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Enterprise Network Operations Center

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Making a difference to
business through
communication

Managing communications over IP

Lights on Eljay



Corporate Fact File

Recognitions for Growth:

- In IT services since 1988
- Cisco certified registered partner
- Microsoft Certified Gold Partner
- ISO 9001 : 2001 certified for providing Enterprise Voice & Data Network Management and Solutions

Stable

- Consistent growth in revenues, technology spectrum and skilled engineering personnel
- Strong partnerships in investment and business communities

Global

Offices and clients across North America, Western Europe and Asia Pacific

Capabilities

- Experience of about 400,000 Man Hours of core Technology Expertise in Unified Communications and IP Telephony
- Ability to monitor & manage across all Managed Security and Network Devices
- Eljay Global Delivery Model, giving unparalleled execution capabilities across the world
- Pro-active Remote Network Monitoring and ITIL compliant network management
- Augmenting existing Network Support abilities and personnel with 24x7x365 "Total support solution"
- Currently managing 40,000 devices in 250 locations
- A customer - A fortune 500 Company which has its locations in 400 Cities and in 70 Countries
- A partner - One of the America's leading remote network management, IP Telephony management services and IT infrastructure solutions provider having more than 25 large and medium enterprise clients based across USA

Mission Statement

“To combine technology and expertise to support, enhance and add value to the entire IT Infrastructure Management of Enterprises through efficient Managed Network Services and Managed Converged Network Services “

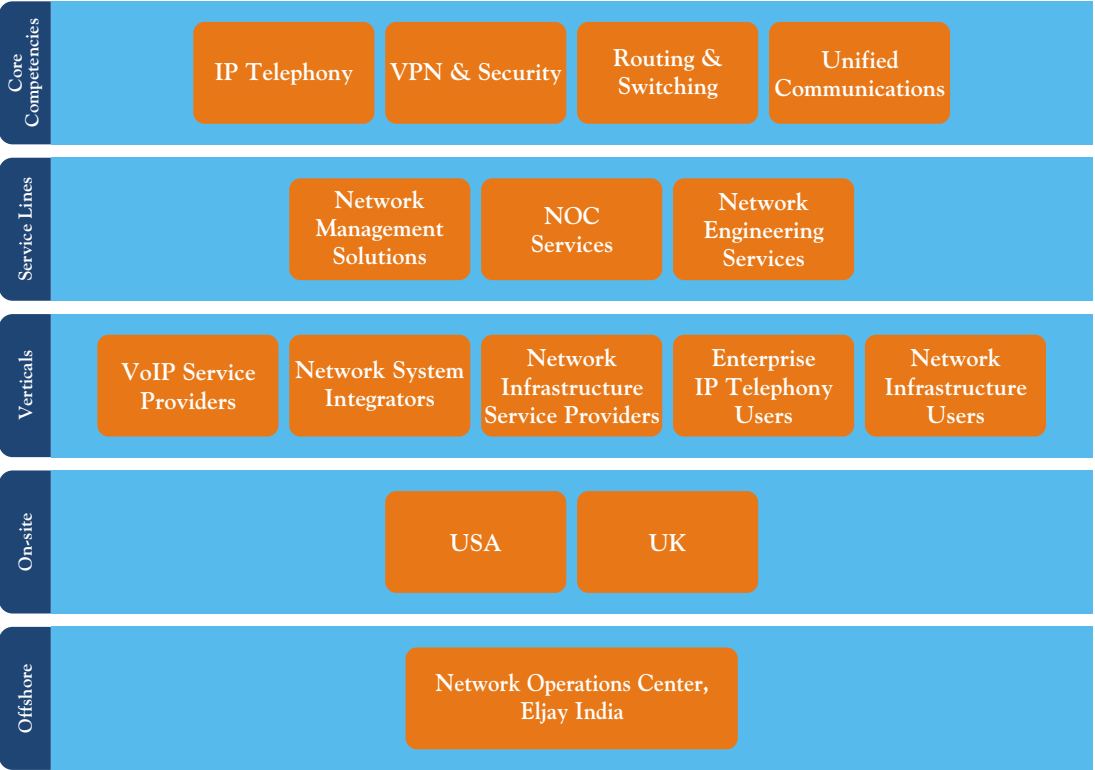
I think most of the engineers are top rated engineers. We have been working with other countries in the world but Eljay has been extremely professional, courteous and technically savvy to work with.

