Managed IT Services for
Managed Excellence

To compete and stay ahead in a fast-moving digital world, IT leaders of global organizations must deploy new technologies quickly to help grow their businesses while checking IT costs. Parallelly, they have to manage their current application portfolios and maintain essential run-the-business operations (keeping the lights on) while eliminating redundancies and inefficiencies. To stay ahead of the IT curve, companies need to:
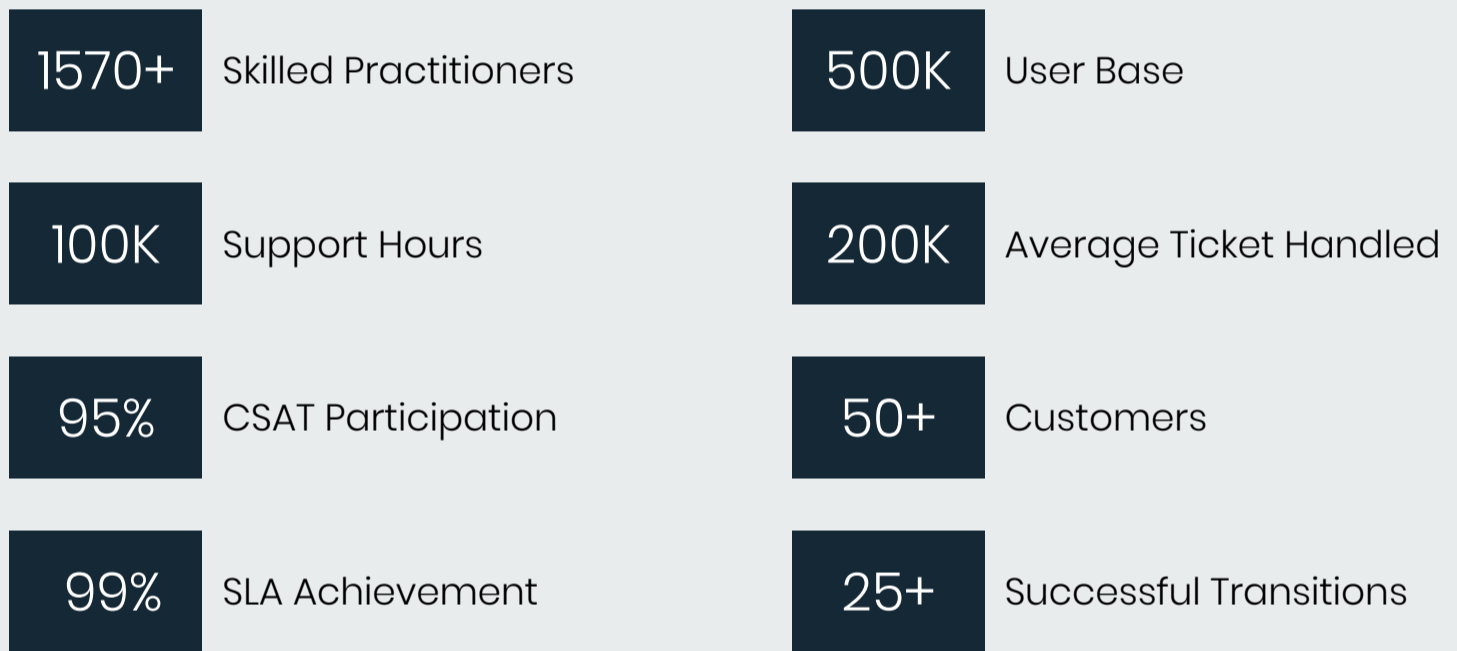
› Meet run-the-business demands without interrupting services

› Lower the total cost of ownership to free up capital for innovation

› Focus resources on growing the business while supporting the enterprise

› Maintain visibility and control over applications while lowering costs

ACL Digital leads from the front and has proven experience in managing the entire IT operations, including 24X7 monitoring, Application Modernization, Test Automation, DevOps, Transition Planning, and Business aligned IT services (process optimization, process automation, and portfolio rationalization).

