



**HEX64**

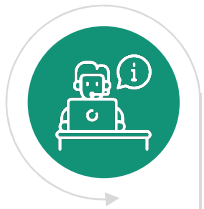
A COMPLETE SUITE OF IT SOLUTIONS

**MANAGED IT SERVICES**

# OVERVIEW



HEX64 InfoSolutions is a Managed services provider company based in India with 6 years of experience in advanced IT solutions worldwide with a team of 35+ certified professionals working on various array of technologies.



2015

The journey was started in early 2015 by providing IT support services to local small and midsize businesses.



2017

In 2017, we got registered as a Managed IT services provider and, moved ahead to fill the technology gap in SMBs.



2018

As an MSP, we started our global journey with footprints in The USA, Canada, UK, etc.



2020

In early 2020, we set up a NOC center & launched our cloud-based solutions for infrastructure monitoring & management.

## OUR VISION



*We started our journey with a vision to fill the **technology gap** between **SMBs** and large **IT companies**.*



Since the most percentage of the **IT services** market is captured by **IT giant** and rest is the hardware seller. So, we offer **right IT services** at affordable rates to help **SMBs** to achieve their **business goals**.

## OUR VISION



# OUR SERVICES



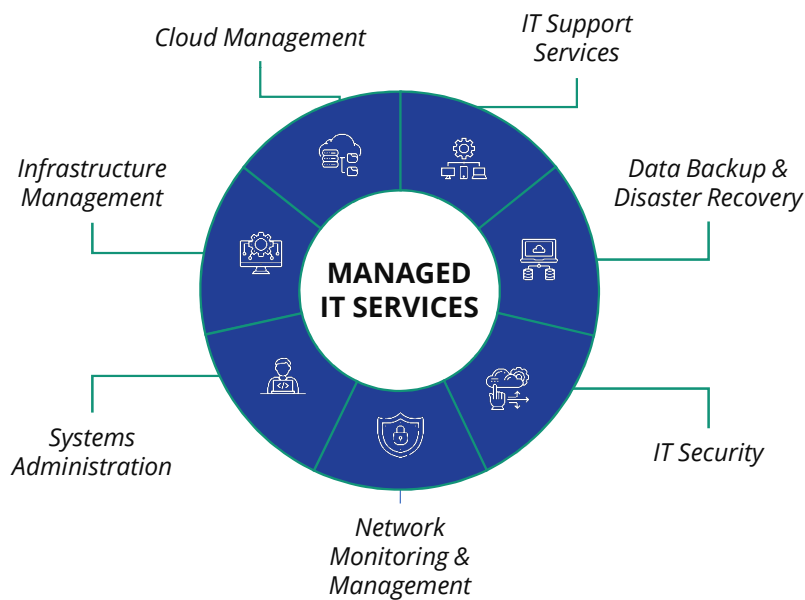
| Remote Infrastructure Management (RIM)   | Network Operations Center   | DevOps Consulting  | Cloud Management  |
|--|---|--|---|
| <p>We provide <b>end-to-end</b> infrastructure services at a lower cost.</p>   | <p>We provide <b>24*7 NOC services</b> based on what your business needs.</p>   | <p>We help you to transform Your <b>IT Operations</b> with DevOps</p>  | <p>Handpicked <b>cloud services</b> to reduce your <b>IT management</b> overhead &amp; cost.</p>  |
| <ul style="list-style-type: none"> <li>✓ 24x7 Support</li> <li>✓ Instant Remediation</li> <li>✓ One-Stop Solution</li> <li>✓ Automated Process</li> <li>✓ Patch management</li> <li>✓ Rapid Remote IT support</li> <li>✓ Endpoint security Management</li> <li>✓ MDM management</li> <li>✓ Multi-level escalation metrics</li> <li>✓ BCDR management</li> <li>✓ Lower TCO</li> </ul> | <ul style="list-style-type: none"> <li>✓ Network Administration</li> <li>✓ 24x7 Monitoring</li> <li>✓ Proactive Maintenance</li> <li>✓ Break-Fixes</li> <li>✓ Incident Response</li> <li>✓ High-Availability</li> <li>✓ Periodic Upgrade</li> <li>✓ Regular Health check</li> <li>✓ Security management</li> <li>✓ Vendor Management</li> <li>✓ Scheduled reporting</li> <li>✓ Change Management</li> </ul> | <ul style="list-style-type: none"> <li>✓ Infrastructure Assessment</li> <li>✓ Planning &amp; Creating Roadmap</li> <li>✓ End-to-end DevOps implementation consulting</li> <li>✓ Project recovery consulting</li> <li>✓ Infrastructure as a Code (IaaS)</li> <li>✓ CI/CD Setup</li> <li>✓ Test Automation</li> <li>✓ Performance Tuning</li> <li>✓ DevOps Security</li> <li>✓ Automated Monitoring &amp; Management</li> <li>✓ Proactive Support</li> </ul> | <ul style="list-style-type: none"> <li>✓ Architecture &amp; Design</li> <li>✓ Infrastructure Set Up</li> <li>✓ Hybrid Cloud</li> <li>✓ Deployment &amp; Testing</li> <li>✓ Roadmap and Strategy</li> <li>✓ Cloud Security</li> <li>✓ 24/7 Monitoring &amp; Support</li> <li>✓ Multi-Cloud Support</li> <li>✓ Migration</li> <li>✓ Email Setup</li> <li>✓ Account Management</li> <li>✓ Cost Management</li> <li>✓ Automation</li> </ul> |

