

# **CLOUD & SECURITY SERVICES PORTFOLIO**

**ACCELERATE YOUR CLOUD JOURNEY**

# CLOUD-BASED DIGITAL TRANSFORMATION DEMANDS A WORLD-CLASS DELIVERY PARTNER

## WE'LL HELP YOU ACCELERATE YOUR CLOUD JOURNEY

Organisations are rushing to embrace the possibilities of hybrid cloud, but a successful transition depends on having the right technology partner. We'll do whatever it takes to ensure your digital transformation is seamless and successful. Today, and tomorrow.

### **A world-class Global Service Management Centre (GSMC)**

Powered by a team of experienced cloud specialists, our GSMC accelerates business productivity and manages business risk for your Cloud journey - with 24/7/365 service from over 300 certified technology experts, each with deep and broad skills across current and emerging technologies. We've also integrated industry standard tools and automation platforms with our customer service portal to ensure seamless service.

### **Expect exceptional service**

We do whatever it takes to drastically improve business productivity:

- 10+ years average experience
- 300+ engineers
- >95% of incidents proactively detected
- <90 minutes resolution time

Driven by industry-best processes to manage business risk:

- Integrated ITSM workflows
- **ISO27001:2013, ISO20000:2011 and ISAE 3402 & SSAE 16 aligned**
- Auto-ticketing of all infrastructure changes
- 6 years of audit logs with Multi-Tier Cloud Security (Level-3), HIPAA and PCI-DSS compliance

### **Recognition by Gartner**

Tata Communications has been positioned in the Gartner Magic Quadrant for Managed Hybrid Cloud Hosting, Asia-Pacific in October 2017.\*

[Click here](#) to view the report.

\*Magic Quadrant for Managed Hybrid Cloud Hosting, Asia/Pacific, To Chee Eng et al., 31 October 2017.

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## WE ENSURE A SMOOTH TRANSITION

From service transition to deployment and enablement, our Cloud specialist works with you at every step to ensure a smooth, seamless move to Tata Communications' infrastructure and services.

Here's a look at each stage of the process.

### PRE-SALE

In this initial phase, our Cloud specialist works closely with you to create and execute a plan that ensures the service transition causes minimal disruption and design a solution that fits your needs. Expect complete transparency and regular status updates so you're always informed.

### Success story

A leading provider of IT services to the airline, transport and logistics industries needed a truly global partner that could ensure zero data loss, minimal downtime, and be agile enough to support their growth. They chose Tata Communications, and we set to work.

To minimise business risk, we created a cross-functional global team of 25 experts to manage the client's IT infrastructure migration. Given the complexity, we set up a virtual war room to collaboratively develop and execute the transition plan. Each of the client's 29 end-customers were consulted on when migration should take place, and we worked around the clock to cope with time differences and provide 24-hour support.

Around 400 servers and more than 100TB of data were successfully migrated over six months. The result? A series of global hubs on a state-of-the-art cloud computing platform, ready to meet the current and growing business needs of the client.

“The travel, transport and logistics industry demands maximum uptime with seamless data access. Working with Tata Communications we were able to deliver that with precise planning and execution.”

### IT DIRECTOR OF THE CLIENT

#### Key benefits

- Detailed plans with adequate risk management
- Complete visibility of status
- Orderly and timely transition with minimal disruption



## DURING THE SALE

This is the steady-state phase where our Cloud specialists ensure service operations run smoothly and take care of requests, quickly and efficiently.

The GSMC team is responsible for:

- **Incident management:** Constant monitoring of IT environment and process driven detection of incidents with minimum service disruption
- **Change requests** to ensure that all changes are assessed, approved, implemented and reviewed in a controlled manner – we apply standardised methods and procedures to ensure changes are carried out promptly and with minimal disruption

Our **Spotlight Customer Service Portal** (CSP) also acts as a single interface for all the information related to your infrastructure, and gives you a real-time view of availability and performance. You can also use it to check status and raise requests or incidents.

