

Elevate Workplace Enhance Security Enable AIOps

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STORY OF TRUST

26

SUCCESSFUL YEARS

REPEAT BUSINESS

95%+
(Annual Renewals)

75+
ACTIVE CLIENTS

1000+
TECHNICAL RESOURCES

Quality Management



ISO 9001 |
27001 | 20000



AICPA-SOC 2



GDPR
Compliant

Client Across Industry

Manufacturing

Healthcare

BFSI

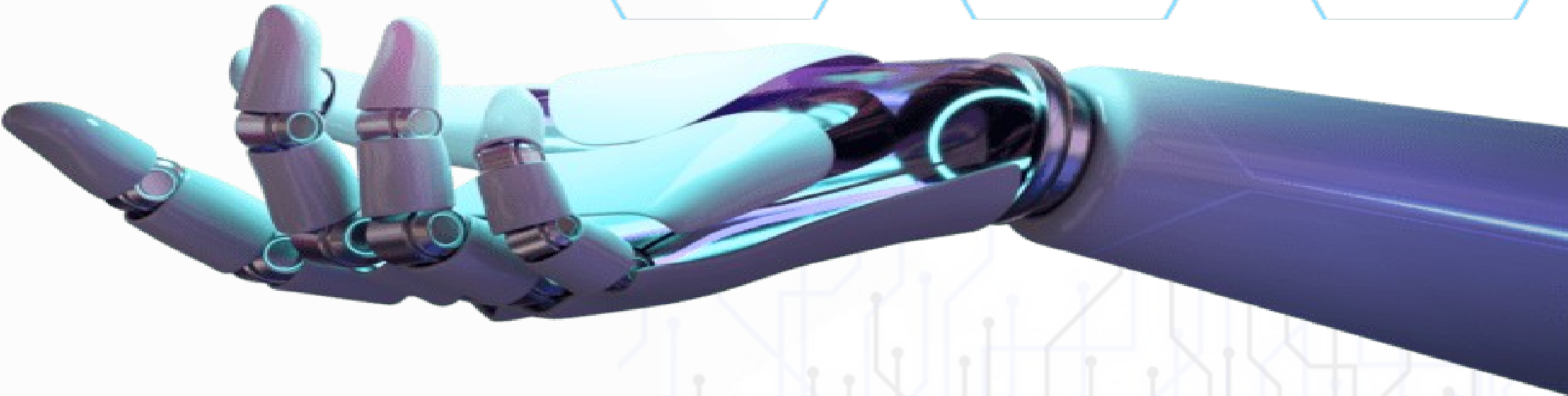
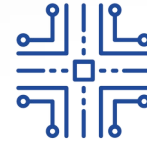
Retail

Media & Telecom

Pharmaceutical

Real Estate

FULL SPECTRUM OF IT MANAGED SERVICES



DIGITAL WORKPLACE SERVICES

Powered by
WORKELEVATE

Progressive

Great Place To Work®
Certified
MAY 2023 – MAY 2024
INDIA

AI POWERED SERVICE DESK

- Conversational AI Chatbot
- Self Healing/Self Service
- Knowledge Management
- Campaign Management
- Incident/ Problem/ Change Management
- Vendor Management*

WORKELEVATE

Notification

Workflow

Telemetry

NLP/LLM

ITSM Integration

Agent

END-USER SERVICES

- End-user device Management
- Asset Management
- Patch Management
- Unified Communication & Collaboration Management
- Business Application Support



