

GTL Synverse Microsoft Managed Services Offerings

From Concept to
Implementation till Support



Introducing Gateway (GTL) -Synverse

Synverse is a UK based next generation global IT services company driven by innovation and accelerators with key focus on enterprise integration, customer management, web engineering and collaboration software solutions for various industry verticals. Synverse differentiates with other market players by virtue of its singular business, solution and technology accelerator frameworks wrapped around managed services proposition to optimise cost at OPEX and CAPEX level.

Gateway Technolabs is Global Technology Services Company providing range of IT services in offshore or hybrid models to extend the optimized cost advantage to the clients across the globe. Gateway thrives on best of breed technology experts, having the ability to architect complex solutions and implement them.

Gateway and Synverse have partnered to extend complementing services around Microsoft Solutions under Managed Services proposition to clients across the globe. The joint service offering covers complete life cycle from conceptualisation to launch to maintenance and subsequent support therefore providing end to end business solutions. The solutions are based on emerging on-demand model (SaaS, Cloud Computing) augmented by managed services offerings which help in optimizing the operational cost reduction of up to 50%.

Hosted Solutions Model

Synverse deliver business solutions to help customer align their IT to their core business requirements and aims to help IT departments free themselves from day to day operational activity to allow them to deliver strategic value back to their business. Synverse focus on IT operations includes Consulting, Hosting, Support & Maintenance Services and providing them on pay as you go cost model. This approach enables to focus on the delivery components of IT services, those which offer organizations quantifiable and measurable business benefits.

Synverse and Gateway Technolabs jointly provides IT services under On demand (Software as a Service) model proposition which helps clients in reducing access license to minimum and yet meet the needs of their business. The Total Cost of Ownership (TCO) is reduced considerably thus providing scalable and flexible business solutions.

As a managed services provider we benefit from leveraging economies of scale through dedicated facilities, shared services, and a wide technical skill base, allowing us to deliver comprehensive and cost effective managed services which are usually cheaper, more flexible, agile and scalable than those which our customers are able to provide in house. Our managed services are governed by strict Service Level Agreement (SLA) which guarantees the level of service a customer can expect in terms of system uptime and application delivery.

Solution Offered

We not only offer solutions which are key to business operations but also forms the back bone of complex and important functions in various industry segments. The solutions are built using the industry best practices and accelerator frameworks.

- Client Relationship Management solutions (integrated to other applications): An end to end customer relationship management solution based on MS CRM.
- Intranet and Extranet Solutions for Information sharing: Comprehensive Intranet and Extranet web solutions based on Sharepoint.
- Knowledge Management Solutions: Hierarchy based workflow and knowledge management and sharing solutions built using Sharepoint.
- Enterprise solutions: Navision based Enterprise solutions customized to the business needs.

Service Offered

The service offering extended together by Synverse and Gateway are end to end taking care from concept, visualization, and transition till support. The Dual shore approach helps in taking care of the aspects requiring onsite presence as well as the offshore technical expertise available at cost advantage without compromising on quality. Mentioned below are the primary services around the solutions:

- Business Assessment: To assess the current infrastructure and solution scenario
- Innovative solutions (through hosted platforms)
- Application Development & Implementation
- Managed Services (Incident & Problem Management, Change & Release Management, Configuration Management, Application & Server Management, Network Infrastructure Management)
- Integrations with existing applications
- Helpdesk Support (L1, L2, L3)
- Ongoing Maintenance and support

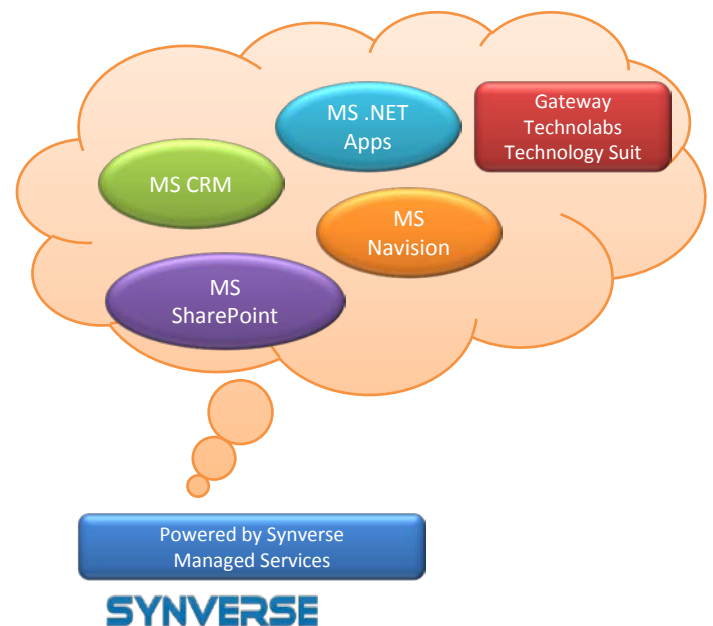
Other peripheral services which might also be of interest:

- Creative & Branding services
- Quality Assurance
- Consulting
- Remote Monitoring

Technology Offerings

Gateway Technolabs is a Microsoft Gold Certified Partner. Gold Certified Partners represent the highest level of competence and expertise with Microsoft technologies and share close working relationship with Microsoft. Thereby ensuring enough supply of expertise, on demand, locally at client location as well as offshore in India. The solutions are focussed around Microsoft technologies to leverage the latest technology and the features along with easy integrations with different applications. We have the following competency centers at Gateway:

- MS .Net Development Competency Center (Migration and Application development)
- Ms Dynamics Competency Center (MS CRM, MS Navision)
- MS SharePoint Competency Center
- Ms Other Technologies (MS SQL Server, Commerce server, Biz Talk, Exchange server, Silverlight, DotNetNuke, Windows Media Center, Web services)



Conclusion

In conclusion the benefits that are extended to the client are immense. The Client Access License can be brought down to as less as 17\$ per CAL due the Cloud Computing and the SaaS framework. The expert consulting and the optimized offshore advantage all bundled together to get you the best quality, attention and the cutting edge technology at your door steps. Overall helping the client to focus more on their business and getting the operational cost down by almost 50%.



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