

<b>Client</b>	CSS is a prominent business augmentation services provider operating in multiple locations with over 150 service stations at each location.
<b>Business Challenge /Requirement</b>	CSS offices maintain numerous file system servers, in house email & web servers; the company has to make sure that the downtime on a client or a server is less than an hour on any given day. Most of the machines are required to run 24 X 7 with little to no down time.
<b>Solution /Scope of Work</b>	<p>Our engineering staff assists the in-house IT administrators by providing unlimited remote support for all the end users, allowing more time to concentrate on deploying the long-outdated IT projects critical for supporting the business' growth.</p> <p>Automating a number of previously manual tasks including patch management, software deployment, server monitoring, network monitoring and SLA compliant network admissions in order to allow the primary IT administrators to more efficiently support each of their assigned in house products at the branch locations.</p>
<b>Measurable Benefits</b>	CSS is now able to focus on their core business and the company now witnesses the visibility necessary to continue the over growth rather than focusing on the overwhelming daily end user management of the infrastructure.
<b>Technology</b>	<ol style="list-style-type: none"> <li>1.) Windows 2003, 2008 Server Administration, UNIX, LINUX OS Administration</li> <li>2.) Asterix VOIP Server, MYSQL, MSSQL Administration</li> <li>3.) CISCO Switch, Router, Sonic Wall Firewall, Managing Internet bandwidth from VSNL, BSNL</li> <li>4.) ZIMBRA Mail Server Maintenance, IIS/Apache Web server Administration</li> <li>5.) Windows XP, Windows 7, Outlook support.</li> <li>6.) Server Hardware, Desktop Hardware, Printer support</li> </ol>
<b>Client Comments</b>	<i>"Best service provider thus far. Great planning and service packaging" –, Mr. Sharma, Sr VP Corporate Services - CSS Tech</i>