

Progressive

We Serve
THE DIGITAL WORKPLACE
24X7

Great
Place
To
Work.®

Certified
MAY 2023 - MAY 2024
INDIA



ENGINEERED FOR THE
FUTURE OF WORK



www.progressive.in

www.workelevate.com

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STORY OF TRUST



Brand Recognition



Progressive Infotech mentioned in the Gartner Market Guide 2022 for Public Cloud Managed & Professional Services, Asia/Pacific

Progressive Infotech is positioned in the Gartner 2020 Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide as a Niche Player.



IDC mentions Centilytics in the Worldwide Cloud Cost Transparency Software Market Shares, 2020: Product Innovation Drives Rapid Growth report.

Quality Management



Unique Culture



MSP Partnership




Gold
Microsoft Partner
Azure Expert MSP
Microsoft

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Current Footprint 2023

 **200K +**
END POINTS

 **125K +**
TICKETS/
MONTH

 **8500+**
DC
INFRASTRUCTURE

 **\$ 750 M+**
CLOUD REVENUE UNDER
MANAGEMENT
36 M+ COST OPTIMIZED

 **110+**
PAN INDIA
LOCATIONS

FOCUS ON PROCESS AND OUTCOMES REDUCE PEOPLE DEPENDENCY RISKS



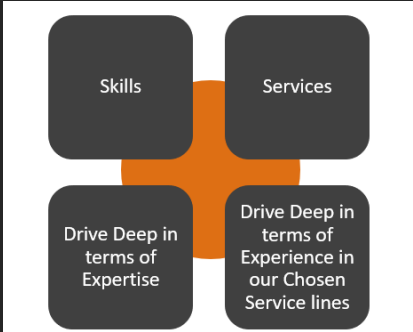
Experience Level Agreement (XLA) over Service Level Agreement (SLA)

