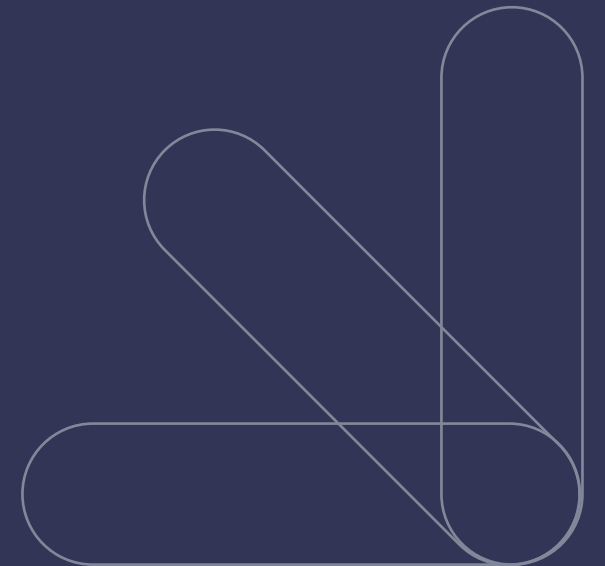# IT Outsourcing for International Companies

ALP
ITSM

ALP ITSM – Service IT Company within the ALP Group

FOCUS

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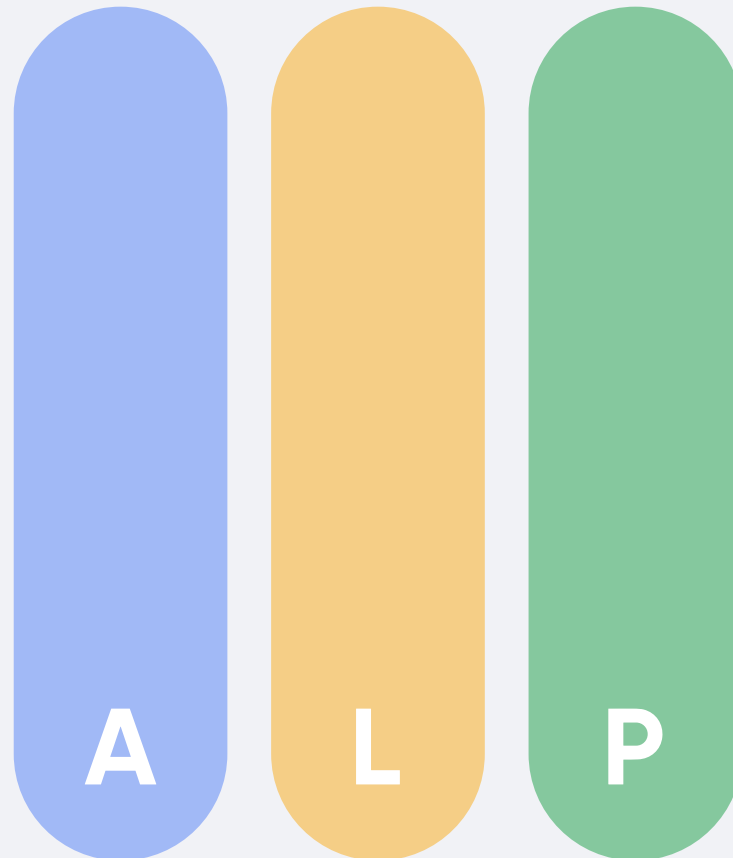
GEOGRAPHY