# OUR SERVICES IN DETAILS



## Managed IT Services

Managed IT services by HEX64 backed with a successful & proven record in ITSM spanning the all-around support for cloud, on-premises, and hybrid infrastructures and include consulting and migration services for proactive IT evolution.



## IT Infrastructure Consulting

Our IT Infrastructure consulting services are designed to help organizations design, build, run and manage a scalable, flexible and reliable IT infrastructure.



## Remote IT Helpdesk

HEX64's RIM services wrapped with administration, monitoring, troubleshooting, and optimization of corporate IT infrastructure remotely.



## IT Security

Our IT security services aim to ensure IT security with our solutions in the areas of VAPT, data protection, risk & compliance, threat management and mitigation, and cyber security monitoring & management.



## Network Management

We offer a complete range of services for network management including network design, implementation, configuration, and optimization, 24x7 networks monitoring, and break fixes.

# Service Level Agreement



| Service Level Targets   | Ticket Acknowledged | Technician Assigned |
|---|---------------------|---------------------|
| <div data-bbox="143 421 291 564"> <p><b>SEVERITY<br/>CRITICAL</b></p> </div> <ul data-bbox="324 427 1317 561" style="list-style-type: none"> <li>• Business operations are down with no workaround.</li> <li>• Company-wide outages.</li> <li>• System outages preventing you from conducting essential business tasks.</li> <li>• Issues affecting your ability to effectively service customers.</li> </ul> | 10 Minutes          | 30 Minutes          |
| <div data-bbox="143 609 291 753"> <p><b>SEVERITY<br/>HIGH</b></p> </div> <ul data-bbox="324 632 1144 734" style="list-style-type: none"> <li>• Business operations are severely degraded company wide.</li> <li>• Multiple user stoppage.</li> <li>• Outage issues prevent a department or group from working.</li> </ul>   | 15 Minutes          | 01 Hour             |
| <div data-bbox="143 798 291 941"> <p><b>SEVERITY<br/>MEDIUM</b></p> </div> <ul data-bbox="324 804 1059 938" style="list-style-type: none"> <li>• Entire company production has been slightly reduced.</li> <li>• Multiple users severely degraded.</li> <li>• Single user stoppage.</li> <li>• Emergency change requests.</li> </ul>  | 30 Minutes          | 02 Hours            |
| <div data-bbox="143 986 291 1129"> <p><b>SEVERITY<br/>NORMAL</b></p> </div> <ul data-bbox="324 1008 1039 1110" style="list-style-type: none"> <li>• Multiple user productivity has been slightly reduced.</li> <li>• Single user degraded/reduced.</li> <li>• Change requests that are time sensitive.</li> </ul>   | 30 Minutes          | Same or next day    |
| <div data-bbox="143 1174 291 1318"> <p><b>SEVERITY<br/>LOW</b></p> </div> <ul data-bbox="324 1193 1144 1295" style="list-style-type: none"> <li>• Change requests that are not time sensitive.</li> <li>• Issues that do not prevent overall productivity of employees.</li> <li>• Requests for information</li> </ul>  | 30 Minutes          | 48 Hours            |