Delivering services with an 'employee-first' focus



Play Long and Sustainable

2 Inches Wide
x
2 Miles Deep



FULL SPECTRUM OF IT MANAGED SERVICES

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**WORKPLACE
SERVICES**



**INFRASTRUCTURE
MANAGED SERVICES**










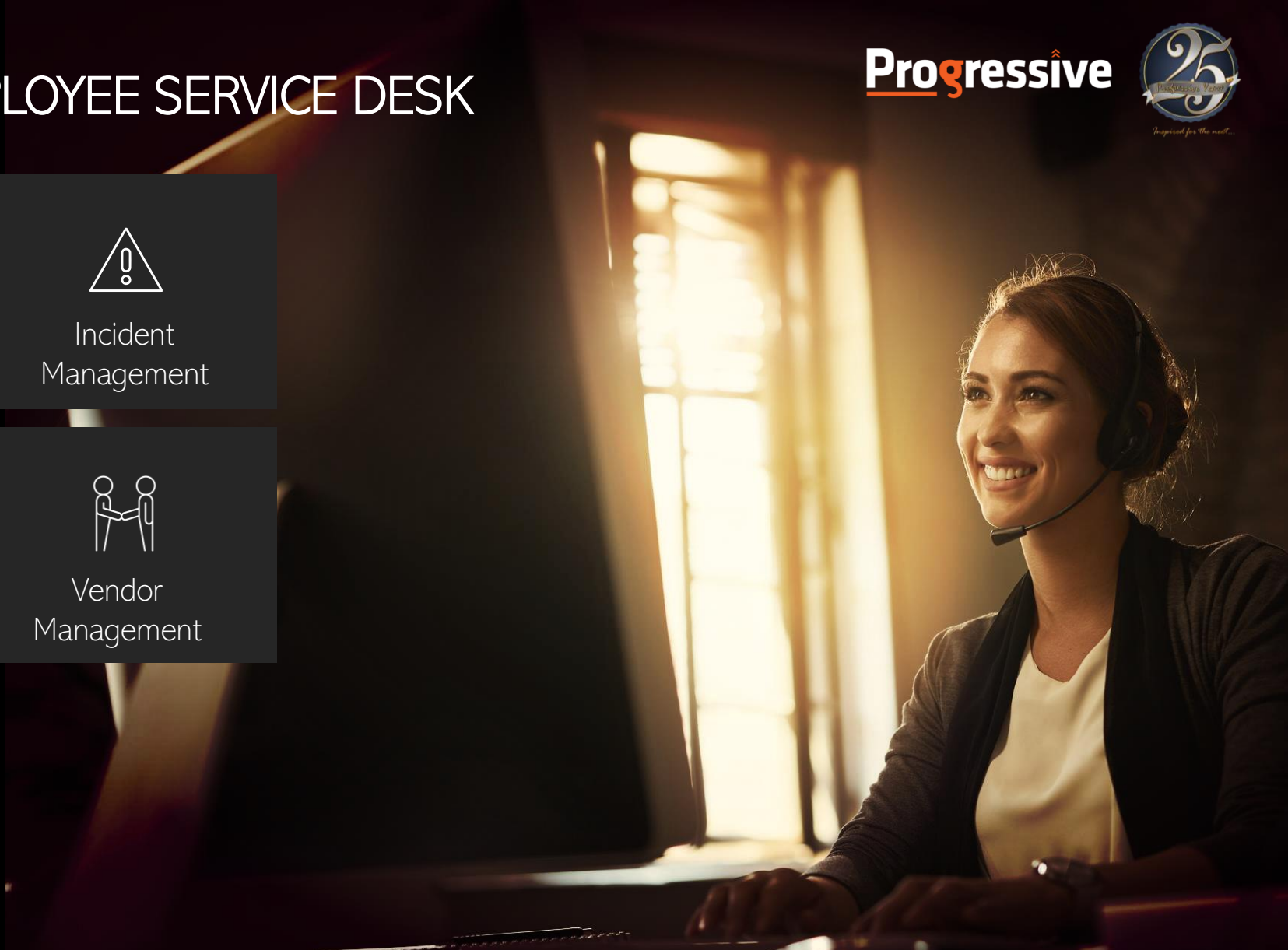
**CYBER
SECURITY SERVICES**



**IT ASSET
MANAGEMENT**

WORKPLACE SERVICES - EMPLOYEE SERVICE DESK

 Omni-channel Support	 24x7 Support	 Incident Management
 Problem Management	 Change Management	 Vendor Management
 Service Catalog		



WORKPLACE SERVICES – DIGITAL WORKPLACE MANAGEMENT



End User
Experience
Management



Unified
Collaboration



Meeting Room
& Townhall
Management



BYOD- Mobile
Device
Management



Employee
Onboarding and
Offboarding



Virtual Desktop
Management



End User
Application
Support



WORKPLACE SERVICES - APPLICATION SUPPORT

L0

- Product and technical information.
- Manuals and FAQs.
- Knowledge base with convenient search.
- Continuous maintenance of all documents.

L1

- Receiving and registering requests submitted via omnichannel
- Prioritizing support requests.
- Efficient SOPs and ITSM processes.
- Solving basic user issues under SLA.
- Providing issue status updates according to an agreed SLA till resolution.



UNIFIED COMMUNICATION & COLLABORATION PLATFORMS



among others...