## Success story

Skylab is a fast-growing, Singapore-based provider of enterprise-level Internet of Things (IoT) solutions. It needed a partner who could deliver 100% data availability as well as infrastructure performance and security.

The client chose Tata Communications for its unparalleled five-nines availability, low latency, and high security data archiving. During deployment and migration our teams worked tirelessly to solve all issues and meet mission-critical requirements. Post deployment, our fully managed services ensure 24/7/365 high availability.

Just from one customer, the benefits enjoyed included:

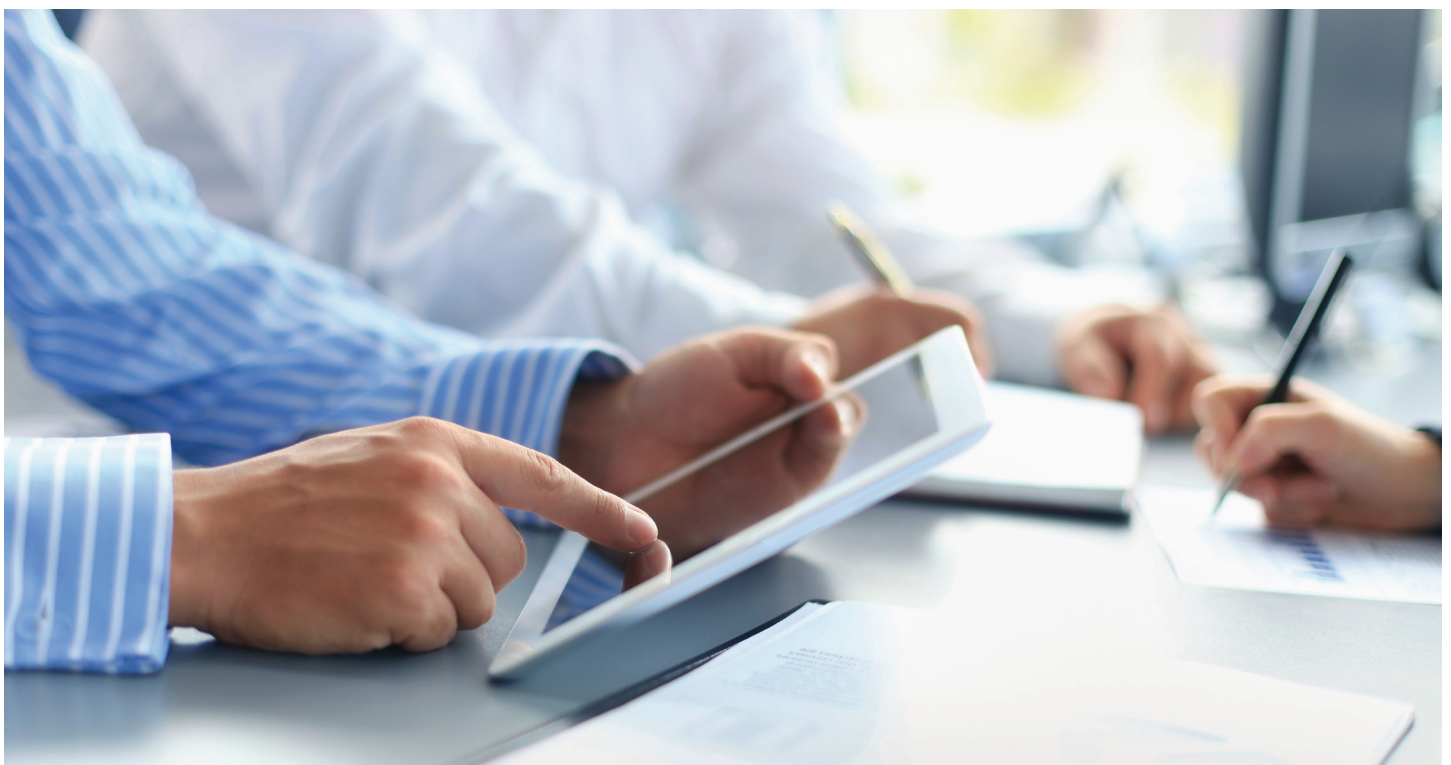
- 99.96% service level agreement exceeded to meet IoT data harvesting for regulatory reporting and standards compliance
- Right sourcing of deployment and maintenance services, saving ongoing internal manpower expense

