

DESKTOP OUTSOURCING SOLUTIONS

A PRESENTATION BY NIVID LTD



nivid

TECHNOLOGY SOLUTIONS

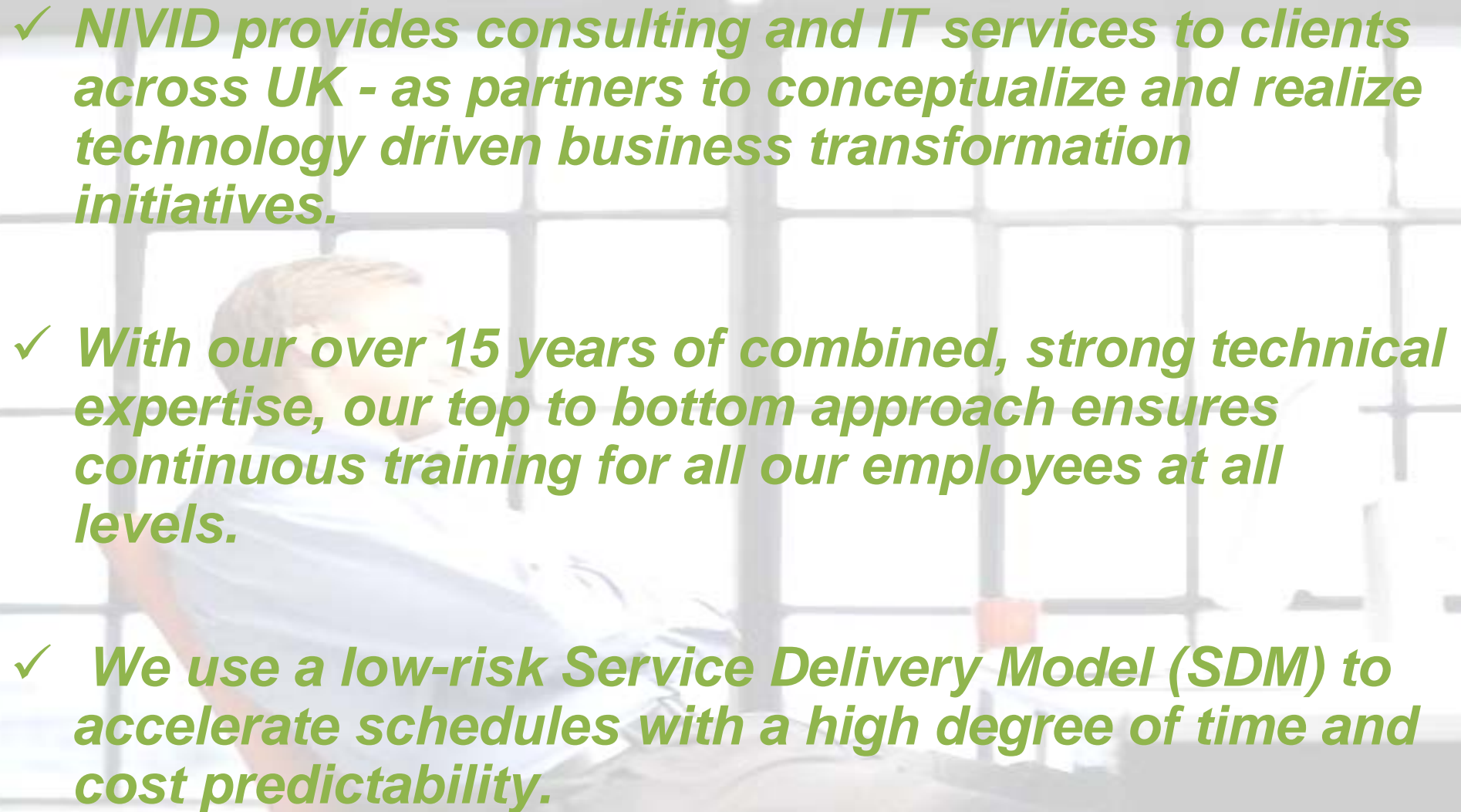


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COMPANY PROFILE

- ✓ *NIVID provides consulting and IT services to clients across UK - as partners to conceptualize and realize technology driven business transformation initiatives.*
 - ✓ *With our over 15 years of combined, strong technical expertise, our top to bottom approach ensures continuous training for all our employees at all levels.*
 - ✓ *We use a low-risk Service Delivery Model (SDM) to accelerate schedules with a high degree of time and cost predictability.*
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- ✓ *We provide solutions for a dynamic environment where business and technology strategies converge.*
 - ✓ *We offer BPO (Business process outsourcing) and ITO (Information Technology outsourcing) services through our offshore office (Kaizen Infocomm Pvt Ltd) in India.*



