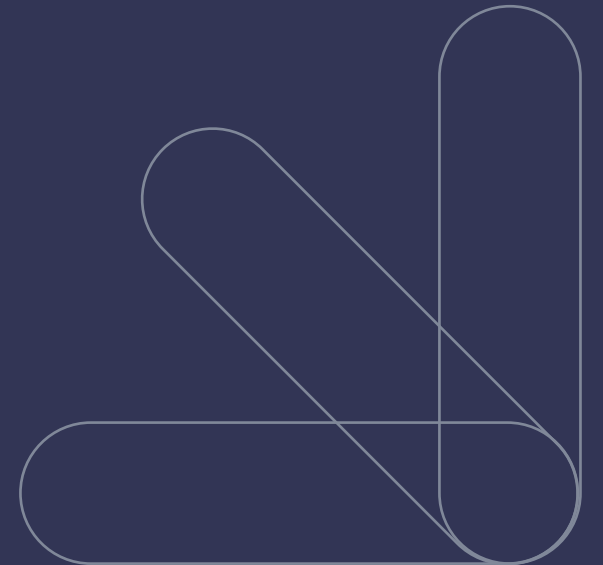


# IT Outsourcing for International Companies



# ALP ITSM – Service IT Company within the ALP Group



IT Outsourcing for international companies doing or localizing business in Russia and CIS



- Russia and CIS
- **900+** cities

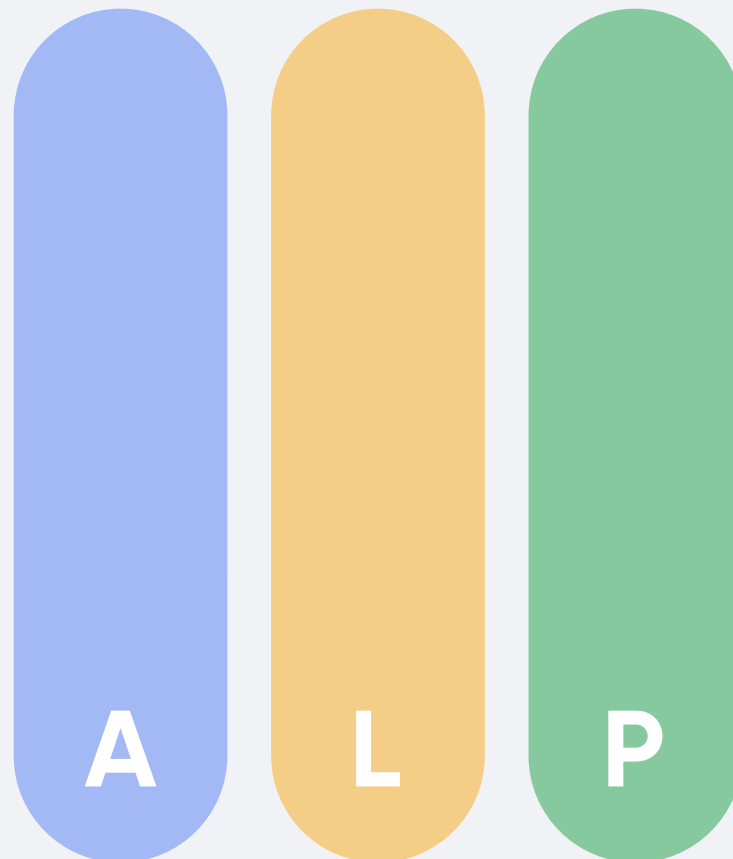


## SERVICE

- Support of sanctions-independent IT solutions
- Service Desk Customer Support
- Office IT infrastructure support
- Application and IT Services Support
- Fieldforce and Branch Offices Support

