



MANAGED INFRASTRUCTURE SERVICE

Our services that are customized to our clients specific business needs that covers all aspects, which are efficient, scalable and secure.

Verification and validation take up to 40% of effort and resources in software development. Fighting time-to-market and cost constraints, enterprises often risk production quality with inadequate testing, resulting in higher maintenance costs, increased chances of failure, and customer dissatisfaction. We work with organizations across the globe to meet their testing requirements. By leveraging our domain, frameworks, tools, and methodologies, we enable enterprises to reduce time and effort spent on testing, thus making the entire software development life-cycle more efficient and achieve the desired business outcome.

Since software quality is vital, the testing process followed during software development is crucial. Organizations are often constrained by the availability of test data and create test case scenarios manually. This approach not only delays the testing process, but also affects the quality of testing and poses the risk of incomprehensive testing. Non-availability of the test environment and other system components further prolongs the testing process. In addition, from the compliance perspective, test data needs to conform to legal and regulatory requirements, to avoid legal risks and potential damages caused by unauthorized data access.

To address these challenges, organizations need to transform their testing processes with the objective of accelerating delivery, improving quality and reducing the cost of quality. Oakridge Infotech introduces Independent Verification and Validation Services as an integrated end-to-end testing solution that brings automation early in the software testing lifecycle (STLC) and helps business outpace competition through improvement in time to market, enhanced quality and reduced costs. Oakridge Infotech automates the process of application testing by auto-generating test cases, reducing dependency on the availability of various components for testing, and providing test data and environment management services.

Overview

Our solutions adhere to consistent delivery standards across the globe. Our services are delivered through the Oakridge Infotech. Global Delivery Model (GDM) consistently and seamlessly across offshore, near-shore,

and onshore locations. We help you exceed customer service level agreements (SLAs) by adopting ITIL industry standards and Remote Infrastructure Management (RIM), with our round-the clock, multilingual services.

Our process excellence team drives innovation and continuous service improvement, leveraging systematic improvement plans and Lean Six Sigma initiatives to reduce incidents and problems. With our standardized global delivery processes, you accelerate implementation time, realize quicker return on investments (ROI), and achieve business goals.

Services

End-user computing services. Oakridge Infotech End User Computing Services unbundle key workplace elements and tailor them to different user segments within the enterprise, thereby delivering person acentric apps, workspace collaboration and support services for increased user adoption. Additionally, we facilitate migration to newer operating environments

with minimal business disruption and drive transformative technology solutions such as Bring Your Own Computer (BYOC), Desktop as a Service and Anywhere Access on Any Device. Our services combine different virtualization technologies such as VMware, Citrix VDI, Microsoft Terminal Services and so on, to reduce costs, improve end-user productivity, secure data, as well as ensure high availability of desktops, applications, and data.

Service Management. We optimize the delivery and management of IT Services through our standardized and integrated Service Management framework to achieve a sustainable IT environment with a road map for improving

maturity levels. We instill a continual process improvement culture within the delivery organization, resulting in reduced TCO. Our experience as service aggregator is complemented by our work in multi-sourcing environments.

IT Service Desk.

We offer multilingual Service Desk services across the complete spectrum-from basic IT helpdesk to enterprise service desk solutions. This includes complete ticket lifecycle management, proactive alerts monitoring, IT security, and identity and access management. By adopting ITIL best practices, we help you move beyond reactive incident management to request, problem, configuration and change management to drive higher levels of IT service management performance while reducing costs. We drive next-generation innovation by enabling automated consolidation and integration of disparate IT helpdesks into an enterprise desk. Industry standard tools and our in-house platforms power this automation.



Application Management Services.

Consolidating support activities, our solution ensures increased productivity and ROI. Using application development experience as a part of providing Level 1, 2, or 3 application support, we resolve a wide variety of application operation challenges. Our offering services include application operation, database management, and middleware management.



Enterprise System Management.

We provide professional and comprehensive solutions in line with industry standard frameworks, such as ITIL v3, to manage IT infrastructure. Our offerings include consulting, implementation, maintenance and support, and shared services.



Transformation Solutions.

Oakridge Infotech's transformation solutions focus on the optimization and transformation of enterprise IT infrastructure through our analytics-led Enterprise Transformation Framework. We transform traditional computing environments, plagued with inefficient utilization, high complexity and high TCO, into highly efficient, agile and optimized infrastructure, capable of meeting business goals effectively.



We add value to the engagement by:

- ▶ Fact-based, data-driven IT management
- ► End-to-end visibility and transparency
- ▶ Proactive, automated and flexible process for IT transformation and governance
- ▶ Mature industry standard products and solution accelerators
- Next Generation Delivery Model, a service management ecosystem, which supports the
- transformed environment and ensures operational excellence
- ➤ 24 x 7 x 365 support by e-mail, chat, or phone from anywhere in the world On-demand technical support
- Dedicated team of highly skilled and certified Administrators and Engineers
- ▶ Oakridge uses secure, auditable, and highly-functional remote management tools to access, monitor, and fix problems with servers, network devices, desktops, storage, printers, and any other devices on your network
- ➤ The Oakridge ITIL adhered SLA driven service delivery enables the smooth functioning of the mission critical IT Systems and infrastructure



ABOUT OAKRIDGE INFOTECH

Oakridge Infotech has been delivering technology solutions for global clients. We have grown into a mature IT Oakrage intofech has been delivering technology solutions for global clients. We have grown into a mature it solutions provider delivering innovative technology solutions and services across multiple domains. We provides services and solutions spanning across Microsoft's product line to deliver improvements across the entire enterprise. We engage with customers to help unify their web assets; including Content management, collaboration platforms, analytics, cloud solutions, enterprise mobility, CRM, ERP, social marketing, rich media applications, search, digital marketing integration, and many more. We make sure the customer expectations with user experiences increased business agailty, enriched quality, and on time deliverables with tools and with user experiences, increased business agility, enriched quality and on time deliverables with tools and



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