“I was confident that Tata Communications cloud services would meet our needs, and it mobilised excellent service teams to create a great experience.”

**SEAN KIM**  
CTO, SKYLAB

### Key benefits

- 95% of incidents proactively monitored
- Average resolution time of less than 15 minutes
- Real-time visibility



## POST-SALE

At this stage, the GSMC team proactively monitors performance, running regular audits and quality analysis to ensure service assurance. We also undertake risk assessments, establish mitigation plans, and continually assess how we can make improvements to the overall service – so you benefit from the best performance at all times.

Overall, we offer:

- Quality analysis controls and assurance
- Continuous service improvements
- Service level management
- External and internal audits
- Customer audit management
- Risk assessment and mitigation plans
- Security management system processes
- Customer service portal and automations

### Success story

Headquartered in India, Aegis provides critical contact centre business services and tools to global organisations. One of these services is archiving call recordings for a minimum of seven years, according to compliance requirements. Its decentralized infrastructure made this problematic, but the cost of updating IT in-house would be onerous.

Tata Communications' IZO™ Cloud Storage was a winning alternative. A common internet file system (CIFS) enables voice recordings to be shared and archived in the cloud, with data automatically copied across multiple storage zones for full redundancy and security. Fully-managed virtual firewalls secure gateways and communications networks against cyber-threats. Point-to-point Tata Communications Internet Connectivity – a must for optimal always-available networks characterised by ultra-low latency – has also been deployed.

Key to this exceptional performance is our full-service commitment. Therefore if an issue does strike, our support team immediately expedites a solution.

“Tata Communications support services are the best there is. They respond quickly if there’s an issue. Responses are instantly escalated to ensure our data is always safe. With Tata Communications IZO™ Cloud Storage we’re confident of meeting demanding client archiving SLAs.”

**GANAPATHY SUBRAMANIYAN,**  
CIO, AEGIS

#### Key benefits

- Auto-ticketing of all infrastructure changes
- Six years of audit logs of infrastructure changes



## SPECIAL SERVICES – TECHNICAL ACCOUNT MANAGER (TAM)

Our Technical Account Managers (TAM) don't just ensure we meet your expectations – they go beyond them. Your TAM makes your business needs our priority, getting directly involved in every incident, restoring key service elements quickly, then reviewing and managing each issue to ensure you see real improvement. In short, we make it our business to get to know your business inside out.

Acting as your champion within our business, your TAM is your point of contact for whenever you need a solution. In an increasingly cut-throat marketplace, they'll give you a competitive edge by focusing on your business needs and ensuring an unbeatable time-to-market.

**Visibility is key, which is why** the TAM hosts a weekly call to update the client and resolve any issues. The TAM partners with the Service Manager for monthly service review calls and quarterly capacity review calls. In this way, any risks are identified early, so mitigation strategies can be put in place if needed.

### Success story

As Official Connectivity Provider for Formula 1™, at over the last six seasons and 100 Grands Prix, Tata Communications' superior connectivity solutions have helped the sport respond to the transformative demands of new digital platforms to get closer to its millions of fans.

