Managed Services

Accelerating Business Transformation

The right MSP is an imperative for a rapidly digitizing world

As businesses are shifting gears towards digital transformation, there is a need for moving away from the erstwhile traditional break-fix operating model to a managed service model. Organizations face a multitude of challenges such as a scarcity of people and know-how to assess, manage and remediate issues in a complex and heterogeneous digital environment.

Moreover, staffing a team who is abreast with the changing technologies and best practices could come at a significant cost. Managed Services Providers (MSPs) have become a crucial component of an enterprise IT environment by providing a service of continuous value improvement through streamlined business operations, enhanced user experience, and optimized pricing.
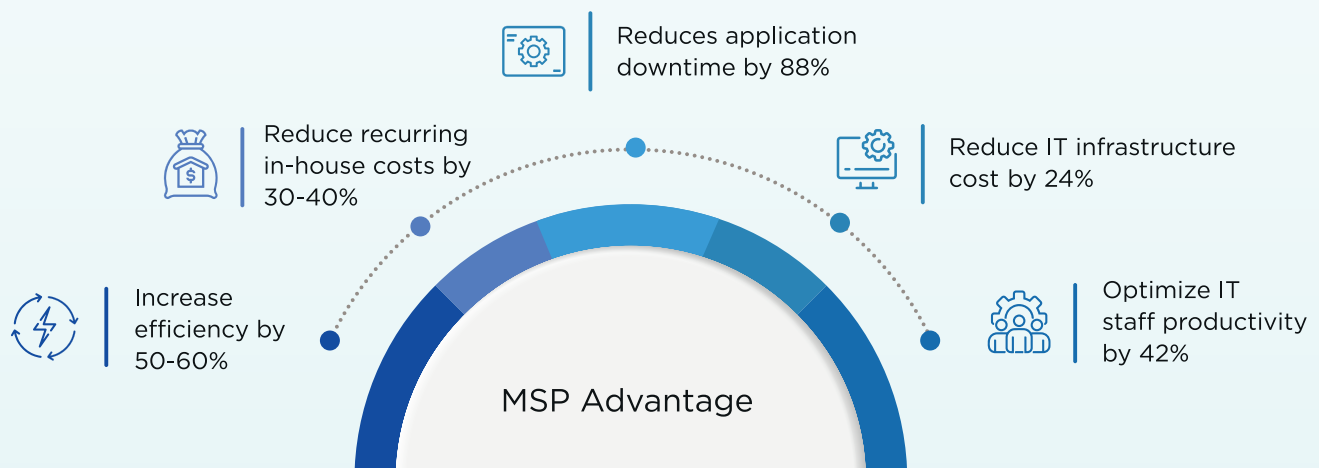
Digital Transformation Technologies will surpass **$2.8 trillion by 2025**

46% of companies have been able to save at least **25%** by using the right managed service provider.