-US partner Testimonial





Eljay Global Delivery Model



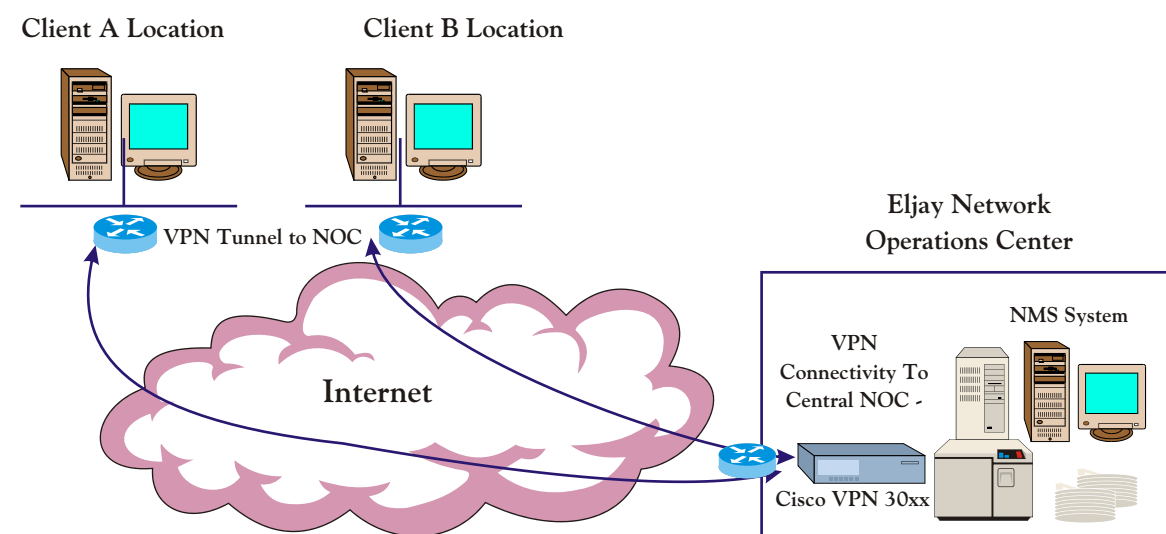
Technologies:



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Secured Network Operations Center - a typical model



Each customer network is connected to the Eljay NOC through a secure VPN Connection, Limiting SNMP and ICMP traffic.

Network Operations Center Services

- Pro-active Remote Network Monitoring and ITIL compliant network management
- Level-1 for customer verification, trouble ticket management, hardware troubleshooting and diagnostics
- Level-2-3 support for network infrastructure which includes advanced level diagnostics and troubleshooting for complex networking technologies such as MPLS WAN, Metro Ethernet, VPN, AVVID etc
- Tailor made Network and communication services health check
- Augmenting existing Network Support abilities and personnel with 24x7x365 "Total support solution"

Advanced NOC Support

- Geographic Diversity
- Single point of contact
- Internationally accredited procedures

Network Engineering Services

- **Onsite Engineering Support**
 - Efficient Onsite - Offshore skills and expertise distribution models
 - Availability of Certified Engineers to continuously monitor client networks Onsite
 - Onsite Engineers are backed up by a center of excellence in expertise
- **Deployment and Rollout Support Services**
 - Data & Voice Network Deployment with a high level Logistical planning and Project Management
 - Management of inherent diversity & complexity of Application Infrastructure in Unified Communications network deployments
 - A Range of solutions offered for Network Rollout in large enterprises
 - Complete end to end site rollout supervision & project management





Network Life-cycle Solutions

- Implementation
- Staging and Testing
- Installation Data Center / Customer location
- Posts install Documentation and training

Assessment and Readiness Audit

Eljay understands the customer network through a standard process of assessment which includes studying and documenting:

- Network Design
- Network Devices
- Network Traffic Flow
- Network Configuration
- Network IP Services
- Network Applications

Network Readiness audit is focused around the following factors to review the network for new technology implementation.

- New Technology Implementation
- VOIP
- Video
- New Applications
- Expansion

Planning and Design

- Project
- Project Engineering
- Configuration
- Staging and Rollout Coordination



Day 2 support

After the installation, Network Reliability and Maximum Network Uptime are the key issues to customer for optimized business and ROI. We strongly address these factors through our various support services options vis-à-vis NOC Services.