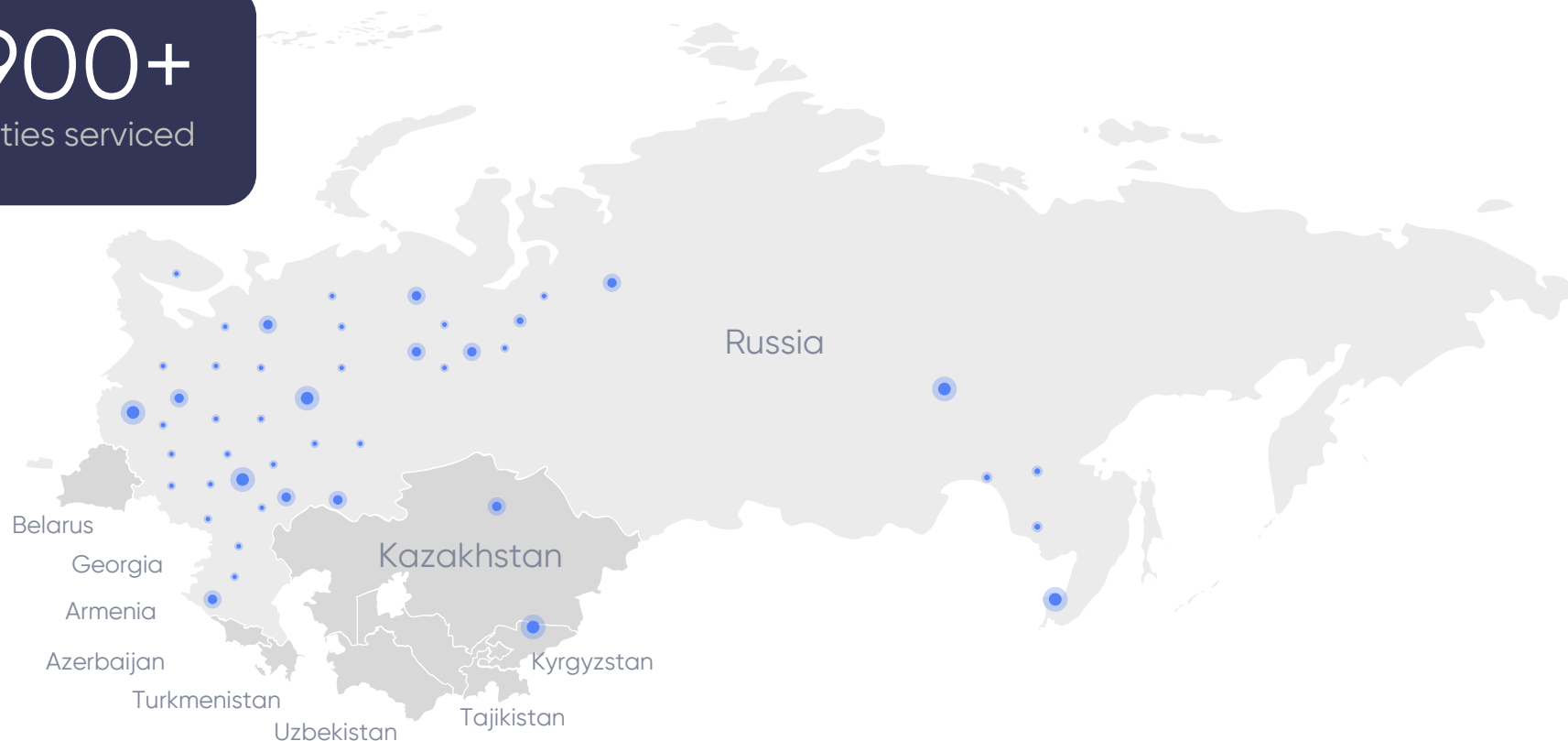
## PROJECT

- Migration to sanctions-independent IT solutions
- Project management with coordination with Global IT
- Localization of IT infrastructure
- "IT relocations" of offices



# Geography and Facts

**900+**  
Cities serviced



**2 150** Partners' Specialists

**140** ALP ITSM Employees

**1 150+** Service Partners

## Service Objects

 **3 260**  
Offices and Branches

 **12 700**  
Workplaces

 **1 100**  
Servers

# Clients



# ALP ITSM Services for International Companies



## OFFICES IT SUPPORT

- Service Desk – Single Point of Contact (SPOC) for IT Support
- Support for workplaces and office equipment
- Support for applications (including CRM, CLM)
- Support of IT and network infrastructure