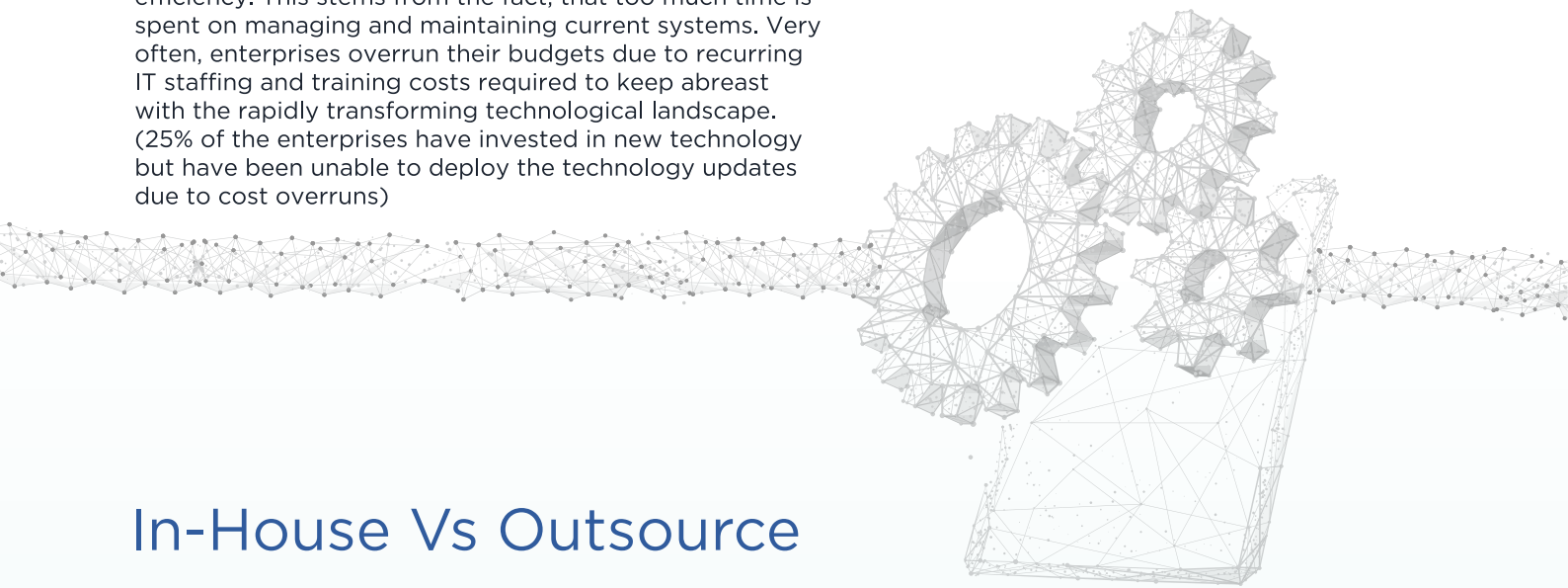# The new digital world requires robust ecosystems

Engaging an MSP at the right time will set you on a growth trajectory. The most evolved managed services solutions address business requirements across applications, geographies, and service levels to ensure system stability and business continuity.

Reduces application downtime by 88%

Reduce recurring in-house costs by 30-40%

Reduce IT infrastructure cost by 24%

Increase efficiency by 50-60%

Optimize IT staff productivity by 42%

MSP Advantage

*Source:Statista

Manage In-house or Outsource?

Outsource model is the route most businesses are embracing to create value for their businesses. Managed service providers take a client's business proposition several notches higher by bringing together their technological expertise, best-in-class processes, and skilled human capital through an integrated approach that is significantly superior to an organization's existing capabilities.

Managing in-house is the traditional approach that most enterprises used to take. However, this approach is cost-intensive and does not guarantee operational efficiency. This stems from the fact, that too much time is spent on managing and maintaining current systems. Very often, enterprises overrun their budgets due to recurring IT staffing and training costs required to keep abreast with the rapidly transforming technological landscape. (25% of the enterprises have invested in new technology but have been unable to deploy the technology updates due to cost overruns)

In-House Vs Outsource

Criteria	Inhouse	Outsource
Technical expertise	Medium	Very high
Time to market	Slow	Fast
Cost	High	Low-medium
Scalability	Low	High
Talent pool	Narrow	Centralised
Operational Excellence	Low	High

Our Offerings

We offer an entire suite of managed services which constitutes six different offerings:

Fibre Managed Services

Managed Network Services

Managed Data Centre & IT Infrastructure Services

Cloud Managed Services

Managed NOC & SOC

Managed Security Services

Fibre Managed Services

Our services can provide flexible and reliable management of large volumes of optical fibre cable in all access network environments. Our integrated offering includes mechanical protection for the fibre, fault restoration, fibre upgradation, material supply and management. We also offer client-centric, flexible, and customizable IT solutions backed with 24/7 help-desk support

Scalability
Non-linear scale up (up to 10x level)