BUSINESS APPLICATION SUPPORT



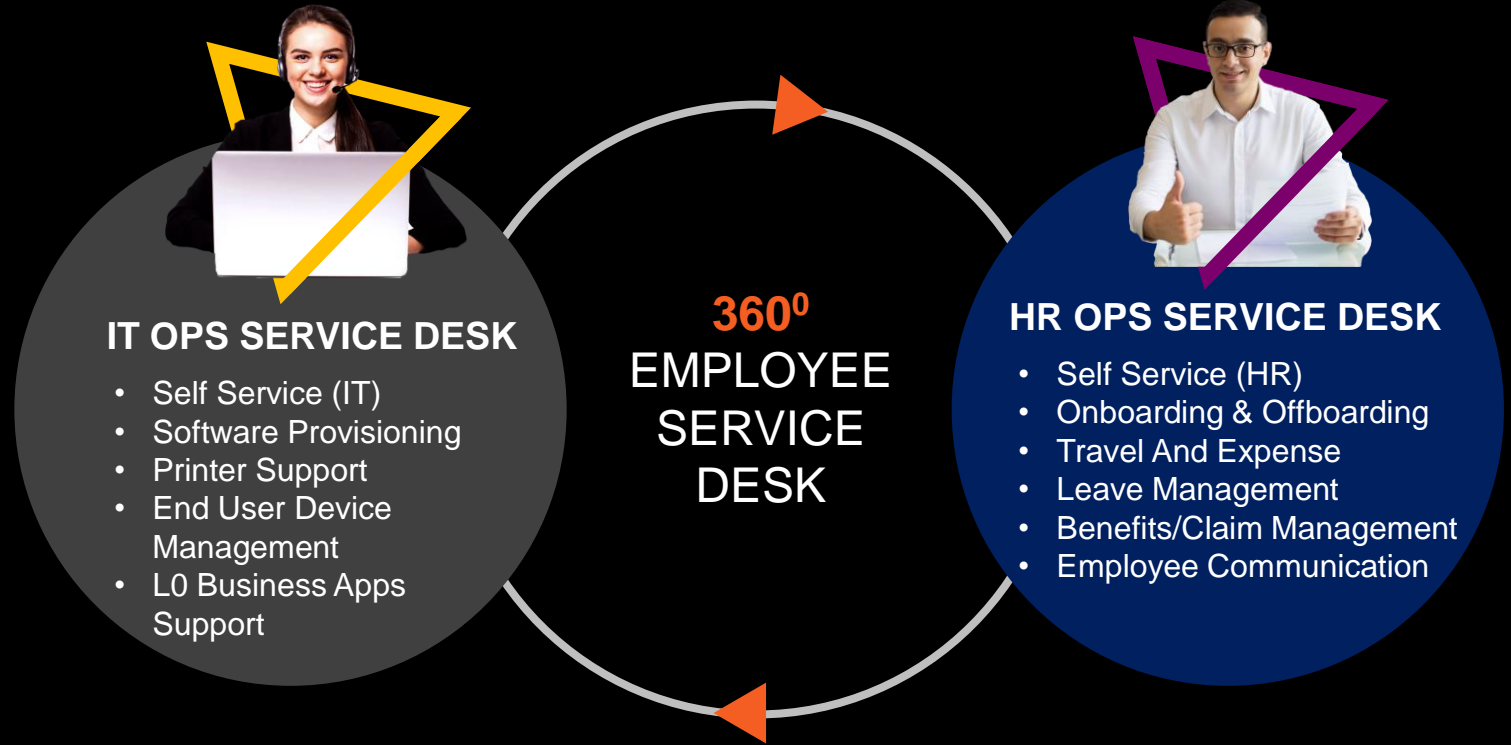
Custom Application

among others...

WORKPLACE SERVICES - WORKELEVATE PLATFORM

KEY CHALLENGES

- Wasted Time on Recurring Tickets.
- Employee experience and productivity loss as most organizations follow the age-old SLA metric rather than XLA+SLA.
- Supporting Work from Anywhere, anytime, and on any device 24x7
- Too many SPOCs for employee needs



Conversational AI Chatbot:

24X7 support and access from Microsoft Teams, Slack, WhatsApp etc.

Self-Service: One Click

Troubleshooters for quick resolutions

Self-Healing: Agent Based

Automation for Proactive Remediation

Managed End-points:

Remote System Troubleshooting and Access

Ticket Management:

Seamless Integration Capabilities for Ticket Management and Visibility

INFRASTRUCTURE SERVICES - HYBRID DATACENTER SERVICES

PUBLIC CLOUD

- AWS
- Azure
- Google Cloud Platform
- Docker / Kubernetes



PRIVATE CLOUD

- VMware
- Microsoft
- Red Hat OpenStack



DC INFRASTRUCTURE

- Servers & Storage
- Network & Security Devices
- Firewall



DC OPERATIONS

- Advisory & Cost Optimization
- Automation
- Monitoring, Alerting & Reporting
- Remediation & Troubleshooting
- Maintenance, Patch Management; Platform Management; Performance Management
- Backup & Recovery



INFRASTRUCTURE SERVICES - NETWORK MANAGEMENT

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Network Traffic
Analysis



Network Security
Monitoring



Server
Monitoring



Cloud Infrastructure
Monitoring



Application
Performance



Network Device
Management



INFRASTRUCTURE SERVICES - DATABASE MANAGEMENT



Database Installation and Configuration



Performance Tuning



Database Upgrades and Migration



Database Troubleshooting, & Bug Fixes



Database Security



Database Backup and Recovery

DATABASES SUPPORTED

ORACLE



CYBERSECURITY - CAPABILITY STACK

Advance Series

Threat Hunting

Behavior analytics, Incident response and Breach response

Breachability Score

24X7 vulnerability & Configuration watch

Detection Service

Custom use-case based Correlation. & IOC, Attack Pivots, Lateral movements, UEBA monitoring

