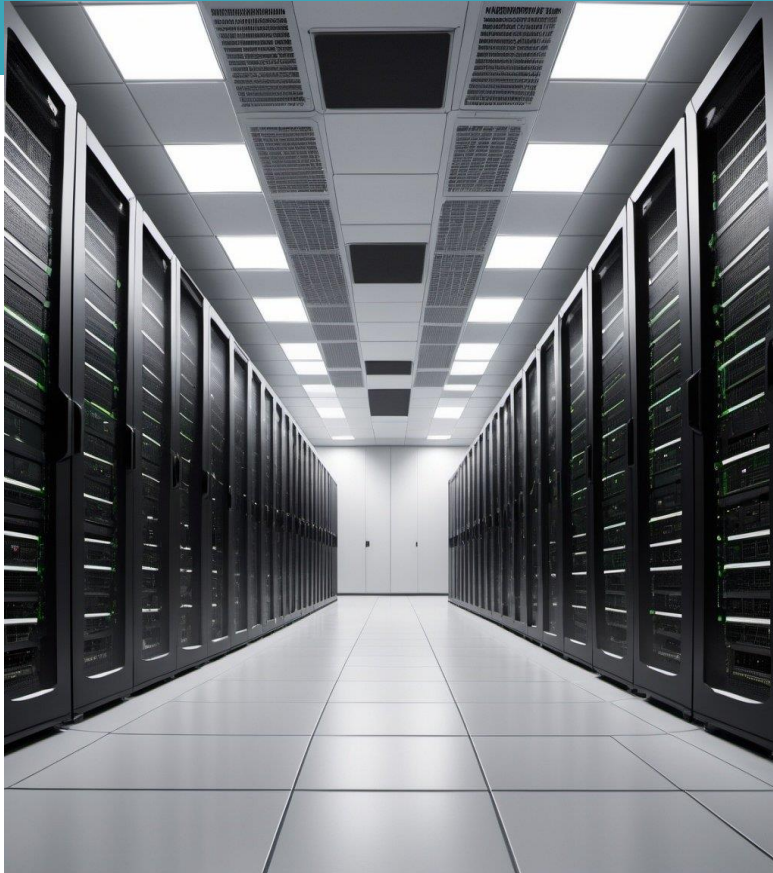




Enterprise Services – Data Sheet



Service Overview

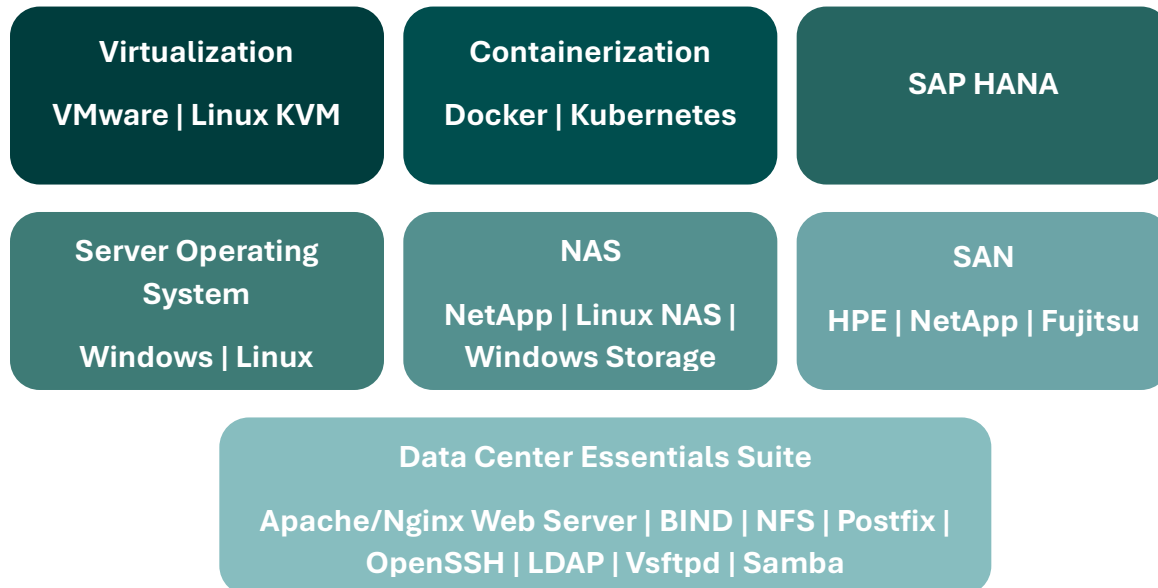
Our Enterprise Services prioritize scalability, security, and reliability to ensure that your organization can navigate complexities with confidence. With a focus on delivering measurable outcomes, we deploy agile methodologies and industry best practices to optimize your processes and drive sustainable growth. Whether you're seeking to enhance operational efficiency, leverage data-driven insights, or modernize your infrastructure, our team is dedicated to providing the strategic guidance and support you need to thrive in today's competitive landscape. Explore our suite of Enterprise Services and unlock the full potential of your organization with Pure Tech Solutions.

Service Objectives

Our objective is to provide tailored, high-quality IT solutions that enhance the efficiency, scalability, and security of your business operations. By offering specialized services in virtualization, containerization, SAP HANA, server operating systems, data center essentials, NAS, and SAN storage, we aim to empower your organization with robust infrastructure and seamless support, allowing you to focus on your core business activities.