## REMOTE EMPLOYEE SUPPORT

- Fieldforce Support
- Branch Support (900+ cities)
- Mobile Device Management (MDM)

## SPECIAL SERVICES

- IT support for cyclic conferences
- IT audit and inventory
- IT asset management
- Local IT project management

## IT LOCALIZATION

- Localization of IT infrastructure
- Implementation and support of sanction-free IT solutions
- Migration of IT infrastructure to Russian clouds

# Localization and Import Substitution of IT



Foreign companies localizing business in Russia



## YOUR CHALLENGES

01

Inability to use foreign equipment and software due to sanctions

02

Risks of business interruption due to disconnection from the global IT landscape

03

Need to build an independent and stable IT infrastructure

# ALP ITSM Solutions and Services

## Localization and Import Substitution of IT

**01** Audit of the existing IT infrastructure

**02** Collection and analysis of business requirements

**03** Selection of sanction-independent solutions

**04** Design and launch of a pilot project

**05** Full migration and post-project support



# Why ALP ITSM

## Experience & Expertise



20+ localized  
IT infrastructures



Seamless migration without  
stopping business



Successful projects with  
international companies



Personalized solutions for  
specific business needs



Support for implemented IT  
solutions with financial  
guarantees by SLA



Competence center for  
import substitution since  
2015

# Common Services

for International  
Companies



# ALP ITSM Service Desk

-  SPOC for all IT requests
-  Russian and English speaking Helpdesk
-  Up to 24/7 support
-  Service providing according to the requirements of your Global IT



**01** 1st and 2nd lines of IT support

**02** Full cycle request management

**03** Support of sanctions-free IT solutions

**04** Support for office and field staff

**05** Collaboration with your Global IT

**06** ITIL/ITSM Compliance

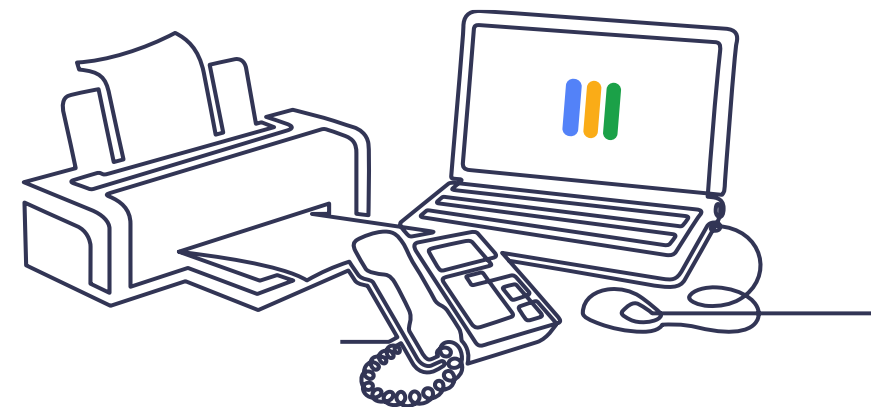
# Support of Workplaces and Office Equipment

