



**HOW AN ENTERPRISE START CAPTURING THE BUSINESS OF  
WEB HOSTING BY STARTING A NEW SERVICE ?**

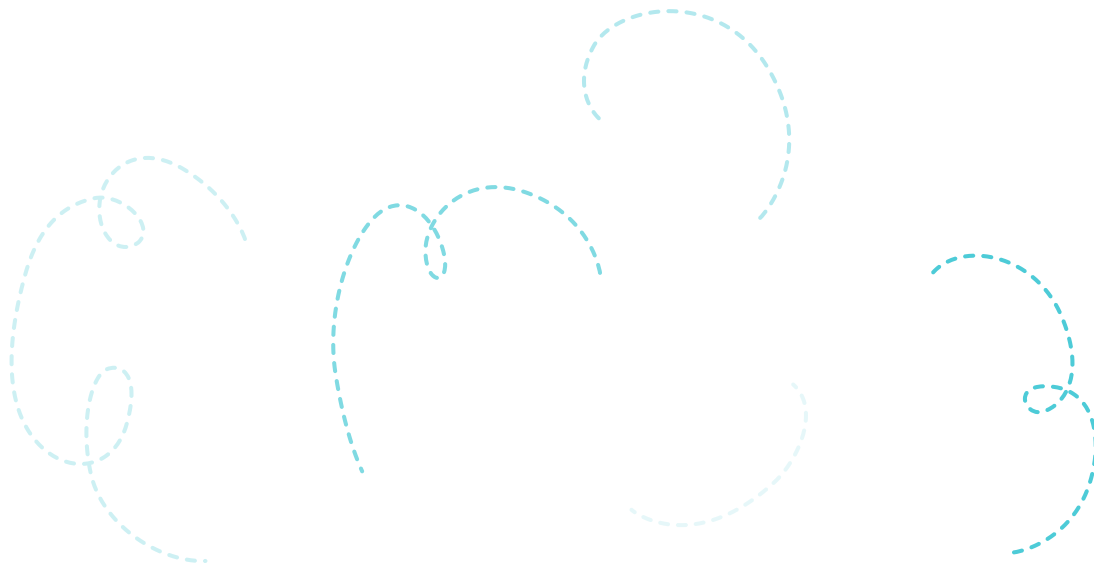


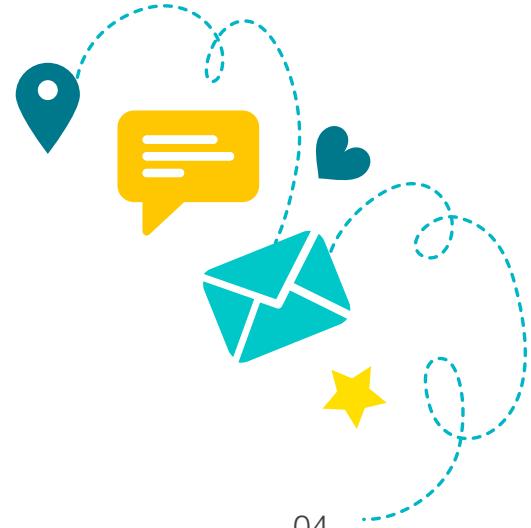
## THE COMPANY

Established in 2009, PiServe Technologies has built a credible reputation as an IT services company for organizations across the globe. Our goal is to help you grow and develop your business in line with your goals, even in times of changing markets and increasing competitive pressure. We see ourselves as an enabler, making your business more simple and competitive.

Our services include, Quality Services, Enterprise Application services, Infrastructure Management Services & Managed IT Services. We recognize the importance of nurturing relationships that reflect our culture of unwavering ethics and mutual respect. It'll come as no surprise that 90 percent of our revenues come from existing clients. With even about 80 employees PiServe has a remarkable presence in the IT services industry.