Businesses and individuals today expect technology to be so potent, intelligent, and dependable that it impeccably serves their requirements without them even knowing it's there.
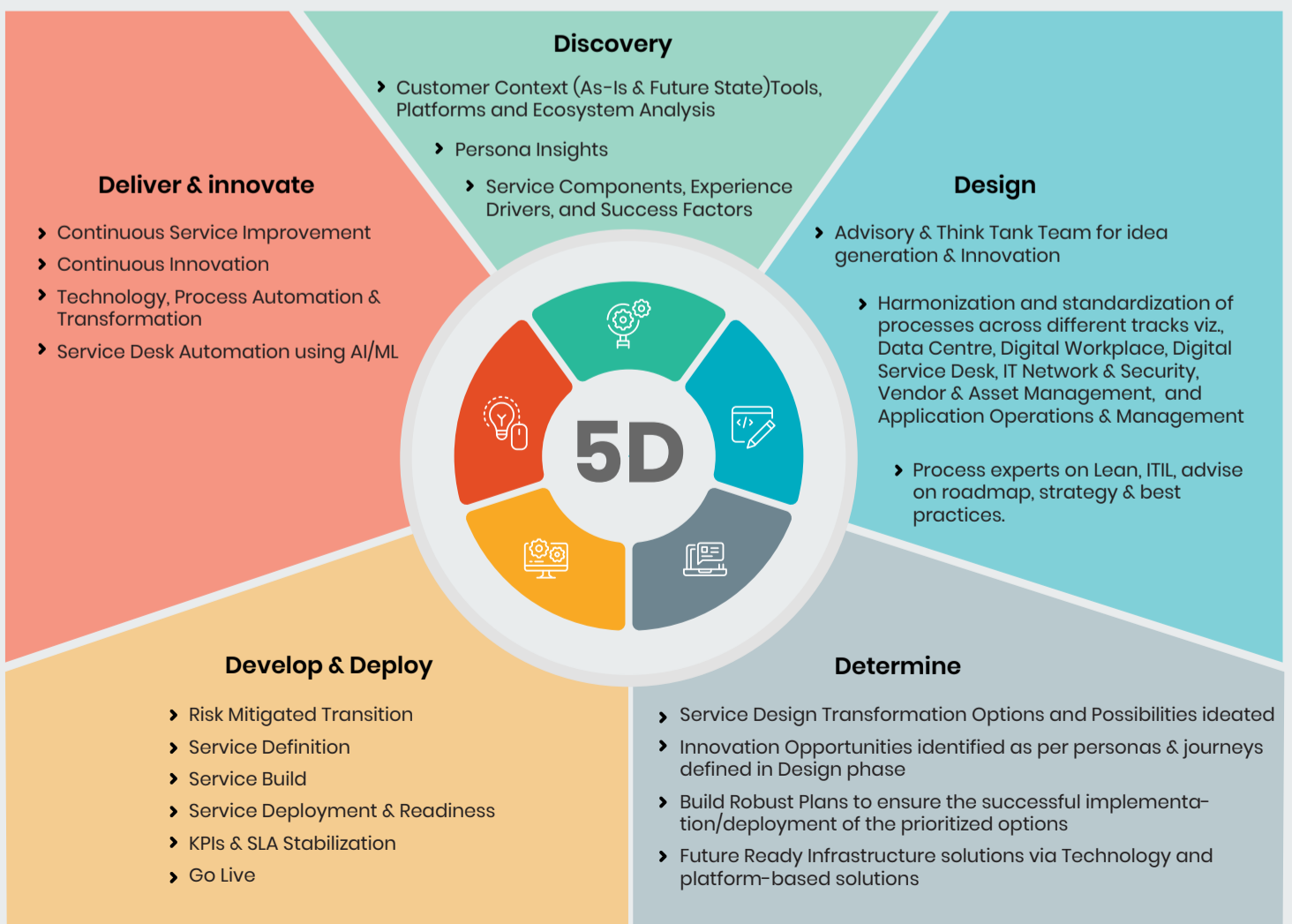
We have one bold vision: to make IT infrastructure (Apps, Security & Cloud) management seamless by leveraging AI/ML, Intelligent automation, and AIOps (combining big data, analytics, and machine learning), helping companies achieve business goals and enhance customer experience.

ACL Digital delivers superior performances and predictable infrastructure. Our expertise-led infrastructure management approach comprises:

1570+	Skilled Practitioners	**500K**	User Base
100K	Support Hours	**200K**	Average Ticket Handled
95%	CSAT Participation	**50+**	Customers
99%	SLA Achievement	**25+**	Successful Transitions

Managed IT Services Delivery Framework

Our Service Design Powered Framework (Five D) fuels the digital transformation journey with a comprehensive portfolio covering the IT infrastructure value chain.

