

MANAGED SERVICES

Anunta is a specialized cloud services company, focused on end-user experience management in enterprise environments. Anunta helps enterprises move to new generation End-User Computing (EUC) environments and has extensive experience in enabling customers to adopt EUC on cloud at large scale. Anunta has migrated 80,000+ endpoints across 120,000+ users in companies across industries including, banking and financial services, manufacturing, travel, media, aviation and IT.

Delivering Unmatched End-User Experience



Managing **80,000+ endpoints** and **120,000+ users** globally and across different virtualization platforms.



Delivering the lowest incident-to-user ratios in the industry at **0.3** compared to industry average of **0.8 - 1.2*** incidents per user per month.



Highly secure **24x7x365** Enterprise Nerve Center monitoring and managing IT infrastructure to deliver superior end-user experience.

*Gartner report 'IT Key Metrics Data 2017'



Outcome and productivity oriented SLAs, along with flexible engagement (on-premise and cloud) and pricing (per user per month and per endpoint per month) models.



Proactive identification and resolution of **72%**** issues before the end-users are even aware of it resulting in improved end-user productivity.



Proprietary platform, EuVantage®, providing deep cross-domain visibility, automated isolation, actionable analytics and dramatically reduced resolution times.

**as of January 2019

Managed Services

Anunta offers a full range of post deployment (Day 2) services for newly onboarded virtualized environments ensuring smooth transition and uninterrupted performance.



Smart Monitoring

Providing adaptive analytics and smart dashboards for actionable insights, along with an integrated view of topology and performance, enabling cross-domain correlation across all dependent systems.

Benefits:

- ▶ Automated root-cause analysis, session look-up and event correlation for faster troubleshooting of end-user problems.
- ▶ Proactive monitoring resulting in 70% reduction in trouble tickets and 60% reduction in alarms.
- ▶ Integrated view of topology and performance, enabling cross-domain correlation.
- ▶ Up to 70% reduction in Mean Time To Resolution (MTTR) with better visibility leading to improved infrastructure efficiency.



Service Desk

24X7 support service for virtualized environments, whereby Anunta takes end-to-end ownership of all IT incidents and service requests, all the way to resolution.

Benefits:

- ▶ Improved end-user satisfaction and productivity through remote troubleshooting, issue isolation and resolution.
- ▶ Eliminate the need to maintain in-house service desk with 24x7 manned experienced team of virtualization engineers with L1, L2 & L3 skills.
- ▶ Single window for customer IT and/or end-users to raise tickets and get incident resolution & request fulfilment updates.
- ▶ First Call Resolutions (FCR) for known incidents and incidents which can be resolved over calls.



Incident and Problem Management

Managing all critical support requirements that include, diagnosis, isolation, recovery, and concluding with a full Root Cause Analysis (RCA) report round the clock.

Benefits:

- ▶ Timely resolutions to user incidents & requests
- ▶ Quicker isolation and interim or permanent resolutions.
- ▶ Problem Management for a permanent solution to an issue.



Change Management

Ensuring all new change requests to the VDI backend are processed and implemented as a controlled process to keep the infrastructure updated.

Benefits:

- ▶ All updates/upgrades are reviewed and approved by the Change Advisory Board to ensure compatibility.
- ▶ Updates/upgrades are applied to the entire infrastructure ensuring completely updated systems across all end-users at all times.



Patch Management

Ensuring your infrastructure is up to speed with the latest security & bug fix patches released by all leading virtualization OEMs.

Benefits:

- ▶ Patch compliant systems with latest security updates.
- ▶ Impact analysis UAT performed before patch roll-out ensures coherence with existing operations and minimizes downtimes.
- ▶ Image versioning allows flexibility to roll back any application & image incompatibility issues.

Anunta Fast Facts

Some of our noteworthy clients:



Large global utility services company



Top European insurance company



One of the top global BPOs



3 of top 5 private banks in India

Awards & Industry Recognitions



Gartner Mentions

Employ Multifaceted Monitoring Approaches for VDI and DaaS, 2016

IT Market Clock for IT Infrastructure Availability and Performance Management, 2016

Hype Cycle for IT Infrastructure Availability and Performance Management, 2016

'Vendor to Watch' - Emerging Market Analysis: India's Top 10 Technology Trends and Drivers in 2014



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