UNITED ARAB EMIRATES
MINISTRY OF FINANCE

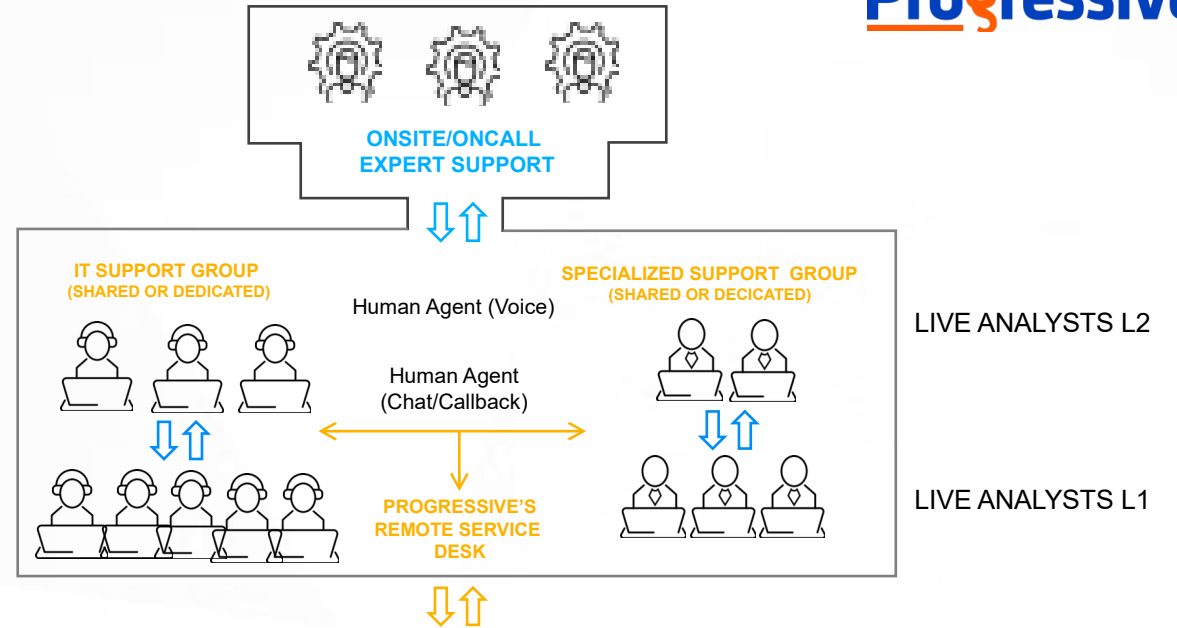


~50% TICKET RESOLUTION Using Workelevate Platform

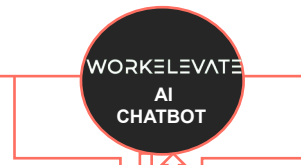
~90% TICKET RESOLUTION Platform + Live Analyst

DELIVERY MODEL

POWERED BY
WORKELEVATE



L0



EMPLOYEES

~50% Ticket Resolution Using Workelevate Platform

~90% Ticket Resolution Platform + Live Analyst



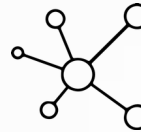
DIGITAL INFRASTRUCTURE SERVICES

AIOps



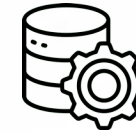
Hybrid Cloud Services

- Public & Private Cloud
- DC Infrastructure Management
- Maintenance & Remediation
- Mail Messaging
- Storage & Backup Management



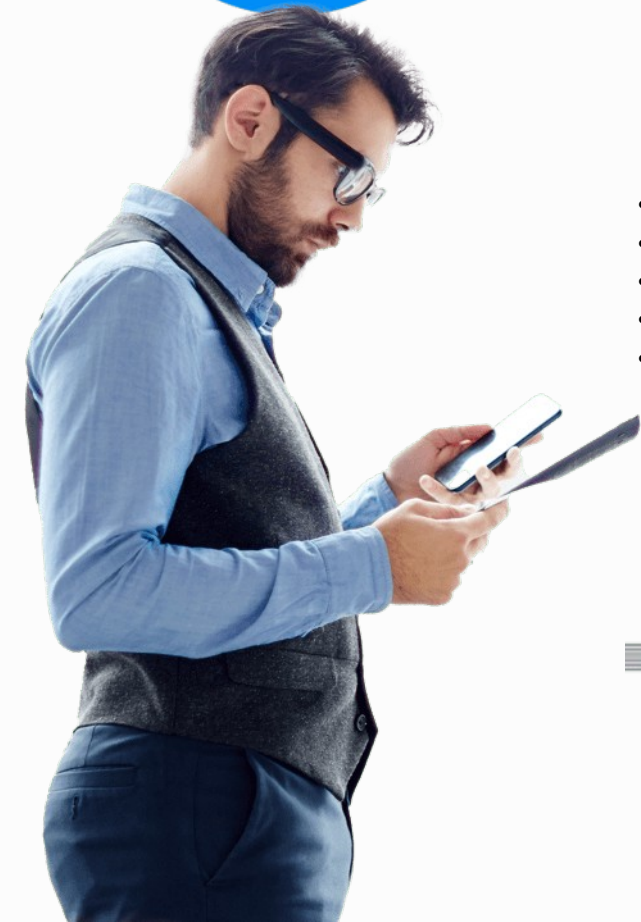
Network Management

- Performance Management.
- Security Management.
- Configuration and Change Management.
- Capacity Planning and Optimization.
- Fault and troubleshooting.