 Full range of services for IT support of office equipment

 Compliance with Client requirements

 Planned replacement of equipment according to Global IT requirements

 Installation and support of Russian equipment



**01** Administration of software and hardware of workstations

**02** IMAC service for office and salesforce


**03** Corporate OS image support

**04** Office and multimedia equipment support

**05** Local network support

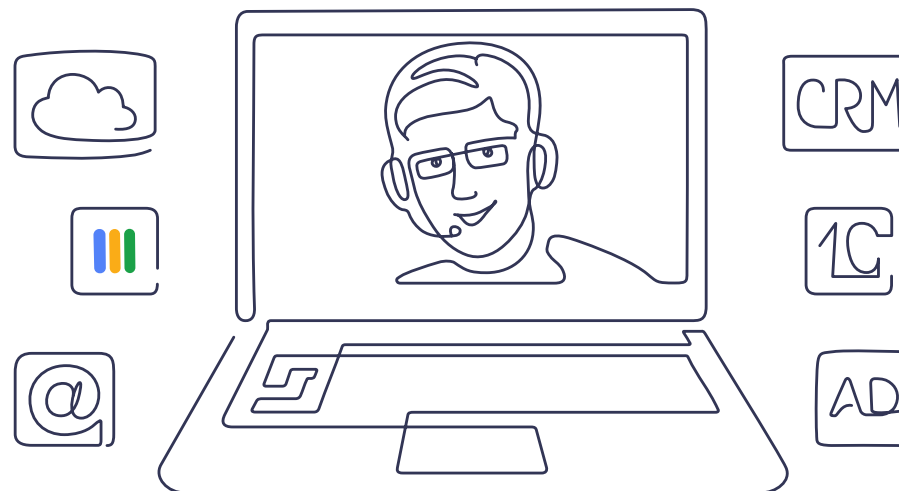
**06** Access control system administration

# Application Support

 Experienced team supporting corporate applications

 Interaction with Global IT and application developers

 Support for sanction-independent software



**01** Request management and users support

**02** Support for CRM, CLM, EDMS, BI, ERP, corporate portals

**03** Administration and maintenance of functionality

**04** Preparing of instructions and trainings for users

**05** Access rights management

**06** Maintaining a knowledge base of applications (instructions, regulations)

# Field Force and Branches Support



Dedicated support team



Well-established processes for supporting field staff and branches



Remote administration and on-site visits to 900+ cities in Russia and CIS



**01** User request management and consultation

**02** Administration of laptops, tablets, smartphones

**03** Communication with Internet providers and telecom operators

**04** IT training during training courses. Preparation of instructions

**05** Mobile device management (MDM)

**06** Support for CRM, CLM, local applications

# Support of Cyclical Conferences



Experience in IT support of 100+ cyclical conferences



Upgrade and replacement of equipment without employee involvement



Individual approach to each conference



**01** IT support for events in Russia and abroad

**02** On-site Helpdesk for quick resolution of employee issues

**03** Interaction with apps developers

**04** Presentation of new services and user training

**05** Centralized replacement or upgrade of equipment

**06** Centralized iPhone/iPad setup

# Printing Outsourcing



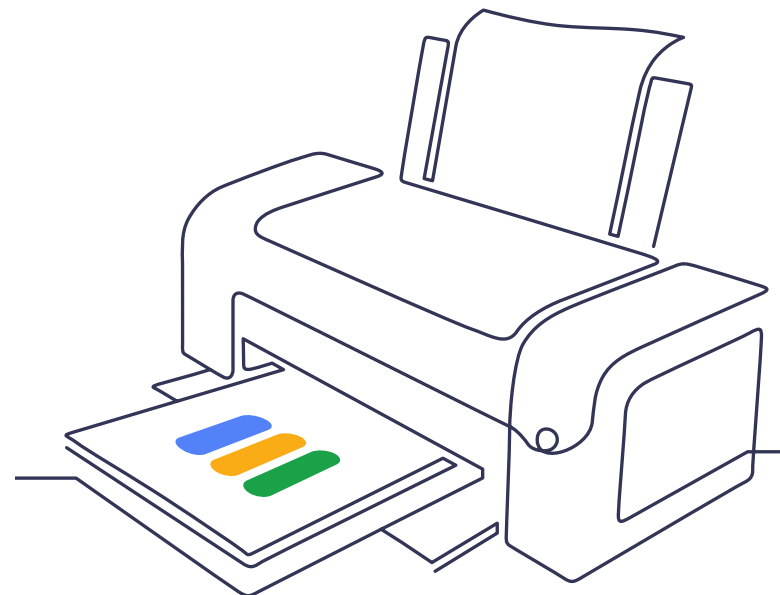
Maintenance of the printing service



Support for office equipment and "just-in-time" supply of consumables in 900+ cities



