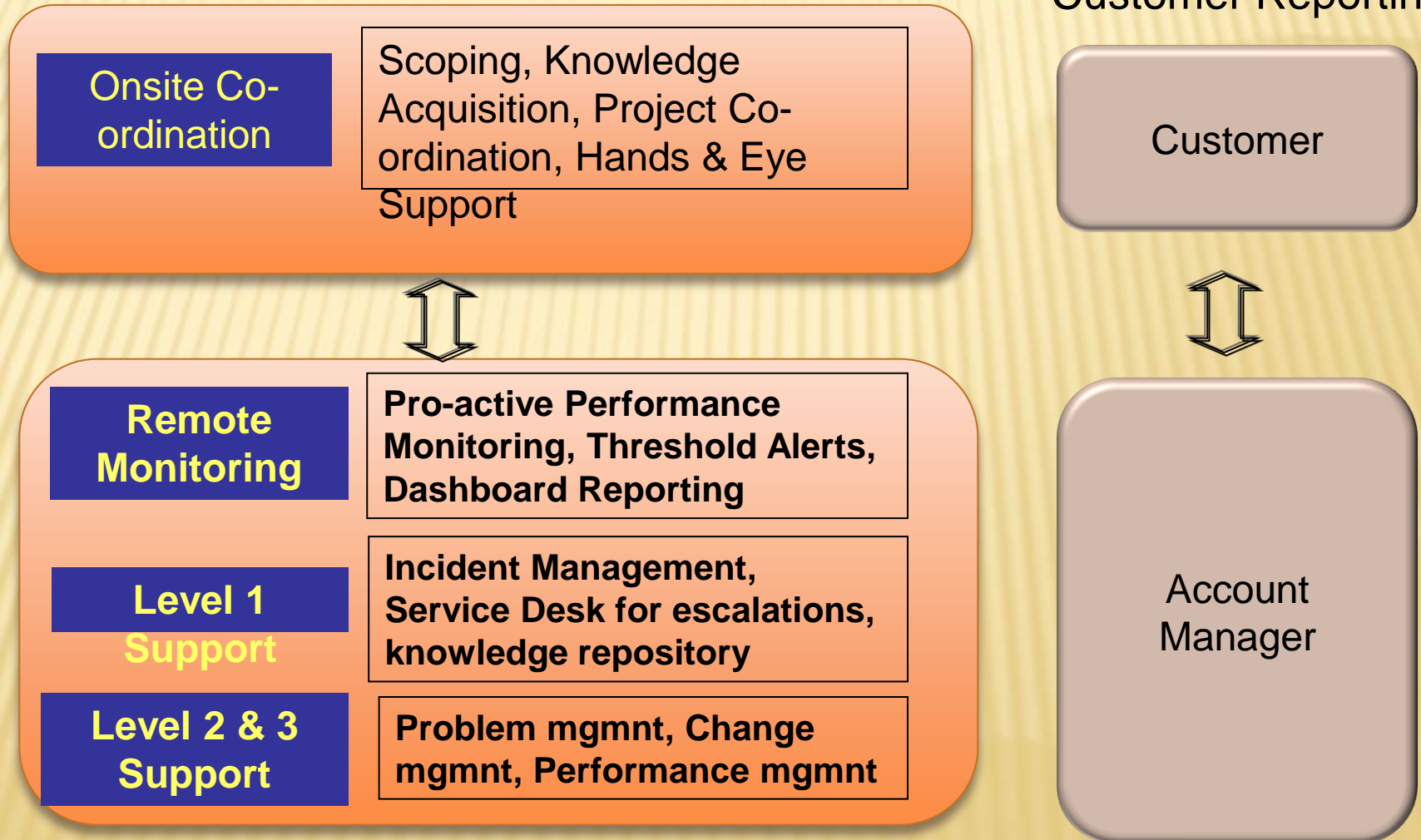
- Manpower skill level required
- SLA's
- Devices
- Project Scope
- Timelines

Delivery Model

IT Management, Monitoring

Customer Reporting

ITIL Approach



Delivery Model

AMC

Support Type	Acknowledge time	Response time	Resolution time
Remote Chat, Phone	15 Mins.	1 Hr	8 Hrs
E-mail	30 Mins	1 Hr	8 Hrs
Onsite	30 Mins	8 Hr	24 Hrs

1. Initiate a Live Chat session



Click on *Live Chat* button and enter your contact information, with a brief description of the issue you are facing

2. Connect with a support person



Click on *Start Chat* and connect with our Technical Support Representative

3. Enable remote access



Option to enable a Technical Support Representative to remotely access your system

Competencies

Operating Systems

Windows

Linux

Vmware

Network Devices

Cisco

Juniper

Security

Cisco

Checkpoint

Websense

Databases

MS-SQL

Oracle

Storage

EMC

Hitachi/ HP

IBM/ Brocade

Virtualization

Vmware

Microsoft

Citrix

Tools

Zenoss - IT Monitoring tool

OTRS – Ticketing System

IT Service Management tool (ITIL Compliant)

Service Desk

Incident Management

Change Management

Configuration Management (CMDB)

Overview



Staffing

STAFFING SOLUTIONS

We provide Manpower Outsourcing and skill based training and outsourcing services in advanced technology areas to clients and service partners.

Xtentics strives to be an efficient resource partner offering flexible contract, contract-to-hire and permanent staffing solutions enhancing productivity and quality helping our clients achieve maximum efficiency in employment hiring and retaining challenges.

ONE TIME STAFFING

As an IT Consulting (staffing) and Outsourcing services company, we follow a single window approach towards providing quality and timely services to our clients with a focused approach. We have considerable experience and expertise in providing flexible staffing services at various levels.

CONTRACT STAFFING (OUTSOURCING):

Outsourcing is co-employment relationship between the Client, Xtentics & the Employee. The Xtentics is responsible for all employee related activities i.e., Sourcing, Hiring, Payroll Management (PF, ESI, Insurance & medical policy, Professional taxes) and all statutory benefits and the employee is deputed to work at the client place

MODEL

Our outsourcing model is mature and pricing is completely transparent with proven process in place. We will make sure our client is fully aware of all the business information at all levels and there are no hidden costs.

SPECIALIZATION AREAS

Wintel Administrator : MS Windows / MS Exchange / SCOM

Vmware Administrator : Vmware VI 3, Vmware Vsphere

Citrix Administrator : Citrix XenApp, Citrix Presentation
server 4.5

Storage Administrator : EMC, Brocade, Cisco SAN
Administrators

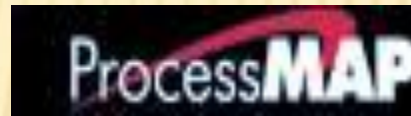
HUMAN RESOURCE MANAGEMENT PROCESS



Clients



Clients





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