



**WE DRIVE YOUR TECHNOLOGY  
WHILE YOU DRIVE YOUR BUSINESS**



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## THESE INCLUDE

Danush's Infrastructure Management Services optimizes end-to-end management of your organization's enterprise IT infrastructure, across branch offices, data centers, networks, end-user computing, and work-from-home.

- ◆ Centralized Help Desk
- ◆ Remote Infrastructure Management
- ◆ On-Premise Services
- ◆ Cloud Infrastructure (Public, Private & Hybrid)
- ◆ Infrastructure Security
- ◆ Information Security
- ◆ End-user Computing (On-premise, Work from Home)
- ◆ Network Management
- ◆ Vendor Management
- ◆ IT Audit Services
- ◆ Many other Services to enable your Business



## LATEST TECHNOLOGIES:

- Server Infrastructure
- Operating Systems
- Information Security
- Collaboration Systems
- Data Management
- Cloud Solutions
- Business Applications
- Unified Communications.
- Virtualization
- Mobility

## SERVICES INCLUDE:

- Real-time Monitoring
- Incident Support
- Quick On-Boarding
- Backup Monitoring
- Automated Ticketing
- Database Monitoring
- Monthly Security Audits
- Continuous Automation
- Monthly Reviews
- Monthly Cost Audits



- ◆ Reduced cost and economies of scale
- ◆ Operational efficiency and access to the latest IT technology
- ◆ Minimized downtime and robust infrastructure
- ◆ Specialized expertise and easy access to contingent workforce
- ◆ Automatic upgrades and simplification of complex processes
- ◆ Disaster management and data recovery
- ◆ Round the clock management

DANUSH OFFERS THE  
FOLLOWING BENEFITS





# IT MANAGED SERVICES OFFERINGS

#	Services Levels	Description	Basic	Standard	Professional	Enterprise
1	Help Desk	24x7 Central point of ticket registration, track, control & MIS reports	✓	✓	✓	✓
2	Level 1 Support	User Level operational support for quick remedy/resolve in accordance with SLA	✓	✓	✓	✓
3	Level 2 & Level 3 Support	Expert Level operational & high-level support in accordance with SLA		✓	✓	✓
4	Strategic Procurement	Assist in IT procurements with Right Product Mix at right price levels		✓	✓	✓
5	Asset Management	Asset discovery, register & report	✓	✓	✓	✓
6	Infra Monitoring 24x7 (NOC)	Remotely Monitoring of Critical Devices & Services continuously and proactive Help Desk alert		✓	✓	✓
7	Security Monitoring 24x7 (SOC)	Remotely Monitor Security Threats, Breaches & Report		✓	✓	✓
8	Solution Architect Services	Plan, design and audit deployment of solution				✓
9	Contract Management	Track all IT related warranties/contracts & assist in timely renewals			✓	✓
10	Business Continuity	Ensure business continuity with right backup & disaster recovery plan			✓	✓
11	Compliance Management	Track the licenses & its usage as per the compliance				✓
12	Vendor Management	Right sourcing and Co-ordinating various vendors like ISP, UPS, OEMs & 3rd Party				✓
13	Staff Augmentation	Provide dedicated/shared Technical Staff on outsourced model				✓
14	Strategic Advise	Advise on Technology roadmap and alignment to business strategic objectives, policies and process enhancement				✓
15	Project Management	Manage procurement, implementation and commissioning of IT infrastructure in accordance to design	On Demand	On Demand	On Demand	On Demand
16	Technology/Usage Training	Provide training on IT Business applications and IT Infra, Security Management	On Demand	On Demand	On Demand	On Demand
17	Technology Assessment	Vulnerability Assessment & Penetration Testing, Reporting	On Demand	On Demand	On Demand	On Demand
18	Technology Audit Services	ISO270001	On Demand	On Demand	On Demand	On Demand

Danush, established since 1995 has served its clientele with end-to-end IT services and overall program management support.

Danush, an IT Managed services organization providing affordable & proactive IT management and support services to growing SME businesses.

Danush has executed IT managed services projects for the SME segment covering Manufacturing, Pharmaceutical, IT, Health Science, Retail, Engineering, Professional Services sectors in India and is poised to expand to Midcap and MNCs shortly.

Utilizing its unique IT managed services framework, Danush provides a range of proactive services to keep your IT systems up and running for your people and enable business productivity and continuity. All while you focus on your core business competencies.

Kindly provide us an opportunity to serve you. Do let us know if you need any documents or specific credentials and we shall be glad to provide you the same. If you require more details please feel free to write or call undersigned. You can write to [enquiry@dhanush.com](mailto:enquiry@dhanush.com) for more information on us.

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