Work with original and high-quality compatible spare parts



**01** Identification of systemic problems and "bottlenecks" in the printing infrastructure

**02** Supply of original and high-quality compatible consumables and spare parts

**03** Provision of replacement fund

**04** Remote and on-site support. Incident and scheduled maintenance

**05** Single SLA for all branches

**06** Utilization of highly toxic waste from consumables

# IT Audit and Inventory



Getting reliable information about the availability and condition of IT assets



Assistance in passing internal audits (including SOX)



Experienced audit team



**01** Detailed description of the existing IT infrastructure

**02** Inventory of equipment and software

**03** Identification of systemic problems and "bottlenecks" of the IT

**04** Identification and analysis of business risks associated with IT

**05** Developing a corrective action plan

**06** Recommendations for optimization of the IT infrastructure

# IT Assets Management



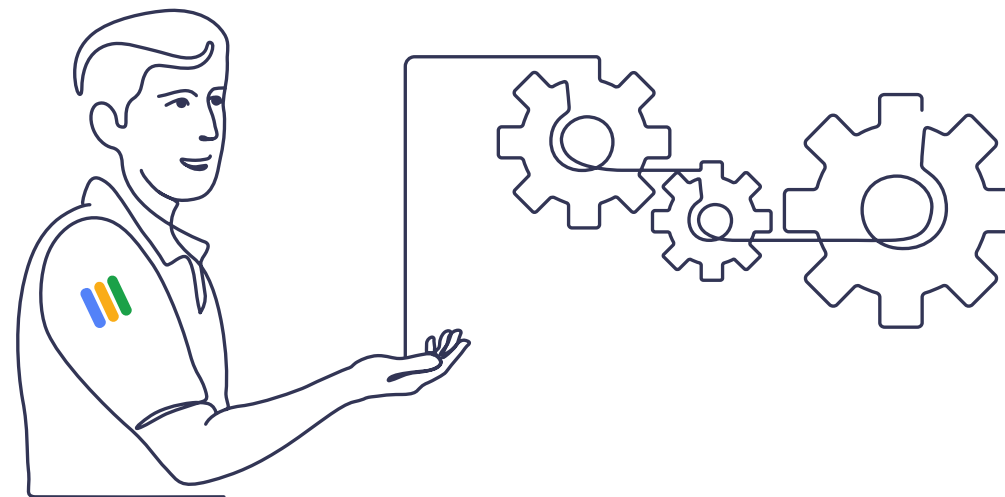
Relevant for medium and large companies



Management of the movement and life cycle of equipment and software



Work in accordance with client regulations



**01** Management of IT asset movement

**02** Life cycle Control




**03** Management of storage (IT warehouse)

**04** Inventory and checks

**05** Repair Management

**06** Keeping records of IT assets in the client's ITAM system

# Support and Development of IT Infrastructure

 <b>COMPONENTS</b>	 <b>CLASSICAL SOLUTIONS</b>	 <b>SANCTIONS-INDEPENDENT SOLUTIONS</b>
<ul style="list-style-type: none"> <li>• Network</li> </ul>	<ul style="list-style-type: none"> <li>• Cisco, Mikrotik, Checkpoint, HP</li> </ul>	<ul style="list-style-type: none"> <li>• VyOS (Vyatta), pfSense, Quagga, Squid</li> </ul>
<ul style="list-style-type: none"> <li>• Servers and Storage</li> </ul>	<ul style="list-style-type: none"> <li>• HP, IBM, Dell, Huawei</li> </ul>	<ul style="list-style-type: none"> <li>• Elbrus, Kraftway, Depo, iRU</li> </ul>
<ul style="list-style-type: none"> <li>• Virtualization</li> </ul>	<ul style="list-style-type: none"> <li>• VMware vSphere, Microsoft HyperV</li> </ul>	<ul style="list-style-type: none"> <li>• KVM, Docker, OpenVZ, Proxmox, OpenStack</li> </ul>
<ul style="list-style-type: none"> <li>• Operating Systems</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Windows, Windows Server</li> </ul>	<ul style="list-style-type: none"> <li>• CentOS, Debian, RHEL, OS ALT, Astra Linux</li> </ul>
<ul style="list-style-type: none"> <li>• System services</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft AD и сетевые службы</li> </ul>	<ul style="list-style-type: none"> <li>• OpenLDAP, Samba DC, FreeIPA</li> </ul>