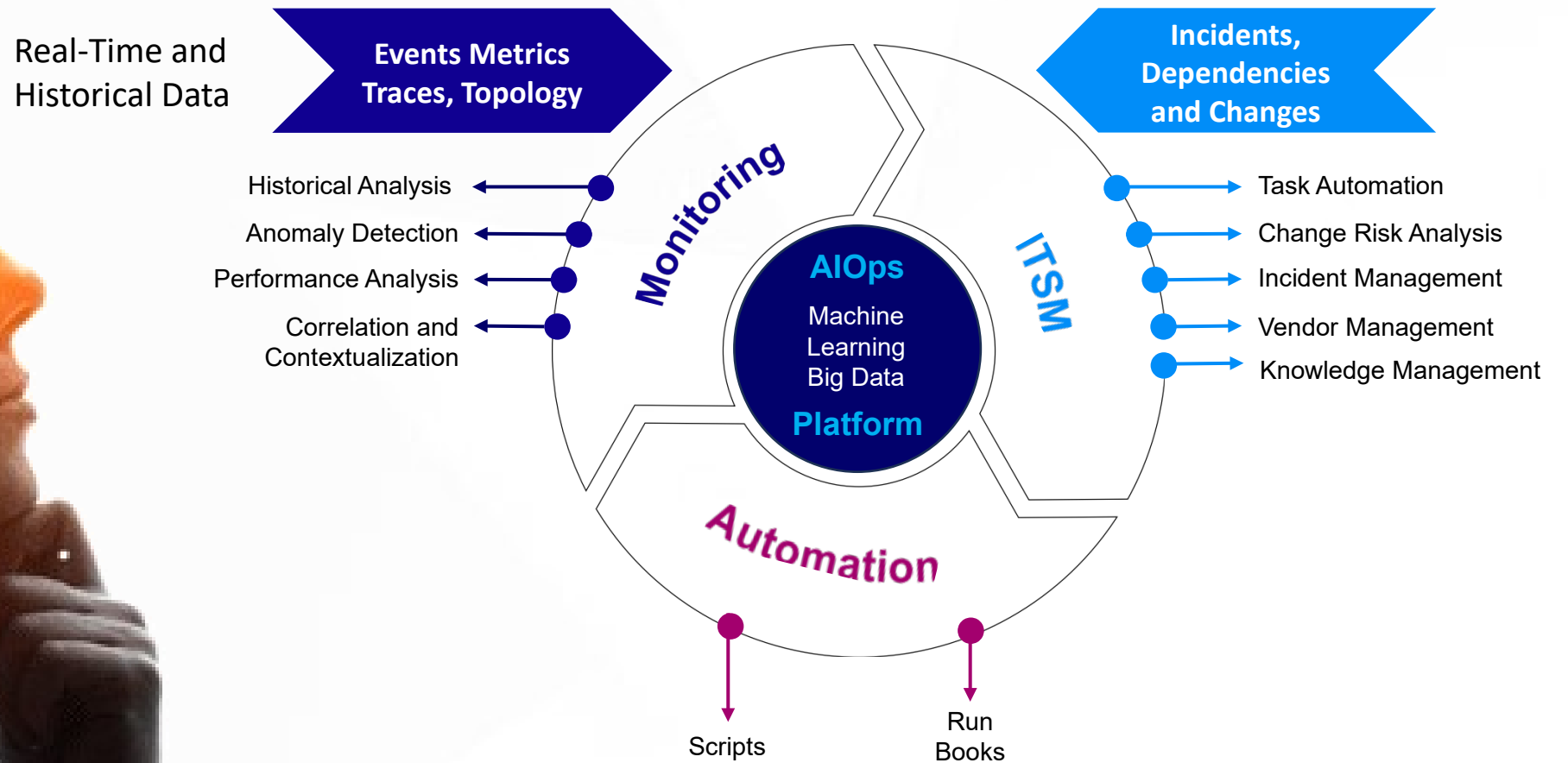
Database Management

- Database Installation and Configuration
- Performance Tuning
- Database Upgrades and Migration
- Database Troubleshooting, & Bug Fixes
- Database Monitoring
- Database Backup and Recovery



AIOps

AIOps Platform Enabling Continuous Insights Across IT Operations Monitoring (ITOM)