**\*\*Above mentioned SLA is based on the subscription plans.**

# TOOLS



We use *MSP* version of *PSA & RMM* tools to deliver & manage the services.

## NOC Tools



## RMM Tools



## Ticketing Tools



# PRICING MODEL



*Depending on a project and the nature of the delivered service, we resort to one of the following engagement models:*

## Fixed Price

Recommended for middle/large-size projects for maintenance/outsourcing complete IT infrastructure.  
(For any Managed IT Services)



## Pay as you Go

Best suited for one-time implementation, consulting, Break-fixes  
(For help desk / Hourly Basis services)



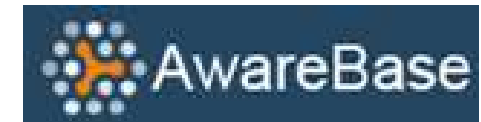
## Monthly subscription fee

Used for managing servers and/or complete infrastructure with per device monthly fixed charges.  
(For NOC & RIM Services)





# OUR CLIENTS



# OUR SUCCESS STORIES



## CASE STUDY 1:

### Service:

- Remote Infrastructure Management

### Client:

- **A US-based** Construction company with multiple branch offices

### Tools & Technologies:

- Windows server & Endpoints, VMWare, FortiGate firewall, AV, Azure, O365, etc.

## Remote Infrastructure Management

### Customer Needs:

- 24\*7 RIM services to monitor & manage the infrastructure.
- Providing maintenance after-hours

### Support:

- Performed day-to-day IT housekeeping jobs.
- Managed servers and end-users.
- Provide highly trained experts available 24\*7 to resolve high-end issues.
- Managed tickets and provided remote support for the all types and size of issues.
- Monitored resources 24\*7 to ensure high uptime of critical data & services.
- Proactive maintenance & break-fixes for the issues.
- Managed endpoint security and email services.
- Performed maintenance during non-production hours.
- Managing the infrastructure changes and technology consulting

# OUR SUCCESS STORIES



## CASE STUDY 2:

### Service:

- NOC Services

### Client:

- **A Canada-based** service company

### Tools & Technologies:

- Windows server & Endpoints, VMWare, FortiGate firewall, PRTG, Freshdesk, etc.

## Remote Infrastructure Management

### Customer Needs:

- Monitoring resources after-hours to cover 24\*7 service coverage.
- Providing proactive L1, L2 & L3 support in case of any issue encounters.
- Ensuring seamless and secure network connectivity with devices.

### Support:

- Performs 24\*7 network monitoring and day-to-day administration tasks.
- Detects issues and perform instant break fix.
- Performs proactive maintenance.
- Improved availability of network and other resources to ensure High uptime.
- Real-time network status and performance with efficient preventative maintenance schedules.
- Maintain and improve system uptime and security, and regularly revise (modernize, optimize) the internal services.
- Track and assess basic incidents and assigning resolutions
- Regular hardware health check.
- Root cause analysis and reporting (Monthly/Annual)



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**THANK YOU!**