<ul style="list-style-type: none"> <li>• DBMS</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft SQL, IBM DB2, Oracle DB</li> </ul>	<ul style="list-style-type: none"> <li>• PostgreSQL / PostgresPro, MySQL, MongoDB</li> </ul>
<ul style="list-style-type: none"> <li>• Collaborative tools</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft: Exchange, Skype for Business, SharePoint, Office 365</li> </ul>	<ul style="list-style-type: none"> <li>• CommunigatePro, SOGo, Postfix, Exim, Cyrus, Courier, Ejabberd, My Office</li> </ul>
<ul style="list-style-type: none"> <li>• Infrastructure management</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft System Center</li> </ul>	<ul style="list-style-type: none"> <li>• Zabbix, Graylog, Puppet, Ansible</li> </ul>
<ul style="list-style-type: none"> <li>• Backup systems</li> </ul>	<ul style="list-style-type: none"> <li>• Symantec / Veritas BackupExec, Microsoft DPM, Veeam Backup</li> </ul>	<ul style="list-style-type: none"> <li>• Bacula, Duplicity</li> </ul>

# Outsourcing of IT Specialists

 Extra specialists for your IT department or project

 Dedicated IT specialist or Team. On-site or remotely

## Why ALP ITSM

- Compliance of competencies with your requirements
- Replacement of the provided specialist with an employee with similar competencies in case of sick leave or vacation
- Compliance with the labor regulations of your company and the law
- Information security compliance

**01** Fast deployment of IT specialists on your site

**02** Employment in the ALP ITSM on a permanent or temporary basis

**03** Replacement of an IT specialist during vacation or sick leave

**04** Compliance of your requirements to hard skills and soft skills

**05** On-site deployment in 900+ cities and towns of Russia and CIS

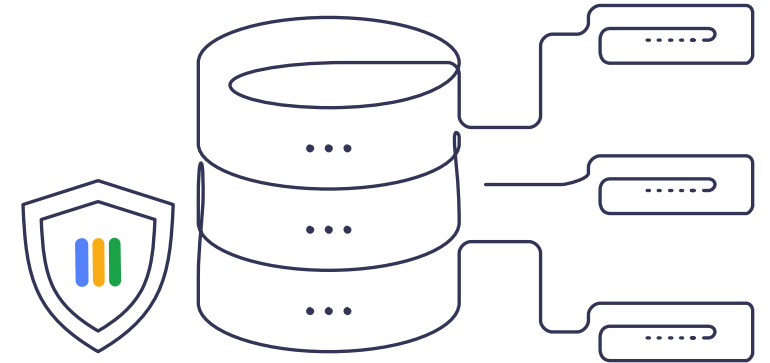
# Information Security

 Analysis of security and identification of vulnerabilities in IT infrastructure

 Penetration test simulating a real attack (pentest)

 Providing data security and network functionality

 Specialists certified by CISA, CISSP, CEH, OSCP



**01** Managed phishing (social engineering testing)

**02** External penetration testing (BlackBox model)

**03** Internal penetration testing (GreyBox model)

**04** Security analysis of web and mobile applications

**05** Preparation of regulations and instructions on IS

**06** Recommendations for eliminating vulnerabilities and improving security

# ALP ITSM Cases: Mid-size Offices Support

## Dior

- Complex IT audit of the office and boutiques
- User and IT services support
- Opening of new boutiques
- Modernization of IT infrastructure

## FISCHER

- 1st and 2nd lines of IT support
- Modernization of IT infrastructure in the office and stores
- Continuous IT infrastructure monitoring "Argus"
- Strict SLA: 15 minutes