24X7 CENTER OF EXCELLENCE

24X7 NOC | SOC



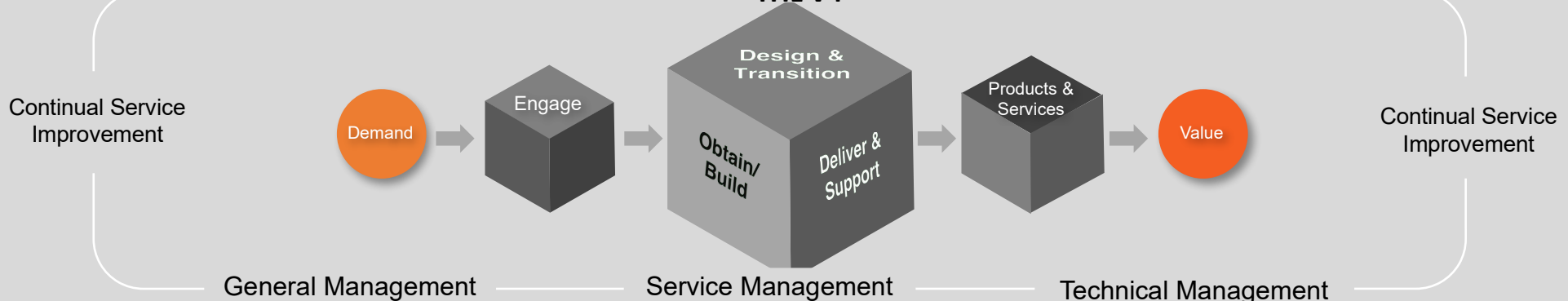
TECHNOLOGY STACK



SERVICE LEVEL MANAGEMENT



ITIL V4



GOVERNANCE

GOVERNANCE

CYBER SECURITY

AI Powered Monitoring, Detection & Response

- 24/7 Security Operations Center (SOC)
- Security Information and Event Management (SIEM)
- User and Entity Behaviour Analytics (UEBA)
- Security Orchestration, Automation, and Response (SOAR)

Vulnerability Management and Security Assessment

- 360° Security Assessment
- Vulnerability Assessment
- Penetration Testing

Infrastructure and Application Security Hardening

- OS Hardening
- Application Hardening
- Database Security
- Network Device Hardening

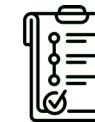


24x7 SOC AUTOMATION

Context-Driven Action



Risk Score
Prioritization

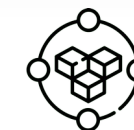
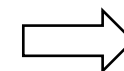


Playbook & Workflow

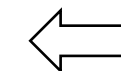
Unified AI/ML Analytics



3500+ Trained AI/ML
Models



Customizable
Model Chaining



Threat Intelligence
Feeds

Customization & Automation

Any Data Source



Identity
Access



User
Behavior



Entity
Behavior



IoT



Network



Endpoint



Log



Cloud



ASSET MANAGEMENT OFFERING

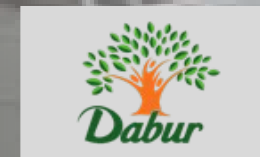
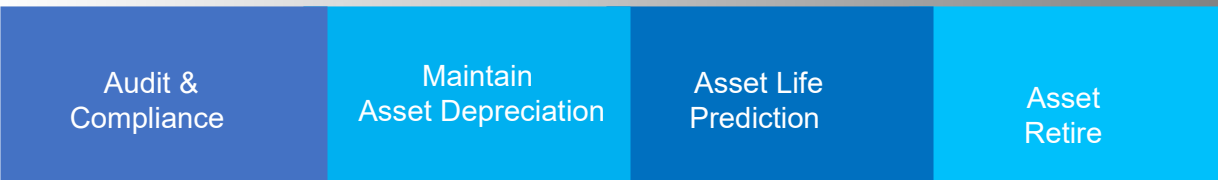
ASSET VISIBILITY



ASSET MANAGEMENT



ASSET GOVERNANCE



VALUE PROPOSITION

**PURE PLAY
SPECIALIZED
MANAGED
SERVICES
PLAYER**

**ONE STOP SHOP
FOR THE ENTIRE
BREADTH OF
INFRASTRUCTURE
MANAGED
SERVICES**

**PAN INDIA
SERVICE
DELIVERY
PRESENCE**

**Large enough to deliver
Small enough to care.**

**AI EMBEDDED
SERVICES
USING BEST IN
CLASS TOOLS.
OWN IP
(WORKELEVATE)**

**WORLD CLASS
DELIVERY
EXPERIENCE WITH
CLIENTS ACROSS
INDUSTRIES**



Client Testimonials that Wows: Real Clients, Real Impact

Progressive + 

Progressive Bring Automation & Sustainable Solutions for Our IT Operation.



KAUSTUBH DABRAL
CIO
DABUR




Progressive + 

Amazing leadership, training cadence & service automation!




Prashant Singh
Group CIO
Max Healthcare




Progressive + 

Crucial role in our success, exceptional customer-centric approach



Deepankar
CIO
DLF Limited



Progressive + 

Relationship beyond SLA, committed to our expansion strategy



Rajiv Sikka
CIO
Medanta



Progressive + 

Elevated level of End-user experience, efficient & professional



Ashish Nigam
Head- Field Transformation
Dr. Reddy's



Progressive + 

A lifeline to our operations, Strongly recommend Progressive



Saibal Sengupta
CFO
Orient Electric



Progressive + 

Work elevate transformed our IT Operations and improved Digital Employee Experience



S Raghunatha Reddy
EVP & Head IT
UTI Mutual Fund



Progressive + 

Special attention to technical prowess & sense of responsibility



Deepesh Gosavi
Head IT
Canara Robeco





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🌐 www.progressive.in

We Serve
THE DIGITAL WORKPLACE
24X7

▶ **THANK YOU** ▲