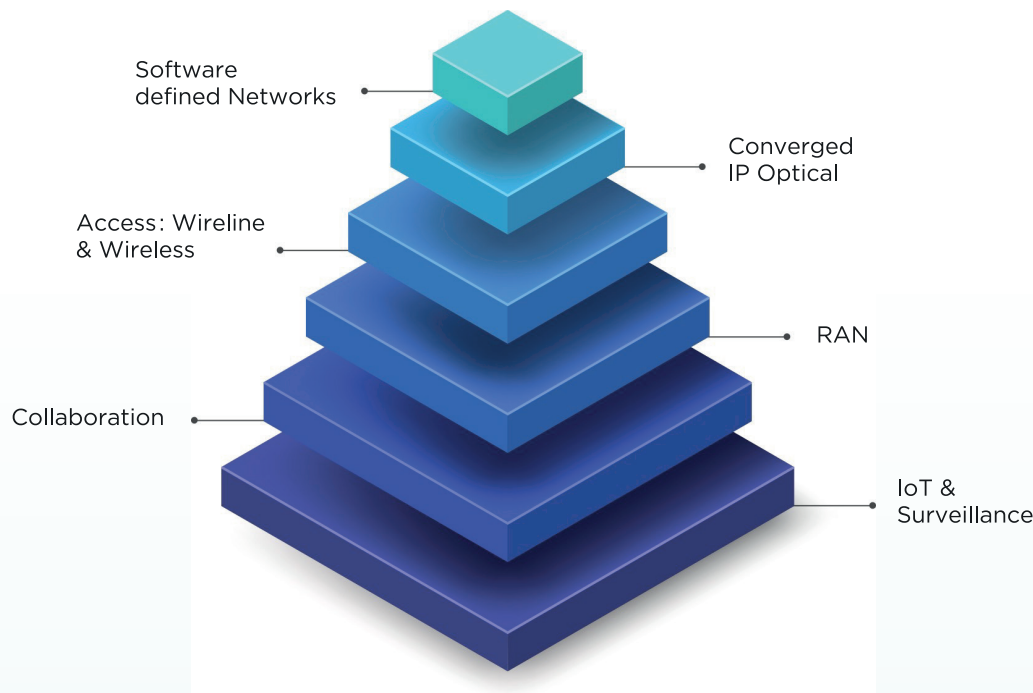**Cost optimisation**
Reduced Opex and optimised Capex

Quality
Meeting best of industry standard SLAs

Managed Network Services

We provide a full suite of services spanning network monitoring, management, and security of the entire gamut of enterprise network infrastructure including all active and passive components (wireless, wireline, and radio networks). The active components include GPON, XGSPON1/2, MAN/LAN, Wi-Fi, MW/UBR, FSOC, SATCOM, LoRa. We also offer Software-defined WAN, Segment Routing, MPLS and DWDM.

Network consulting, implementation, and administration along with unified communications are all included in the suite of offerings.

Software defined Networks

Converged IP Optical

Access: Wireline & Wireless

RAN

Collaboration

IoT & Surveillance

Managed Data Centre & IT Infrastructure Services

Our Managed Data Centre and IT infrastructure services control and administer the enterprise encompassing IT infrastructure-related operational standards and practices. We provide comprehensive server, middleware, and database management services. Our robust storage and backup services ensure service continuity so that mission-critical operations are not disrupted.

Storage Management

Server Management

Managed Backup

Middleware Management

Database Management
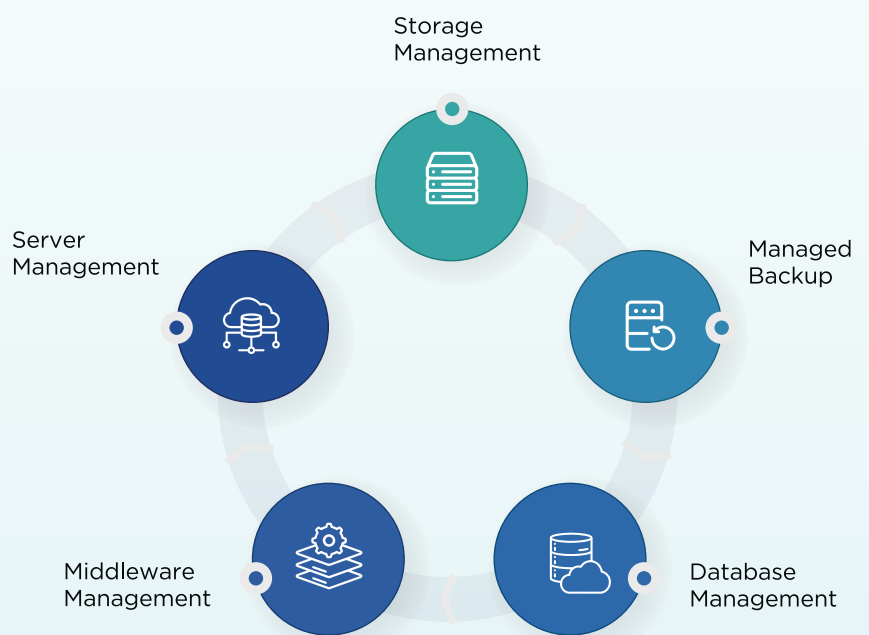
Managed Security Services

While Organisations are rapidly moving toward digitization, it also exposes them to security risks from emerging technologies. Cyber attacks have increased by 5 folds in last decade. Therefore, it is imperative for organizations to be aware of the steps required to create robust security. Identifying imminent security loopholes and remediating the risk of cyber-attacks and compromised system access is the cornerstone of robust security management.