Hosted Unified Communication Services H-UCS Solution

Eljay offers the following support services in Cisco Hosted Unified Communication Services (HUCS) solutions:

- Configure the H/M-UCS Data Center systems and associated Center's customer-premise equipments
- Verification for the configuration
- Assist and test various circuit turn up for the site
- Assist and troubleshoot initial end user device installation for the site
- Complete Day-2 support after the site install for provisioning new end users and customers using Operations Support System from Vision (BVSM & APT)
- System level management and troubleshooting for problems and issues using ITIL practices

Voice Keeper Solution

Eljay Voice Keeper is a set of Customized IP Telephony network support services:

- Dark Hour support
- 24 X 7 network monitoring and support
- Fault altering/ reporting & performance monitoring
- Maintenance of QoS parameters
- Maintenance of Voice Quality by monitoring occurrences in Voice Networks
- Crisis Management & Dedicated customer service contact
- OS Monitoring & upgrades
- Periodic Configuration Management through regular Audits, Upgrades, Ongoing Trend Analysis and Optimization.
- IPT trouble ticket resolution

Microsoft Active Directory and Exchange Support Services

Eljay’s Microsoft line of support service can provide Level-2 support for Multi-forest Active Directory and Exchange:



The services include:

Messaging Infrastructure Support

- Contingency Planning
- System Monitoring
- Server Administration and Support
- Gateway Management
- E-Mail Distribution List Processing
- Content Filtering (message scanning and spam prevention)
- Virus Management

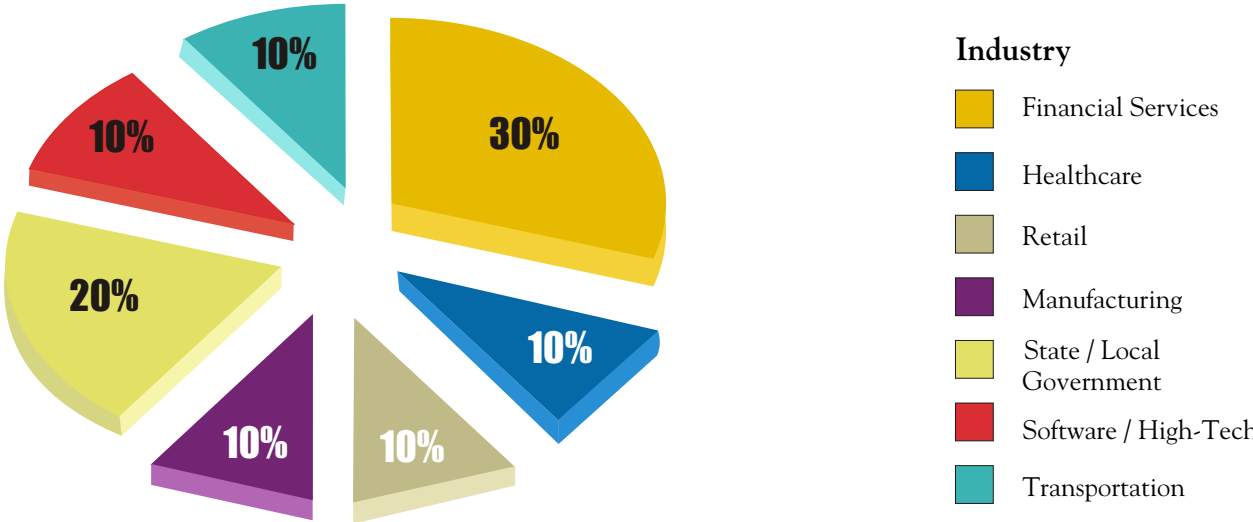
Active Directory

Eljay can provide level-2 support for troubleshooting complex Active Directory issues such as replication problems, multi-domain partition configurations, corrupted AD objects, clean-up of legacy beta software configuration objects in production AD environment, and repair of failed installations of AD and AD-integrated applications.

Eljay’s Microsoft support professionals are also skilled in using “expert only” AD tools such as ADSIEDIT, NTDSUTIL, DCDIAG and NETDIAG.