Discovery
› Customer Context (As-Is & Future State)Tools, Platforms and Ecosystem Analysis
› Persona Insights
› Service Components, Experience Drivers, and Success Factors

Deliver & innovate
› Continuous Service Improvement
› Continuous Innovation
› Technology, Process Automation & Transformation
› Service Desk Automation using AI/ML

Design
› Advisory & Think Tank Team for idea generation & Innovation
› Harmonization and standardization of processes across different tracks viz., Data Centre, Digital Workplace, Digital Service Desk, IT Network & Security, Vendor & Asset Management, and Application Operations & Management
› Process experts on Lean, ITIL, advise on roadmap, strategy & best practices.

5D

Develop & Deploy
› Risk Mitigated Transition
› Service Definition
› Service Build
› Service Deployment & Readiness
› KPIs & SLA Stabilization
› Go Live

Determine
› Service Design Transformation Options and Possibilities ideated
› Innovation Opportunities identified as per personas & journeys defined in Design phase
› Build Robust Plans to ensure the successful implementation/deployment of the prioritized options
› Future Ready Infrastructure solutions via Technology and platform-based solutions

Managed IT Services Portfolio – Apps, Infrastructure, Security & Cloud

Help Desk & Service Mgmt.
- Service Desk (24x7 L1/L2/L3)
- ITSM Implementation
- Incident Management
- Problem Management
- Change Management
- Configuration Management
- Capacity Management
- Asset Management
- Release Management

Workplace (End User) Mgmt.
- Desktops, Laptops, Tablets and Smartphones, File & Print, Peripherals
- Remote workers and BYOD Users
- Hybrid Cloud Infrastructure
- VDI Environments (Desktops & Laptops)
- Mobile Device Asset Management (Tablets & Smartphones)
- Identity and Access Management

Application Support Mgmt.
- ITIL Consulting
- L1/L2/L3/L4 Support (Applications, Database, Servers, Storage, Cloud/On Prem)
- Application Portfolio Rationalization
- Automation led(AI/ML driven) Smart Ops
- Application Infrastructure Rationalization

Managed Security Operations Center
- 24×7 security monitoring utilizing SIEM
- Threat Intelligence
- Continuous Security Event Monitoring (firewall, IDS, anti-virus, OS logs)
- Incident prevention, Response and Forensics
- Alert Analysis and Investigation
- Vulnerability Management
- Penetration Testing
- Compliance with security standards

Network Mgmt.
- LAN, WAN, Telco Network, Wi-Fi
- NOC Operations–Technical Operations (24x7) L1/L2/L3 Support, Build, Administration, and Integration
- Wireless User Access Networks

Security Mgmt.
- Firewalls, VPNs, and Malware Analysis
- Network Forensics
- IDS, IPS, Firewalls
- Threat Modelling & Monitoring
- Incident & Alert Management

Datacenter Mgmt.
- Servers, Databases, Backup, Virtualization, Storage, Cloud
- Managed Co-Location & Hosting
- Cloud Infrastructure Build
- Disaster Recovery as a Service (DRaaS)
- Utility Storage & Backup Services
- Managed Security (Vulnerability, Antivirus, OS Hardening & Patch Management)
- Professional Services (Build, Consolidate, DR/BCP Design Development)

Key Benefits

Agile, Lean IT, DevOps & DevSecOps tools, and processes

Reduced total cost of ownership, cycle time, and improved quality

Automation First mindset

Process aligned to ITIL V4

Enhanced customer experience (get the right first time, every time) with industry-standard processes, toolkits, accelerators, and dashboards

Tailored plan aligned with business objectives, along with business KPIs and transition governance

Transition planning and management with a 360-degree audit of the entire IT landscape - applications, cloud, networks, and business processes

Key Proposition

Future Proof IT Transformation with a continually learning, improving, and adapting mindset

IT Innovation at scale enabling consistent customer experience, independent of autonomous or assistive modes

Omnichannel, Omnilingual intelligent platform with 3X better results powered by deep-tech AI, Low code-No code, and Infrastructure Bot Factory

Improve agents' effectiveness with a single pane of glass, enabling them to focus on customers without having to worry about finding the right solutions and information

Rich experience in different Managed Services domains - NOC, SOC, Cloud, SRE, DevOps Transformation, and Automation

Established tools and automation COE delivering benefits using homegrown tools, partner products, and system integration capabilities