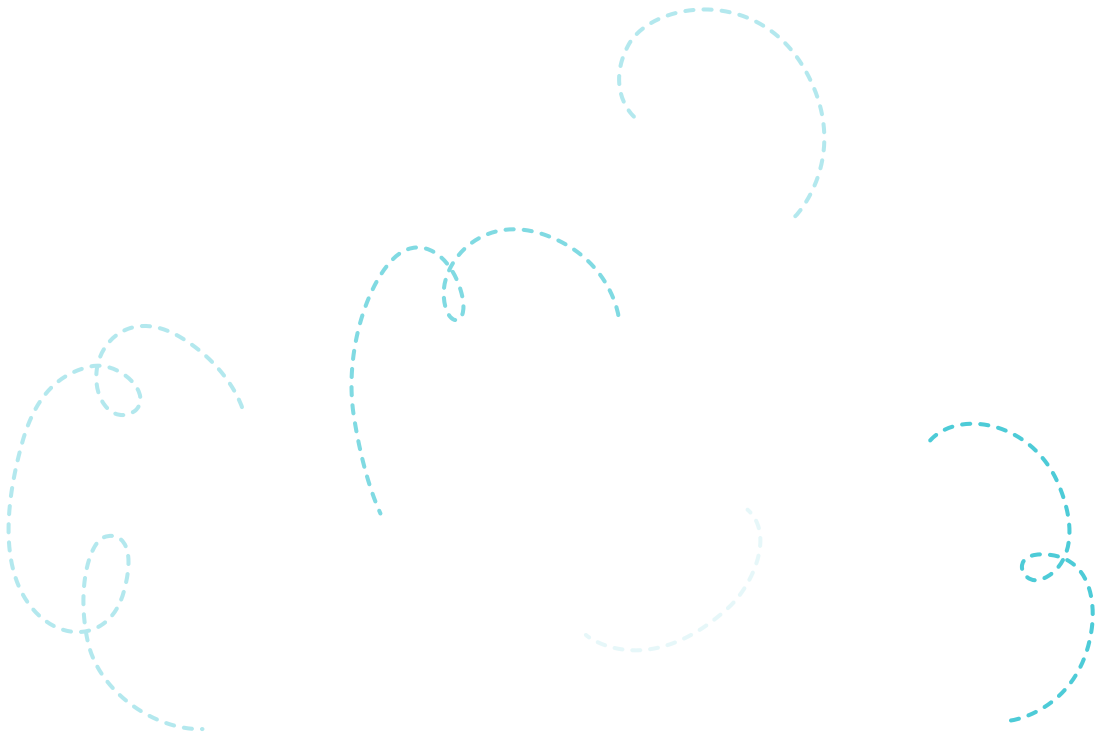
Our objective is to build a true partnership around your specific needs. With this kind of partnership in place, we can effectively put our technologies and experience to work for you. With PiServe as your partner, you'll see a significant increase in your company's efficiency, effectiveness and competitive edge.





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## ABOUT THE CUSTOMER

Customer is a leading provider of Broadband, phone lines and digital TV, Mobile, security, networked IT and voice services for businesses and is the largest telecommunication

services provider in the Middle East and North Africa. They are the leading operator within the Kingdom of Saudi Arabia, and its international presence extends to 11 countries.

## PROJECT BACKGROUND

As part of customer's entry towards web application hosting & services, they wanted PiServe to design architecture and there by implement a cost effective web application services solution utilizing their existing hardware and mainly using open source tools and services.