We also host the mission critical infrastructure that provides a Content Delivery Network and Managed Redundant Hosting platform for Formula1.com

Imagine that, a reliable, scalable secure service for even over 5 million simultaneous hits to Formula1.com. A fully integrated professional services team works with F1™ Communications trackside operating a secure and diverse network through-out the race weekend. Dedicated Technical Account Managers (TAMs) across our network join a virtual pit-crew over each weekend ensuring our customers do what they do best; producing and distributing one of the most watch annual sporting series in the world to millions of fans.

Over 500 hours of heartbeat calls are invested in this reliability each weekend.

### Whatever it Takes

That's not all, Formula 1™ operates a mobile Communications Centre out of which our network operates. Four days to set up the network equivalent of a smart city at each of 21 international racing venues and three hours to take it apart and transport to the next event. Twenty one times a year and in less than 37 weeks.

When Formula 1™ needed a partner to provide a consistent robust connectivity experience anywhere in the world, Tata Communications was up to the challenge scaling the bandwidth over 36 times since 2012 to enable the scalability to diversify F1™ digital platforms and the content it distributed to broadcasters around the world.

“Tata Communications is there, helping to provide us with the tools and support we need to both manage and deliver the web content of Formula1.com. Control, flexibility and simplicity are key for us in being able to quickly adjust to and accommodate an ever-changing landscape. We are looking forward to being able to build on a strong platform and relationship, giving us the freedom and confidence to update and deploy upgrades and features when we want them and how we want them, without technical limitation.”

**JOHN MORRISON**  
**CHIEF TECHNICAL OFFICER**  
**FORMULA ONE MANAGEMENT**

**TATA COMMUNICATIONS**



## SECURITY SERVICES

The threat to IT security continues to grow – so how can you stay one step ahead? With multi-platform support, industry-leading SLAs and 24/7/365 monitoring, we're fully geared to strengthen your security profile and protect data on any device, anywhere, any time.

Our Security services operations centre has been running for over ten years, with 200+ security specialists each averaging five to ten years' experience. We mitigate around 30 global attacks and at least 75 DDoS attacks every day, with an average customer notification time of 15 minutes (with a contractual obligation of 30 minutes).

Working together, we'll design a programme that perfectly fits your security needs and defends your organization from attacks on networks, endpoints, applications, data, identity and infrastructure. So you'll be able to:

- **Block malicious traffic** while ensuring your network and applications remain available
- Achieve and maintain your **compliance** and **regulatory requirements** at all times
- **Improve network** and application uptime
- **Safeguard** your customer experience and reputation
- **Avoid capital expenditure** and lost revenue from outages
- Mitigate events based on **maximum attack size**, not bandwidth
- **Protect last-mile bandwidth** and avoid over-provisioning
- **Accelerate incident response** rates with access to trainee

### Success story

Headquartered in India, Robert Bosch Engineering and Business Solutions (RBEI) is the largest Bosch software centre outside Germany. Its 17,000 associates work primarily with automotive, industrial technology, consumer goods and building technology customers to deliver end-to-end solutions including security. Aggressive global growth plans demanded an integrated IT network to improve efficiency and connectivity.

Tata Communications premium internet services at three RBEI nodes – plus eight-location connectivity to its unified threat management (UTM) service – delivered just what Bosch was looking for. And a secure, Zscaler cloud-based vProxy solution completed the picture. Time to market was cut by 50 percent, supported by near 100 percent network availability over a six-month period. What's more, IT and network team productivity saw a 50 percent increase with CapEx and OpEx reduced by 80 percent and 30 percent respectively.