VoIP usage by Industry

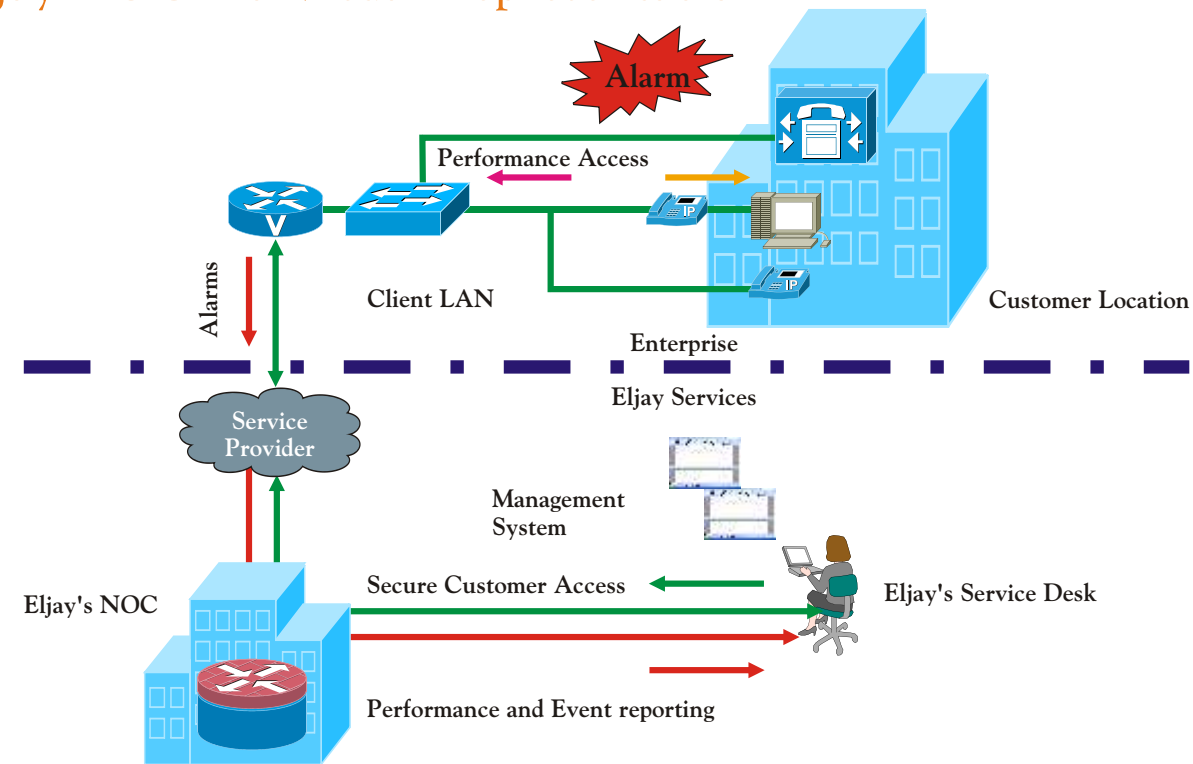


Sure Secure Solutions

Eljay Sure Secure solutions are for managing the security infrastructure:

- Network Security infrastructure support
- Firewall management
- Security logs analysis
- Network Intrusion Prevention and Detection
- Security Information Management
- Vulnerability Scanning
- Threat Intelligence

Eljay NOC - a Visual Representation



IPT Helper Solutions

Solutions for enterprises deploying converged technologies to transport data, video and voice:

IPT Network Design Consultancy

- IPT Dial Plan Design and Engineering consultancy
- Cisco UC Server & Application Engineering
- Dial Plan Management
- Cisco UC Server & Application Management
- Cisco UC Application monitoring & Performance Reporting
- IPT Onsite Engineer

IPT Help desk solution

- User queries and training
- IPT Trouble ticket management

Expertise

- Experience of about 400,000 Man Hours of core Technology Expertise in Unified Communications and IP Telephony
- Engineers with certifications like Cisco's CCIE, CIPT, CCSP, CQFS, CQVS and Avaya's ACA, ACE, ACS in-house
- Expertise in various TAC's on Complex Issues related to Cisco AVVID and Avaya IPT Framework
- Ability to monitor across all Managed Security and Network Devices

Eljay Value

- All the Services & Solutions come with Value Additions from the “ follow best practices strategy” from Eljay
- In tact follow up hierarchies and processes evolutionary methodologies in complying with Service Level Agreements
- Prime customer references with appropriate service delivery matrix in the advancing stages of business

Eljay Advantage

- Eljay, at the leading edge of technology, delivers the latest and enhances competency of customers
- Offer solutions tailored to an organization's Network Requirements and Business Objectives
- Global Delivery Model, giving unparalleled execution capabilities across the world
- A fully equipped Network & Security Operations Center (NOC) in Chennai, India
- Pool of engineers with Industry Standard Certifications on CISCO and AVAYA Technologies