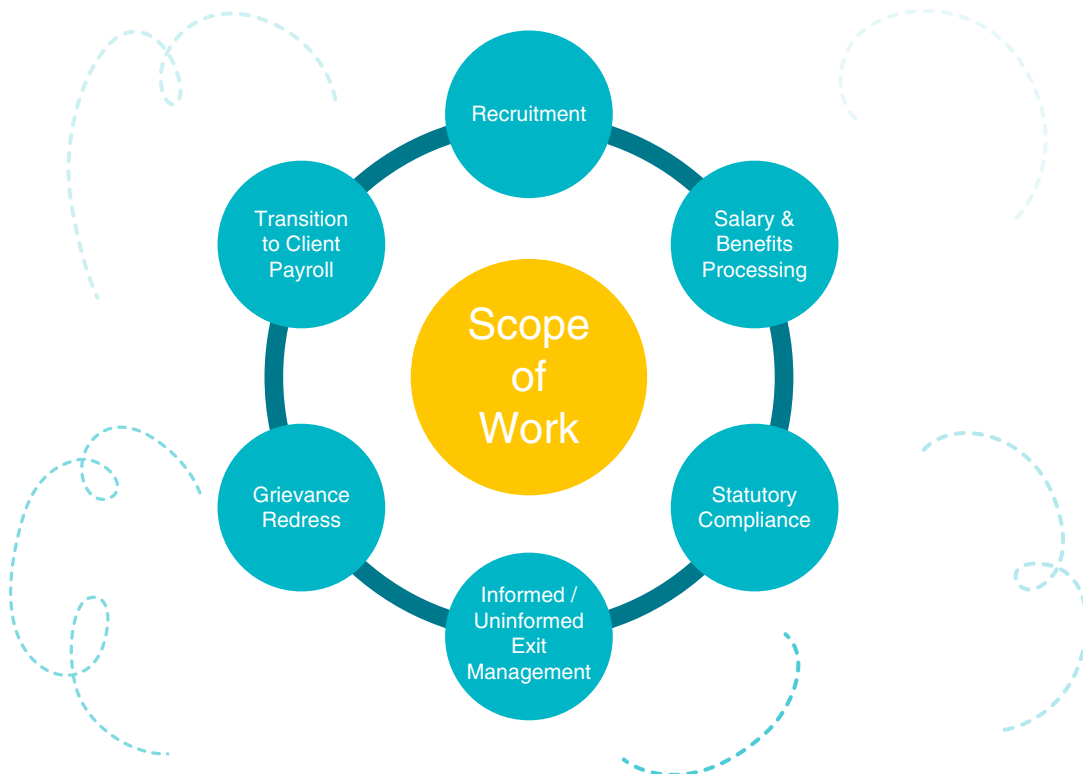
Additional objective of the project is to manage the support of the existing applications used within customer infrastructure effectively with less cost which includes Incident Management, Problem Management, and Batch Support.





## SCOPE OF WORK

- ☞ 24X7 end to end platform and service support for customers and all their platform based services.
- ☞ 24X7 Infrastructure Management Support
- ☞ 24X7 monitoring services support.
- ☞ Work of Change, Incidents and Problem Management tickets.
- ☞ Server virtualization and provisioning using VMware ESXI Hypervisor.
- ☞ Implementation of custom service management dashboards like cPanel & Plesk  
Support various types of services like DNS, Email, Web, SFTP, RDBMS etc
- ☞ Support existing customer infrastructure & services as is.