We provide comprehensive security solutions including intrusion detection, prevention, and remediation through state-of-the-art unified threat management that includes encryption, firewall, patch maintenance, identity & access, and vulnerability management. Our solution provides end-to-end risk & compliance management along with periodic security assessments, audits, and round-the-clock monitoring.

Prevention

Managed Firewall

Distribution Denial Of Service Mitigation

Managed Intrusion Prevention System

Managed Unified Threat Management

Managed Security Services

Managed encryption

Managed data loss prevention

Managed Antivirus

Managed identity and access management

Managed intrusion detection system

Managed Vulnerability Management

Managed Governance, Risk & Compliance Management

Managed security incident & event management

Management

Monitoring & Response

Managed NOC & SOC

Our Managed NOC services monitor and maintain thousands of connected network devices, ensure all devices are working smoothly, and resolve any issue within minutes. NOC teams employ a bottom-up approach, focusing on network resources. They are tasked with monitoring the performance of the network and resolving network equipment faults. Our network monitoring mechanism can identify network components that are slowing down or failing in real-time, manage configuration provide troubleshooting and analysis.

Our managed SOC services help to improve the customer's ability to prevent, detect and respond to threats at a fraction and manage security on a day-to-day basis. We have the capability to protect intellectual property and secure client-sensitive information with the best industry standard SLAs. We can offer these services in real-time, provide patch installation, and advanced cybersecurity practices. We have a team of experienced security professionals who will rapidly respond to service degradations and outages that impact customers.

Offered services for **10+ NOC and 15+ SOC** across the country.	Offered services in remote locations like **Andaman & Nicobar and Lakshadweep Islands**	Skilled talent pool of **100-200 engineers**	Services can be converged with **advanced analytics solutions**

Cloud
Managed Services

The expansive growth of the cloud is driven by an enterprise's need for enhanced scalability, agility, and flexibility for faster service delivery while reducing the total cost of ownership. The gamut of services includes migration, configuration, optimization, security, and maintenance. Business continuity is ensured through critical services like security, backup, and disaster recovery.

A partnership with a reliable cloud-managed service provider like STL enables organisations to realize the full potential of their cloud strategy. Our cloud-managed services also provide for continuous monitoring and reporting through the entire lifecycle of cloud deployment, migration, security, and maintenance. These services can be offered across all deployment models including public, private, and hybrid.

Cloud Migration

- Business Continuity by Cloud
- Cloud Migration Services

Cloud Security

- Cloud Security

Cloud Infrastructure

- Network & Storage
- Infrastructure Set Up
- Back Up & Disaster Recovery

Cloud Management

- Cloud Deployment
- Cloud Monitoring & Reporting

Delivering OPS

We nurture Operationallly Proficient Systems by delivering transformational programs empowered by a highly skilled team complementing the organization's existing capabilities.

We mitigate potential operational risks to the business as well as individual-based dependencies so that service continuity can be maintained.

Creating **Operationally Proficient Systems**

Our endeavor is to provide for continual digital evolution so as to REAP the full benefit of transformation investments.