## nostrum Oil & Gas

- Opening a representative office in Russia
- Support for Windows and Linux servers
- Migration of IT infrastructure to cloud
- Resolving 80% of IT issues before they impact the business

# ALP ITSM Cases: Enterprise Support

## ***KFC***

- Support of server infrastructure
- Creation and support of self-service terminal infrastructure
- Maintenance of office equipment
- Users:  
**1 000**

## ***INVITRO***

- Support of medical offices
- Users' support
- Corporate software support
- Offices:  
**6 000**

## **Abbott** A Promise for Life

- Users support (office & fieldforce)
- Administration of corporate information systems
- System software support
- Users:  
**1 700**

# IT Service Management

Tools and Practices



# IT Process System


## Managing Service Level

With the ALP ITSM service you get an IT process system successfully used by 150 of our clients

### System solves 3 main tasks:

 Provides stable service quality

 Ensures business continuity

 Reduces your losses from IT downtime

**01 Incident Management**  
Resolving IT incidents ASAP.  
Business doesn't stop

**02 Change Management**  
Planning changes. Preparing "Plan B". Business doesn't lose money due to uncoordinated change

**03 Routine Management**  
Backups, antivirus protection, server monitoring. Prevents IT downtime

**04 Problem Management**  
Eliminating the root causes of incidents. Failures do not recur, the business does not suffer losses

**05 Request Management**  
Consulting employees. Setting up software. Managing access. Providing fast and high-quality service

**06 Quality Management**  
Measuring and improving service quality. Studying your feedback. Correcting violations. Growing the value of the service for business

# ALP Q - Service Quality Management



ISO 9001 certified  
by DQS



Service Review  
with the Client



Customer satisfaction surveys  
twice a year



Quality service  
Q@alp-itsm.ru



External & Internal  
service quality audits





Working SLAs

# Financial Guarantees

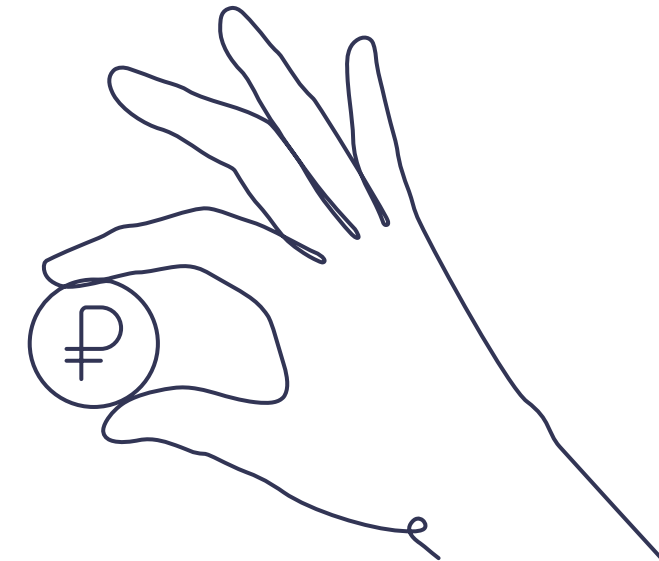


The quality of ALP ITSM service is legally guaranteed in the [Service Level Agreement \(SLA\)](#)

## ALP ITSM SLA DEFINES:

Response time	ALP ITSM Financial Guarantees
 How quickly will you respond to my request?	Didn't resolve your request on time? <b>We will return 1,500 ₺ for every hour of violation</b>
Resolution time	
 When will my request be resolved?	

**FACT**  
9 out of 10 IT companies cannot provide financial guarantees



# Why ALP ITSM?

- 30 years of experience in providing IT services to international companies

- Excellent knowledge of business processes and specifics

- Extensive experience working with corporate services



- Legally and financially significant quality guarantees in the Contract and SLA

- 1500 ₺ Compensation for every hour of Contract and SLA violation

- Full portfolio of IT services

- Unified SLA for 900+ cities in Russia and CIS

- Working service level management processes

# Contact Information Contact Information Contact Information



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