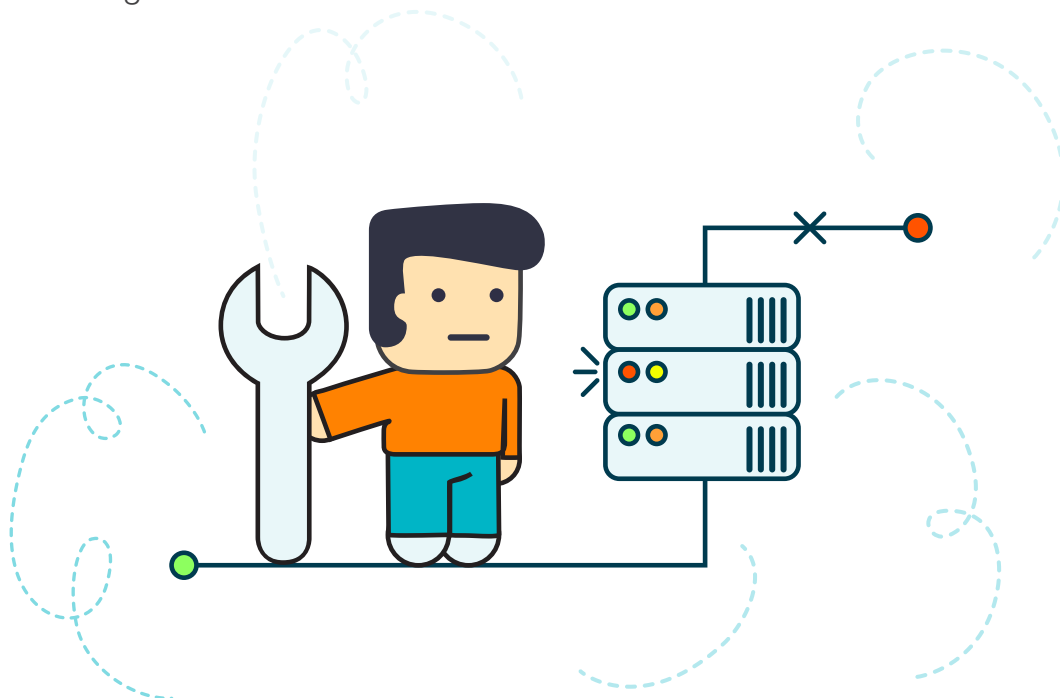




## PISERVE SUGGESTED SOLUTIONS

PiServe helped the customer with achieving the following:

- ☞ Identified servers that had low utilization thus making them good candidates for server virtualization.
- ☞ Utilized the existing hardware using server virtualization and came up with a cost effective web hosting , management, and support platform for their customers.
- ☞ Implemented Monitoring Solutions using Open Source Tools.
- ☞ Implemented Centralized Log Management Platform.
- ☞ Implemented SIEM for Audit Logging and Alerting.
- ☞ Streamlined process workflows for quick and efficient customer support.
- ☞ Automated server and service deployment using OpenSource Configuration Management Tools.

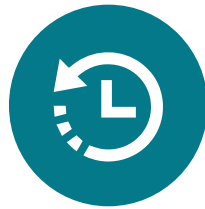




## TECHNOLOGY & TOOLS

- ☞ Unix/Linux & Windows Servers [ RHEL, Ubuntu, MS Windows ] VMware ESXI for server virtualization
- ☞ Nagios & Monit for server/service monitoring
- ☞ Splunk as SIEM
- ☞ Chef as Configuration Management Tool
- ☞ cPanel & Parallels Plesk as hosting control panels for end users.
- ☞ Jenkins
- ☞ ServiceNow





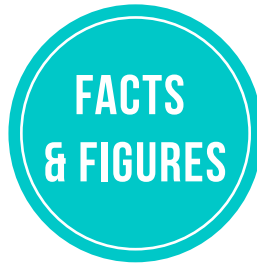
**DURATION: 10 YEARS**



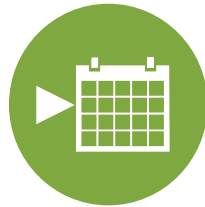
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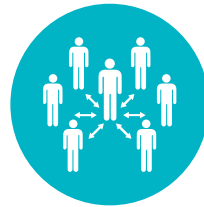
**START DATE:  
7<sup>TH</sup> JULY 2012**



**WORK LOCATION(S):  
INDIA & SAUDI ARABIA**






**END DATE:  
7<sup>TH</sup> JULY 2022**



**EFFORT:  
15 MEMBER TEAM**

## **BENEFITS TO THE CUSTOMER**

-  End to End Automation of Server provisioning and Service deployment.
-  Continuous deployment automation.
-  Timely resolution of Incidents.





## CONFIDENTIALITY NOTICE

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**THANK YOU.**

For any information please reach us at : [contact@piserive.com](mailto:contact@piserive.com)