Service Continuity

Predictable Pricing

Operational Efficiencies
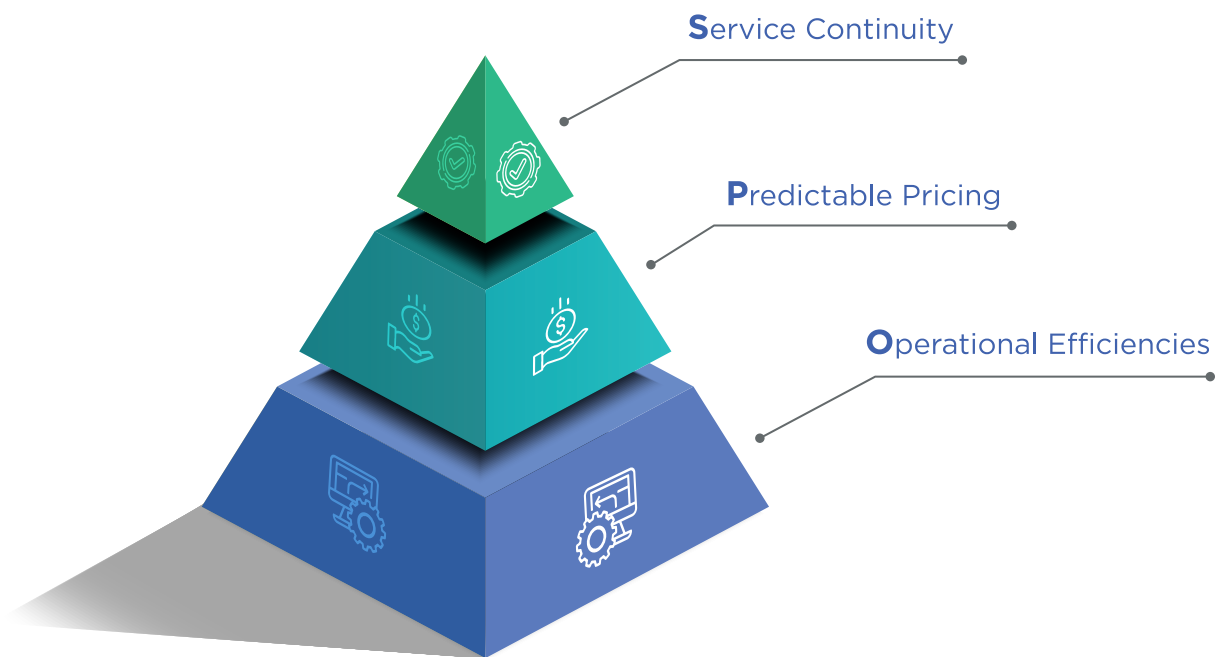
STL Managed Service Delivery Assurance

99.9%
Network availability

Introducing STL › REAP

Our transformative approach speed-tracks the business for innovation and adaptation by placing automation, technology and outcome-based delivery model at the center of large-scale IT and Network infrastructure management. We ensure a seamless transition into the managed service model by providing a productive partnership over the entire lifecycle of our engagement through our REAP delivery approach.

The REAP delivery methodology and approach accelerates business transformation by mapping the existing digital landscape and crafting solutions that are aligned with business priorities. We leverage existing internal capabilities and our extensive customer experience to forge a partnership to create agile and scalable digital systems.

Right Tools — **R**

People Assurance — **P**

Enhanced Processes — **E**

Advanced Connectivity — **A**

Right Tools

With the right tools, we meet our customers' expectations in a controlled and secure manner by identifying, analysing the patterns and evaluating day-to-day activities. By utilizing these right tools, we enhance the operations and improve the service delivery.

Our tools are optimized for:

Real-time performance monitoring

Incidence & Fault Management

Handling Distributed Workforce

Partner Relationship Management & Governance

Simplified SLA Management

Asset Management

Process Compliance

Database Administration

Our tools prescribe:

OPERATIONAL EFFICIENCY
We provide our customers with operational efficiency through our PSA (professional services automation) tools. The rapid emergence of cloud solutions and remote management has provided us with the opportunity to envision and create the tools of the future with built-in operational efficiency.

SERVICE CONTINUITY
We predict, prevent, and manage incidents in order to maintain service availability and performance before, during, and after a disaster. Remote monitoring and management ensures continuous uptime, streamlines incident management, and triggers remedial actions based on real-time data. We protect client data with our BDR (Backup & Disaster Recovery) tools.

ENHANCED SECURITY
Threat monitoring, alerting, log retention, threat response, reporting, and security planning are some of the key attributes of our security tool suite. Our security tools are designed to protect clients from malware, ransomware, and emerging cyber threats. Enhanced Security Services (ESS) provides network traffic monitoring, managed detection and response and round-the-clock support for multi-site businesses.

PREDICTABLE COST
In order to increase productivity, our tools automate routine tasks and administration, thereby increasing efficiency and making it easy to predict outcome-based costs through repeat functions.