Service Categories



Service Category Description

Virtualization	Design, Deploy, Configure & Upgrade Virtualization environments utilizing VMware and Linux KVM.
Containerization	Design, Deploy, Configure & Upgrade Kubernetes K8s clusters, and Docker containerized application.
SAP Hana	Deploy & Configure SAP HANA Databases
Server Operating Systems	Design, Deploy, Configure & Upgrade server operating systems along with tuning for performance optimization on Windows and Linux Operating Systems.
NAS	Startup services for NAS storage solutions including NetApp Data ONTAP storage, Linux based NFS and Windows Storage Server. ¹
SAN	Startup services for SAN Storage Solutions including HPE SAN systems, NetApp SAN systems and Fujitsu SAN systems. ¹
Data Center Essentials Suite²	Design, Deploy, Configure & Upgrade the following Linux Service: - • Apache/Nginx: Setup and configure of web servers for hosting websites and applications. • BIND: Configure DNS Services • Postfix: Setup & Configure Email Server • OpenSSH: Setup & Configure Secure remote access to servers • LDAP: Setup & Configure Directory services for centralized authentication and authorization • Vsftpd: Setup & Configure FTP server • Samba: Setup & Configure File services for interoperability between Linux/Unix and Windows systems

¹ The hardware needs to be provided by the customer.

² The Data Center Essential Suite is divided into subcategories to optimize costs based on customer needs, ensuring that clients only pay for the specific services they require

Date Center Essentials Subcategories

	Pure Web	Pure Network	Pure File	Pure All
Apache/Nginx	✓	✗	✗	✓
Postfix	✓	✗	✗	✓
BIND	✗	✓	✗	✓
OpenSSH	✗	✓	✗	✓
LDAP	✗	✓	✗	✓
NFS	✗	✗	✓	✓
Vsftpd	✗	✗	✓	✓
Samba	✗	✗	✓	✓

Solution Packages

	Pure DC Infra	Pure K8s	Pure SAP	Pure One	Pure Complete
Virtualization	✓	✗	✗	✗	✓
Containerization	✗	✓	✗	✗	✓
SAP Hana	✗	✗	✓	✗	✓
Server Operating System	✓	✓	✓	✗	✓
SAN	✓	✓	✗	✗	✓
NAS	✓	✓	✗	✗	✓
Desktop Premium ³	✗	✗	✗	✓	✓
Pure Web	✗	✗	✗	✓	✓
Pure Network	✗	✗	✗	✓	✓
Pure File	✗	✗	✗	✓	✓
Website Design	✗	✗	✗	✓	✓

³ Desktop Premium is a desktop solution Package, more details can be found in the [Desktop Services – Data Sheet](#)

Service Deliverables

Requirements Gathering	Understanding the customer requirements and objectives. This includes: • Conducting interviews with key stakeholders to understand their requirements. • Assessing current systems and identifying any gaps or challenges. • Documenting and agreeing on your requirements to serve as a benchmark to measure the effectiveness and success of the service implementation.
Deployment	Deployment^{4,5}: - • Installing and configuring the required service as per the agreed upon requirements
Testing & Validation	Testing: - • Validating the configuration to ensure meeting customer requirements. • Testing in reference to the agreed requirements.
Documentation & Knowledge Transfer	Deployment and testing: • Providing documentation and knowledge transfer to ensure users can effectively utilize the new solution.

Support

We offer comprehensive support⁶ to ensure your desktop environment remains efficient and reliable:

- Providing ongoing technical support and troubleshooting.
- Offering maintenance plans to keep your systems updated and secure.
- Conducting regular system health checks and performance optimizations.
- Providing user training and support to help users adapt to new systems and applications.
- Ensuring a smooth and continuous operation with minimal downtime.

⁴ This service covers one category or one solution package. For the Data Center Essential Suite, it includes only the selected subcategories.

⁵ The number of deployed systems will be contingent upon the quantity specified in the order.

⁶ Support services are available for additional purchase upon request.

Managed Services

Our Managed Services provide comprehensive IT support, freeing your resources to focus on core business activities. We handle everything from proactive monitoring and maintenance to 24/7 support, ensuring your systems run smoothly and securely. Every business has unique IT needs, which is why we offer two flexible options for Managed Services:

NBD Remote Managed Services	On-Site Managed Services
Next-Business Day (NBD) Remote Managed Services offer flexible, hassle-free IT support for small to medium businesses. Pay monthly and cancel anytime, with guaranteed next-business-day completion of requests. Remote support capabilities often allow same-day task completion, minimizing downtime and maximizing productivity.	On-Site Managed Services offer dedicated IT professionals at your location for hands-on support, ensuring prompt and effective handling of your IT needs. This option requires a contract commitment but provides personalized, on-site maintenance, troubleshooting, and project assistance to keep your business running smoothly.
Key Benefits	
Flexibility: No long-term contract commitment is required, which allows for scalability and cost-effectiveness, with monthly payments and the freedom to cancel at any time.	Dedicated Resource: Having a skilled IT professional on-site provides immediate access to manage/support the environment, ensuring timely resolution of issues and personalized assistance.
Rapid Response: Guaranteed next-business-day resolution ensures prompt addressing of required tasks and issues, while many task/problems can be completed in the same day, minimizing downtime.	Proactive Monitoring: On-site presence allows for proactive monitoring and maintenance, identifying and addressing potential issues before they escalate, minimizing disruptions.
Managed Services with Remote Support: Comprehensive managed services include remote support capabilities, enabling efficient troubleshooting and issue resolution from afar.	Tailored Solutions: With a contractual commitment, clients receive personalized attention and solutions, tailored to their unique business needs and objectives.

Note: Managed services are available for additional purchase upon request.