Response Automation

Security Orchestration and Automation Response

Hunting

Reconciliation & Detect

Managed Incident Response

Basic Services

Alerting

Reporting

Advisories

24x7 Event Monitoring Services

Access Profile

Threat Profile

24x7 Device Managed Services

Professional Services

SOC Engineering Services | Threat Use-Cases Definition | Log Engineering Framework



CYBERSECURITY OFFERING

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Virtual CISO Service with CISO Assist

- ✓ Risk Assessment
- ✓ Security Policy Development
- ✓ Incident Response Planning

Detect, Respond & Resolve with Cyber Intelligence Center

- ✓ VAPT
- ✓ Cyber Monitoring Services
- ✓ Cyber Remediation & Management
- ✓ Threat hunting Services
- ✓ Security Automation

SOC located at Noida, India

SUZLON

Rambus



IT ASSET MANAGEMENT CHALLENGES



USE OF EXCEL &
HOME-GROWN TOOLS



THE EVOLVING INTRICACY
OF THE DEVICES &
SOFTWARE LANDSCAPE



CIO VS CFO
LEADERSHIP DYNAMICS



COST SPRAWL
& VENDOR NON-
COMPLIANCE



ASSET MANAGEMENT OFFERING

ASSET VISIBILITY

Publish IT Asset Inventory	Reconciliation (HW/SW)	PAV (Physical Asset Verification)	FAR (Fixed Asset Register)
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ASSET MANAGEMENT

Asset Tagging	Asset Movement Tracking	Maintain Config Change	Spare & Stock Management	Vendor Management
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ASSET GOVERNANCE

Audit & Compliance	Maintain Asset Depreciation	Asset Life Prediction	Asset Retire
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SERVICE EXCELLENCE LEVERS

Modernize IT Infrastructure Management

Best-of-the-breed tools, technologies & capabilities backed by subject matter experts catering to End user and Hybrid DC Support Services

Technology CoE

24x7 NOC

Simplify Monitoring & Management

24x7 Monitoring, management and remediation of servers, networks, applications, databases and end user devices

Deep vigil on Security

24X7 monitoring and protection against cyber threats

24x7 SOC

Service Automation

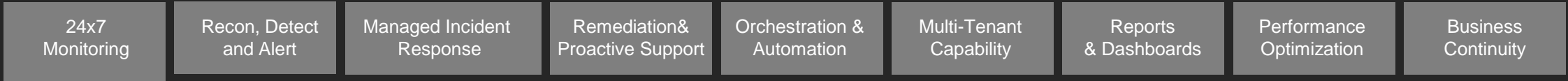
Build Digital Dexterity

Drive self-service capabilities for end-users leveraging automation focussing on XLA rather than SLA.