THE TEAM

- ✓ *NIVID is a highly accredited partner of major networking vendors across UK and our networking team consists of experienced and qualified Post Graduates coupled with Microsoft, Cisco and various highly certified Trainings.*
- ✓ *The uniqueness of our team lies in the clarity of focus they possess in relation to every work they undertake. This not only assures fast completion time but also indirectly results in cost-reduction for our clients.*
- ✓ *Our teams are classified in two categories to serve our to our clients requirements: **SME TEAM** and **CORPORATE TEAM***



QUICK FACTS

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- ✓ We have a successful company history of 3 years behind us and we continue to develop our portfolio by working alongside many creative and interesting companies across UK and Europe.
 - ✓ We have assisted more than **1000 users** till this date.
 - ✓ We provide services across Real estate, Legal, Financial, Media and Business consultants, Software providers, Charities, and Service industries.

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- ✓ *We provide **24/7** services based on a high-quality and low-cost model to our clients*
 - ✓ *We have a support centre in India which ensures Seamless Migration and Deployment, Server consolidation services and remote assistance around the clock.*
 - ✓ *We are a unique IT solutions provider as we can offer you customised and proven business solutions across various platforms such as Windows, Linux, Unix and also can integrate VOIP Services across multi locations.*

❖ WHAT DO WE OFFER?

- ✓ *offers a complete set of solutions to manage, protect, support and optimize your desktop and distributed computing environment.*
 - ✓ *Our approach to Desktop Outsourcing addresses the entire lifecycle of desktop computing from acquisition to retirement.*
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- ✓ *We maximize the value of IT assets by integrating a comprehensive set of support and management solutions such as Help Desk, Desktop Management, and Infrastructure Support.*
 - ✓ *Our Desktop Outsourcing solution provides a 24/7 “single point of contact” that delivers best-in-class support and high end-user satisfaction.*

DESKTOP OUTSOURCING –OUR METHODOLOGY

ASSESS

- Total cost of ownership
- Service level agreement
- Define financial, operational Strategic objectives
- Identify business links
- Assess Target areas
- Create Strategic scenarios
- Impact and risk analysis
- Define financial and operational metrics

BUILD

- Fully design solutions (technology, process and Resource planning)
- Establish budgets
- Define implementation plan
- Test implementation plan
- Define operating procedures

MANAGE

- Execute Plan
- Install Measurement system
- Measure performance
- Analyse Gaps
- Adjust practices/solutions
- Validate performance