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

SPECIALIZATION

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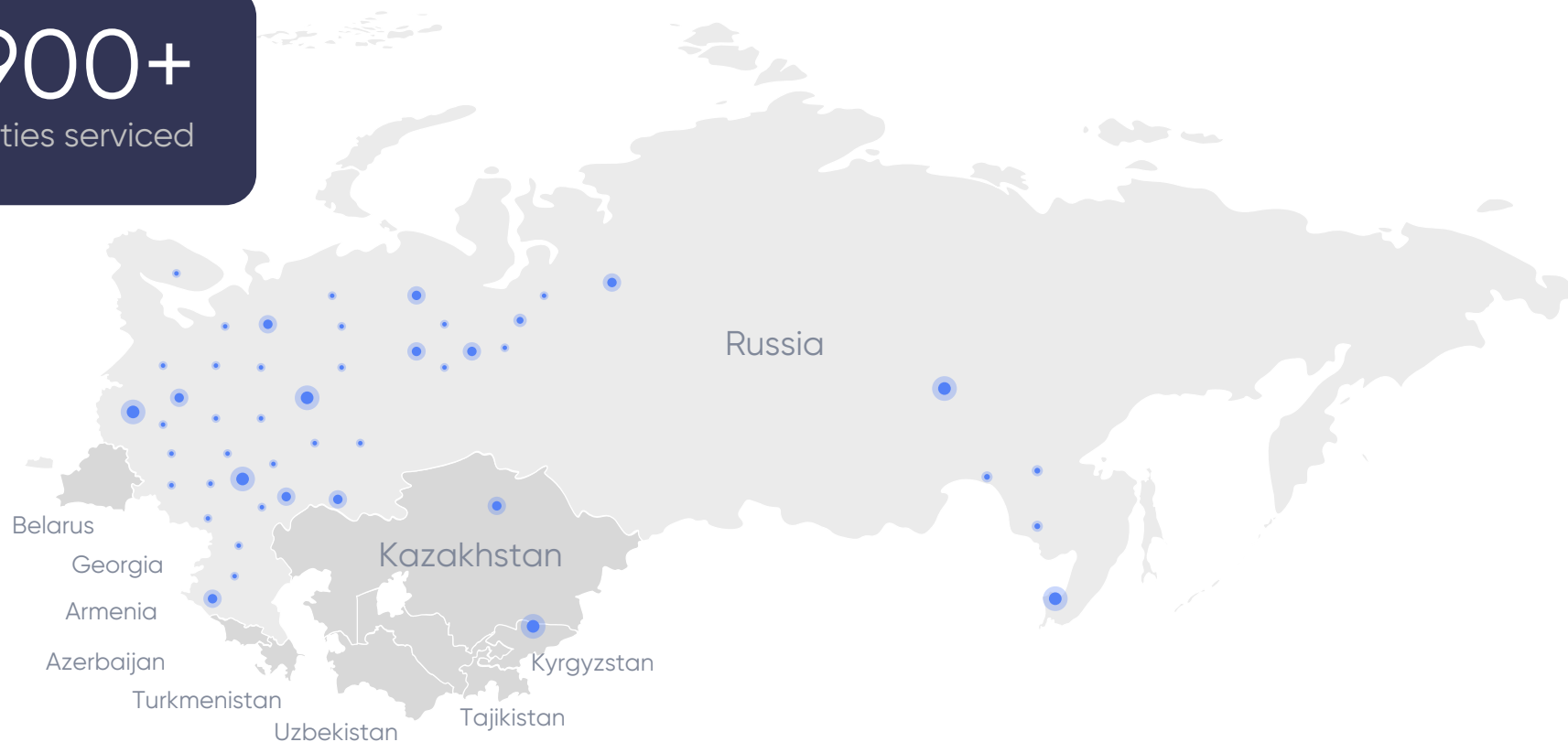- Fieldforce and Branch Offices Support

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

Russia

Belarus
Georgia
Armenia
Azerbaijan
Turkmenistan
Uzbekistan

Kazakhstan

Kyrgyzstan
Tajikistan

Service Objects

3 260
Offices and Branches

12 700
Workplaces

1 100
Servers

2 150 Partners'
Specialists
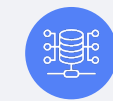
140 ALP ITSM
Employees