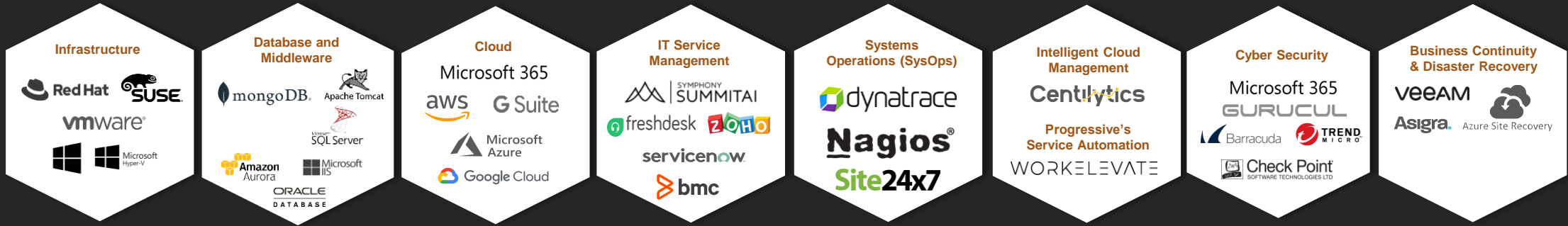


24x7 CENTER OF EXCELLENCE

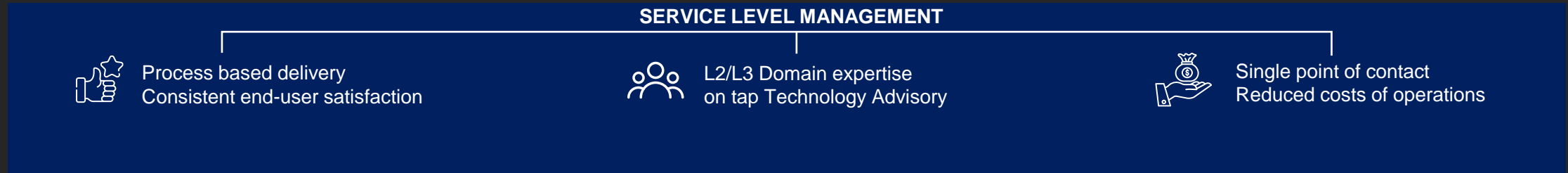
24x7 NOC | SOC



TECHNOLOGY STACK

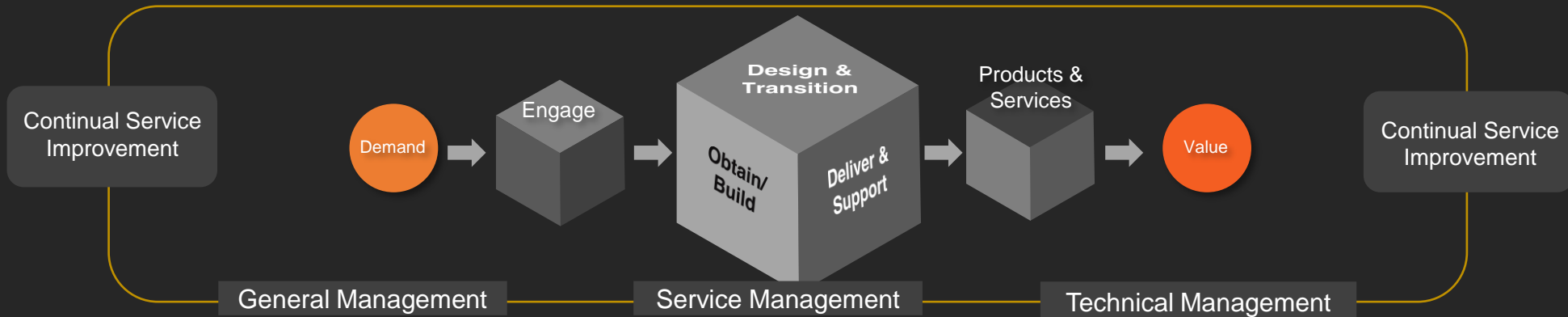


SERVICE LEVEL MANAGEMENT



GOVERNANCE

GOVERNANCE



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Amazing leadership, training cadence & service automation !



Prashant Singh
Group CIO
Max Healthcare



Relationship beyond SLA, committed to our expansion strategy



Rajiv Sikka
CIO
Medanta

Client Testimonials **that Wows:**
Real Clients, Real Impact



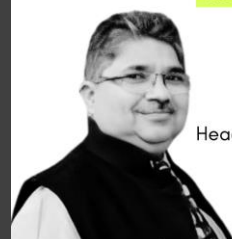
Crucial role in our success, exceptional customer-centric approach



Deepankar
CIO
DLF Limited



Elevated level of End-user experience, efficient & professional



Ashish Nigam
Head- Field Transformation
Dr. Reddy's



A lifeline to our operations, Strongly recommend Progressive



Saibal Sengupta
CFO
Orient Electric



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CLIENTS ACROSS VARIOUS INDUSTRIES

CUSTOMER LOYALTY : 70%+ OF CLIENTS > 5+ YEARS



Manufacturing

SUZLON
POWERING A GREENER TOMORROW

orient electric
switch to smart

Greenlam
Industries Limited

ADITYA BIRLA
HINDALCO

HAVELLS

SAJJAN INDIA LIMITED



BFSI

uti
UTI Mutual Fund
Hag, ek behtar zindagi ka.

kotak
Mutual Fund

AON

CANARA ROBECO
Mutual Fund

nif
NATIONAL INVESTMENT & INFRASTRUCTURE FUND



Healthcare

medanta
THE MEDICITY

MAX
Healthcare

oncquest
discover diagnose defend



Pharmaceutical

Dr.Reddy's

INTAS
Expressions for a Healthy Life



Media & Telecom

Discovery

HAVAS
GROUP

NGC
networks

TowerVision
Infrastructure Sharing



FMCG & Retail

Bisleri

Dabur

big basket

THIRD WAVE COFFEE



Real Estate & Infrastructure

DLF

Shapoorji Pallonji
Built to last... Since 1865



IT /ITES

NEC

Atos



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🌐 www.progressive.in

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▶ THANK YOU