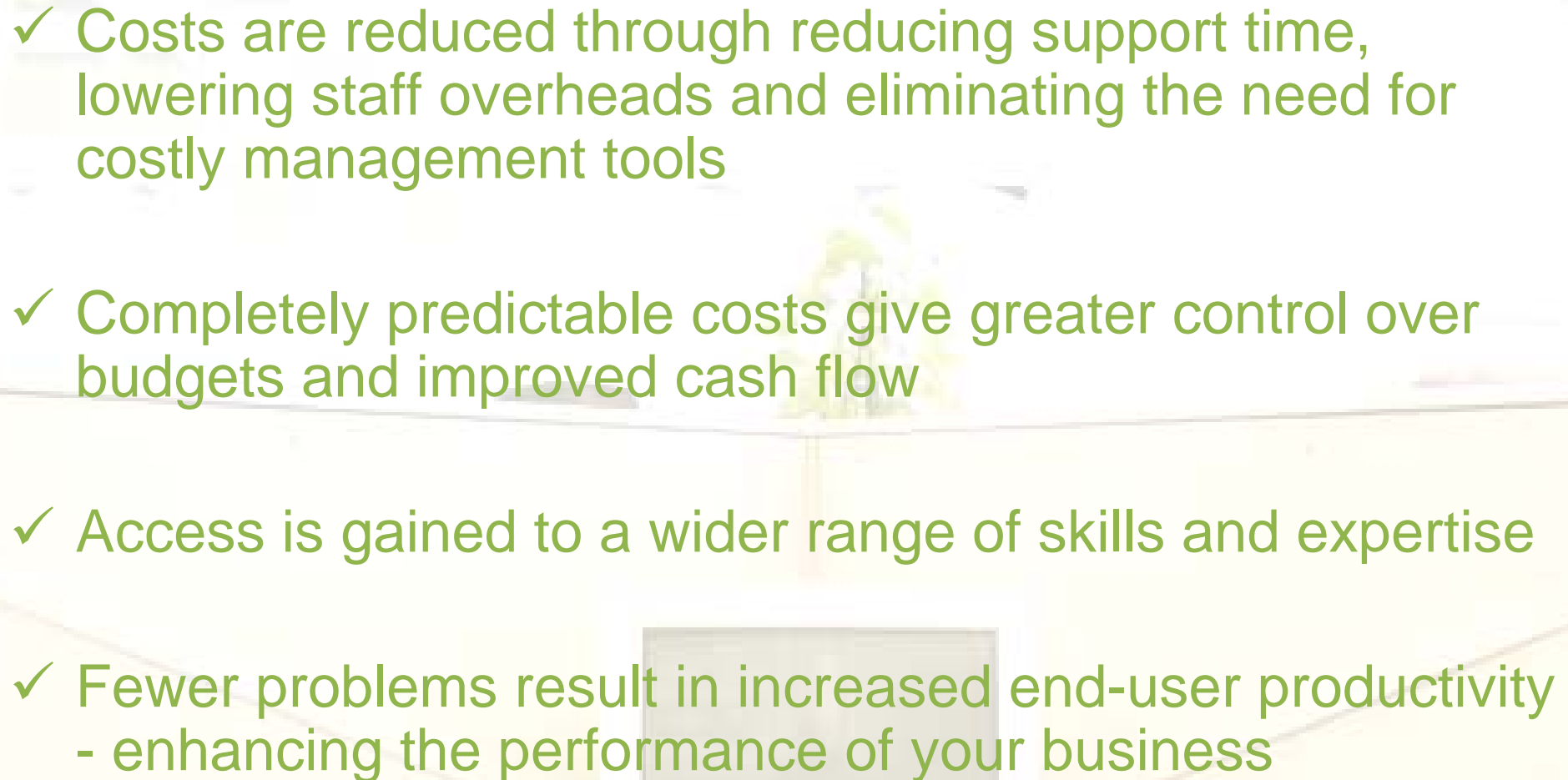
OPTIMISE

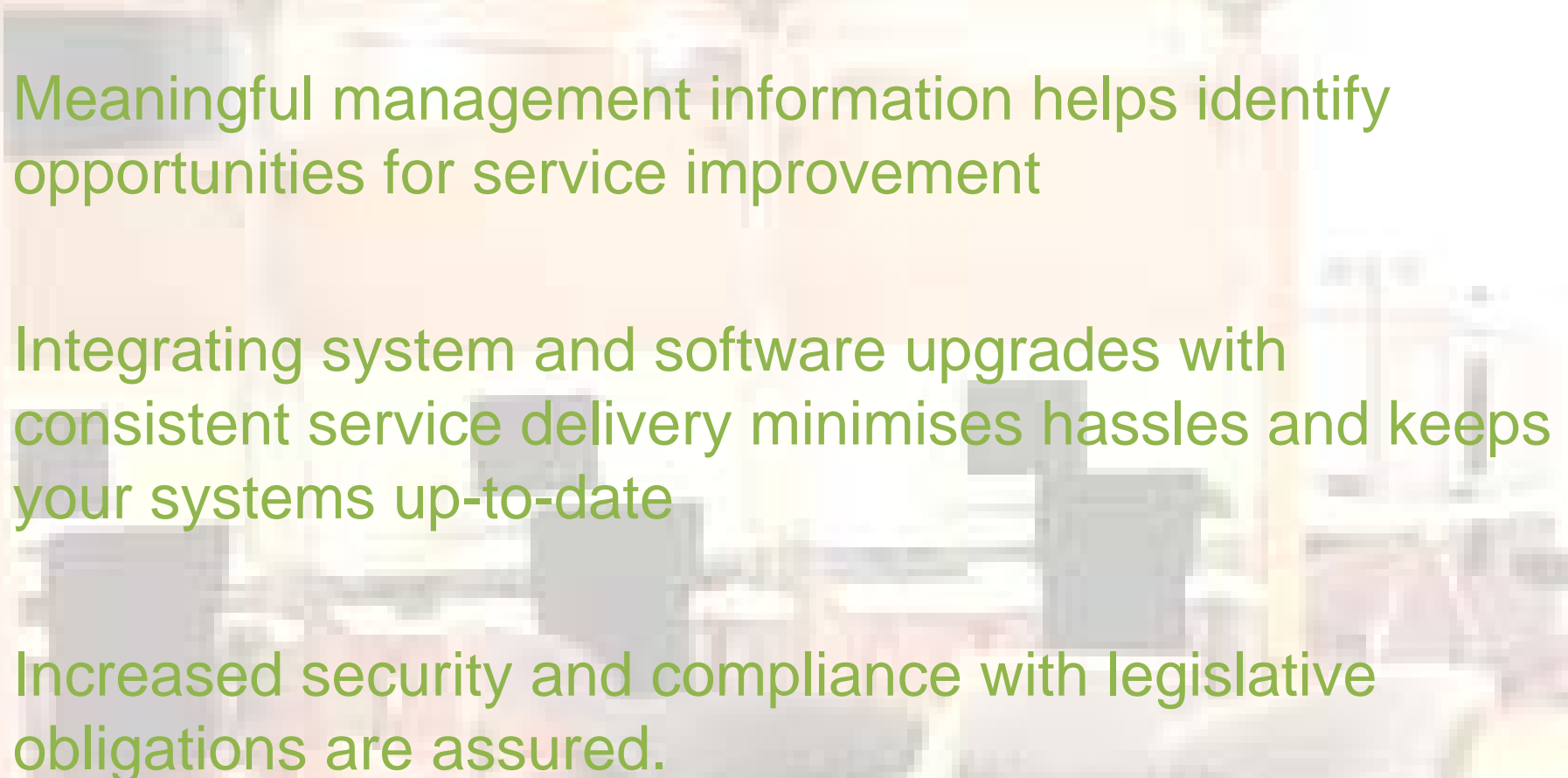
- Link to business and IT Strategies
- Re-assessment
- Redefine financial, operational and strategic objectives
- Continuous improvement and innovation





WHY DESKTOP OUTSOURCING?

- ✓ Costs are reduced through reducing support time, lowering staff overheads and eliminating the need for costly management tools
 - ✓ Completely predictable costs give greater control over budgets and improved cash flow
 - ✓ Access is gained to a wider range of skills and expertise
 - ✓ Fewer problems result in increased end-user productivity - enhancing the performance of your business
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- ✓ A contractual service level agreement guarantees the highest service standards up to 24x7
 - ✓ Meaningful management information helps identify opportunities for service improvement
 - ✓ Integrating system and software upgrades with consistent service delivery minimises hassles and keeps your systems up-to-date
 - ✓ Increased security and compliance with legislative obligations are assured.



KEY BENEFITS

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- ✓ Lower the total cost of ownership
 - ✓ Improve user service quality, support, and satisfaction
 - ✓ Enhance IT staff efficiency and productivity
 - ✓ Improved systems availability and asset control
 - ✓ Support the migration toward new enabling technologies



NIVID DESKTOP & HELPDESK OUTSOURCING SOLUTIONS

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- ✓ Network infrastructure design, implementation & management
 - ✓ Desktop support & management
 - ✓ 24/7 help desk, design & delivery
 - ✓ Software distribution
 - ✓ Network monitoring and Server support
 - ✓ Remote control support
 - ✓ Application maintenance & management
 - ✓ Application hosting
 - ✓ Full asset procurement, Deployment & management
 - ✓ Security, virus protection & data recovery management



THE NIVID ADVANTAGE

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- ✓ Shared goals for performance objectives
 - ✓ Profoundly different client relationships
 - ✓ Empowered contract management process
 - ✓ Innovative, pragmatic solutions
 - ✓ Maintain IT strategy with links to business goals

CONTACT US

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The logo features the word 'nivid' in a bold, lowercase, sans-serif font. The letters 'i' and 'd' have a small green square above them. Below 'nivid' is the text 'TECHNOLOGY SOLUTIONS' in a smaller, uppercase, sans-serif font.