72% of companies use MSPs for backup and disaster recovery

Enhanced Processes

We have an enhanced process and compliance framework with well-defined performance metrics. We offer seamless transition, transformation, and optimisation of the business as evidenced through our delivery track record. A robust systematised escalation path is built into our process framework.

CENTRALISED
We provide centralized controls through our integrated network operation center and service operation center for monitoring and controlling digital resources. The NOC & SOC initiate remedial actions to thwart any potential impact on peak performance.

UNIFIED
We offer unified knowledge management through coordinated, process-compliant data management and optimization efforts.

AUTOMATED
Our processes are automated to bring in operational efficiencies without compromising the quality of service. This is achieved through built-in stages of escalation that characterize our approach to workflow management.

MEASURABLE
We have well-defined metrics with regular check-ins. We take an integrated approach to calibrate IT goals in tandem with our client's overall business objectives.

Advanced Connectivity by i³

Advanced connectivity facilitates the creation of a system that is resistant to failure. Advanced Connectivity by i³ establishes a superior digital network by seamless integration during the transformational journey of the business through continuous improvement and innovation.

This accelerates the transformation of inefficient operating business models and catalyzes the creation of new products, services, and delivery models.

There is enough evidence to show that these building blocks, strategically incorporated within the enterprise architecture, can boost business productivity, efficiency, and agility.

INTEGRATION
We guarantee a high level of service by seamlessly integrating and securely migrating critical platforms and solutions thereby ensuring ease of integration at every step of our client's digital transformation journey.

INNOVATION
Our all-stack solution know-how & expertise helps us to design and create state-of-the-art connectivity solutions leveraging the advancements across fiber, cable, Wi-Fi, gen next, and short-range technologies.

IMPERVIOUS TO FAILURE
Our intelligently designed solutions limit the risk of failure by unwavering adherence to the set SLAs.

80% of network outages are due to changes

People Assurance

This is guaranteed by the very fabric of our existence - our revered **Human Capital.**
Our People are domain experts with a comprehensive understanding of functional processes and operations.
The team comes with the know-how of transforming businesses for success.

SPECIALISTS
We have subject matter experts across all relevant domains for speed-tracking businesses for digital transformations.
The team has a proven track record of aligning priorities and integrating them with internal capabilities.


AGILE
We are quick to respond to evolving business needs. Our agility and flexible service models help us to effectively leverage emerging technologies and automation.

RELIABLE
The team guarantees delivery irrespective of adversity, and geographical & operational constraints. We offer round-the-clock services to identify issues to avoid downtime. Uninterrupted monitoring with continual updates maximises business productivity.
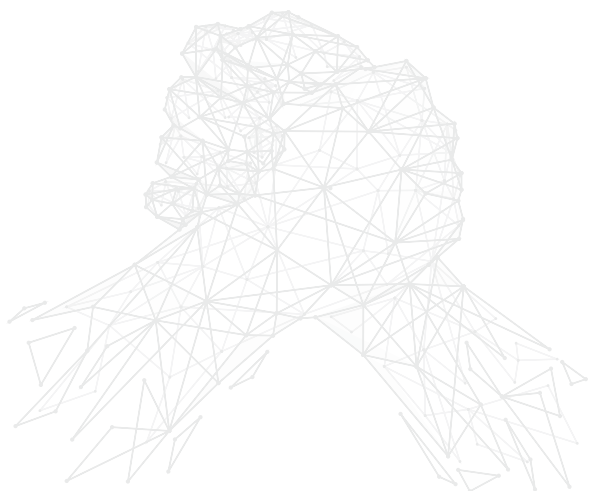
STL Advantage

Domain Expertise

Team has 10+ years of experience in managing digital networks. Regular Upskilling. Learning modules & in-house training programs

Strategic alliances

Partnerships with 50 plus leading OEMs and vendors for codeveloping solutions and leveraging emerging technologies.(Microsoft, Cisco, IBM, Kyndryl, HP, Huawei, Radware, Hitachi, etc)

Centre of Excellence

Our COE facilitates innovation & continues research. POC for customized offerings

Compliance with Government & Industry Regulations

We streamline processes and enable compliance with government regulations and industry standards