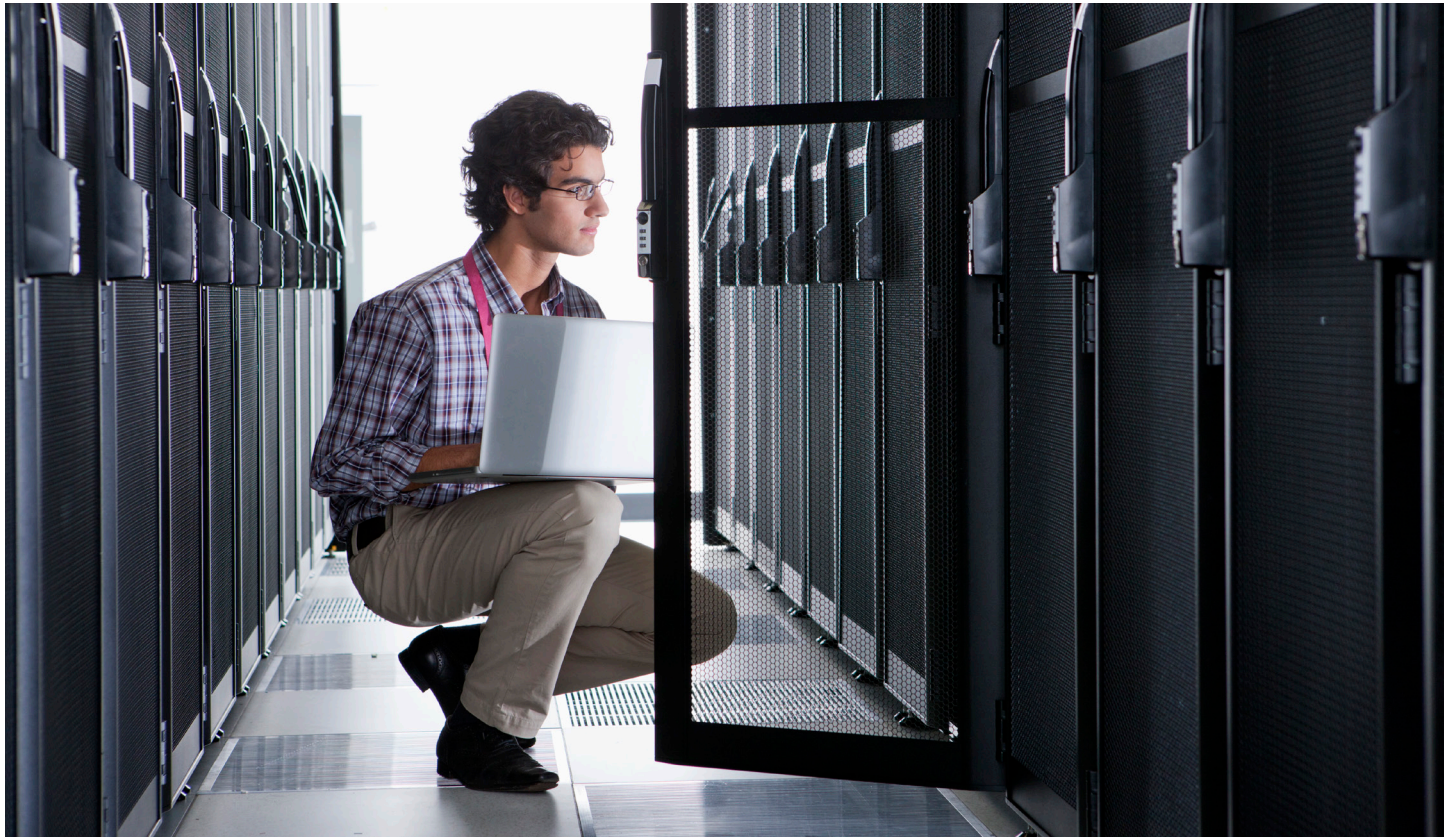
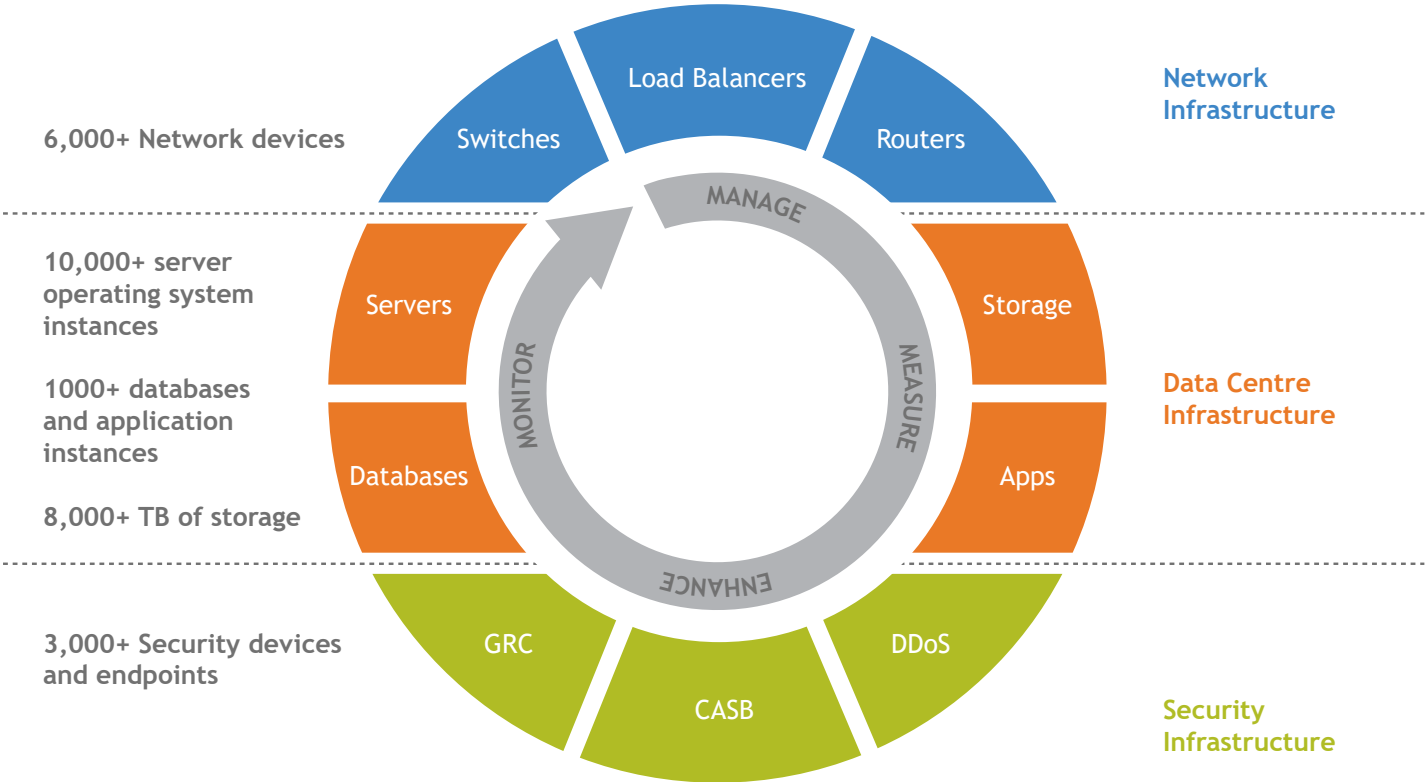
This cost-effective, integrated approach has enabled RBEI to redefine the network experience for its staff, its customers and – crucially – their end users.

“We wanted an independent service provider who could work with minimum intervention and support from our in-house team. That's exactly what we got with Tata Communications.”

**VENKATA KRISHNA,**  
**PRINCIPAL CONSULTANT,**  
**ROBERT BOSCH ENGINEERING**

**REAL-TIME SECURITY  
THREATS REQUIRE  
REAL-TIME EXPERTISE.  
OUR SECURITY  
OPERATIONS CENTRE  
(SOC) PROVIDES  
EXPERT MANAGEMENT,  
MONITORING AND  
SUPPORT 24/7/365.**

GSMC: SCALE OF OPERATIONS



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