Commitment to service excellence

Adhering to the highest quality standards through our SLA-governed deliverables

Vendor and technology agnostic Solution

Customer-centric approach is at the heart of our interoperable solutions which are vendor and technology agnostic

Future proofed IT Services

Our zero touch operations use predictive modeling to reduce risks and service downtime. Round-the-clock 24/7/365 proactive services seamlessly identify issues to avoid downtime & quick first-level resolution

Enhanced Customer Experience

Our agility and flexibility facilitate fast adoption of emerging technologies giving a distinct advantage to the business

Capabilities of Managed Services

10+ years of designing, building and managing secure networks enabled by our key foundational capabilities

Network Footprint across the country

STL Footprint
- 🔵 IP Network
- 🟡 FTTH Coverage
- 🟢 Fibre O&M
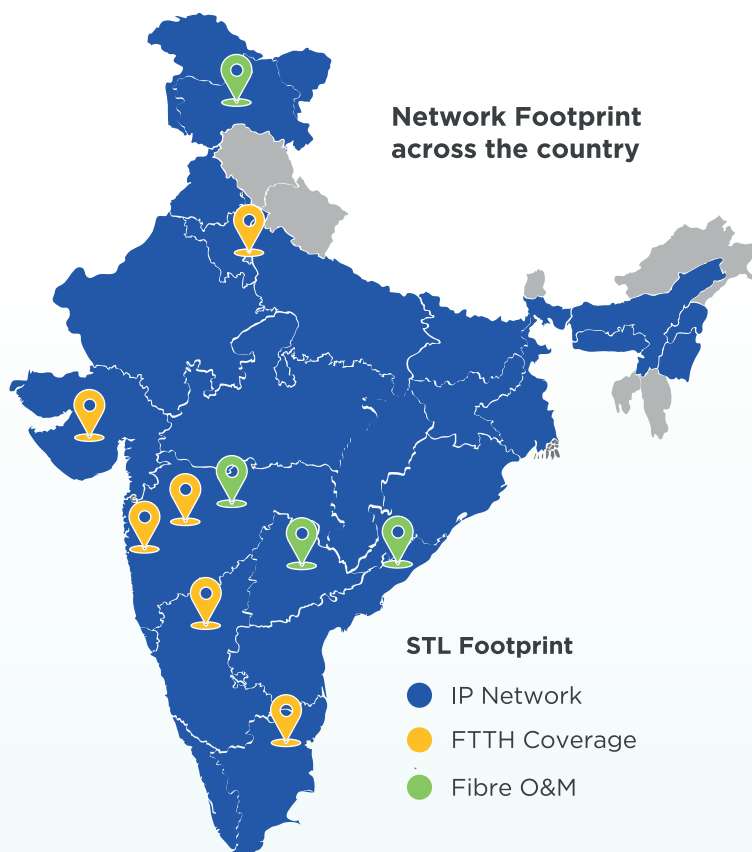
1000+ Team Size

Solid experience of solving variety of use-cases

Converged IP & Optical
MPLS, DWDM, OTN Transport

DC, Cloud & Applications
NOC & SOC, MANO, Virtualization, Helpdesk

Access- Wired/Wireless
PON, MAN/LAN, Wi-Fi, MW,UBR

Radio Access Network
3GPP Networks - Enterprise Mobility

49 Vendor-recognized certifications in Microsoft Azure, VMware, Cisco, Red Hat, AWS and more

End-to-End Technology Delivery

50,000+ Fiber Route Km
Intracity, Intercity & NLD

201 Firewalls, 15 EPS SIEM

15 Large Networks
Multi-Vendor Multi-Technology

33,000 Sites

1,70,000+ Home-pass

4,44,88 Managed Devices

47 Datacentres

4,19,000 Training hours across technology design and delivery

STL | beyond tomorrow

About STL - Sterlite Technologies Ltd

STL is one of the industry's leading integrators of digital networks providing All-in 5G solutions. Our capabilities across optical networking, services, software, and wireless connectivity place us amongst the top optical players in the world. These capabilities are built on converged architectures helping telcos, cloud companies, citizen networks, and large enterprises deliver next-gen experiences to their customers. STL partners with service providers globally in achieving a green and sustainable digital future in alignment with UN SDG goals.

STL has a strong global presence in India, Italy, the UK, the US, China, and Brazil