1 150+ Service
Partners

alp-itsm.ru

Clients

KFC

CHERY

PERFUMERIE
ZIELINSKI & ROZEN
רוקחות בשמים

Abbott
A Promise for Life

FISCHER

Dior

doka

adidas

ALP
ITSM

-Heel

.:accace

INVITRO

VIATRIS

BOSS
HUGO BOSS

Angelini
Pharma

BOBST

TCL

ALP ITSM Services for International Companies

IT SUPPORT FOR OFFICES

- 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

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
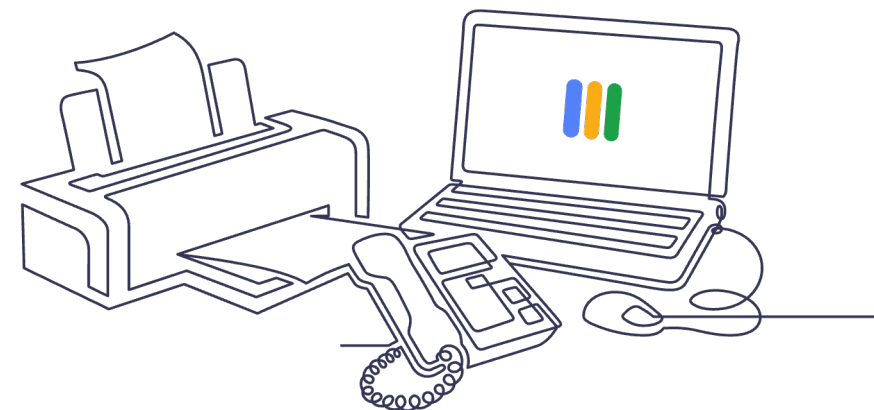
06 ITIL/ITSM Compliance

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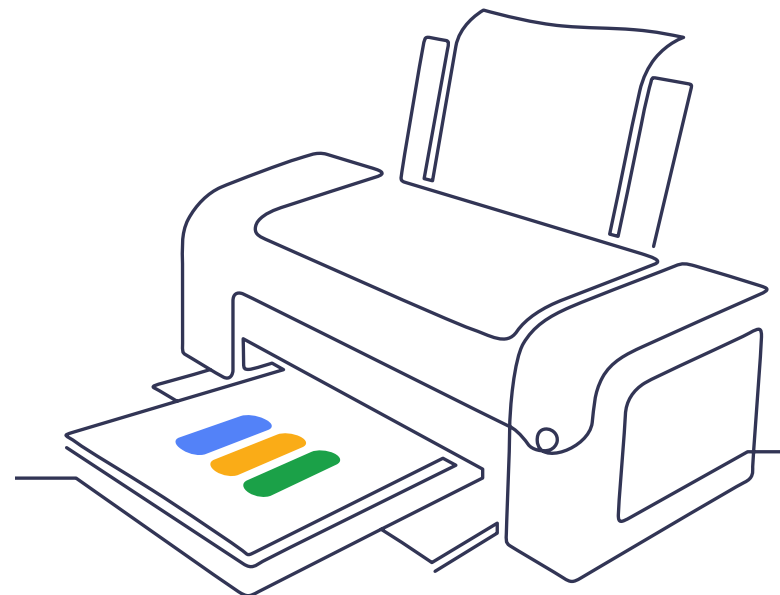
01 Identification of systemic problems and "bottlenecks" in the printing infrastructure

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
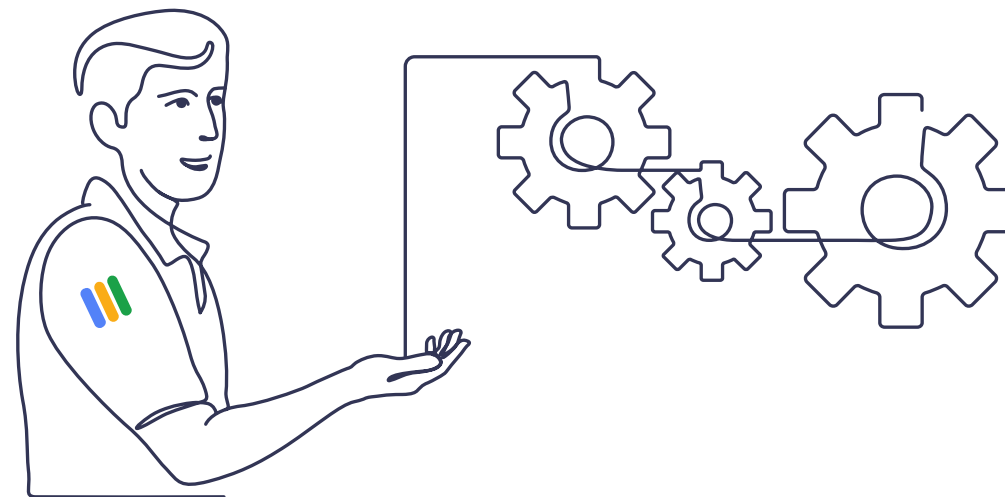
01	Management of IT asset movement	02	Life cycle Control	03	Management of storage (IT warehouse)
04	Inventory and checks	05	Repair Management	06	Keeping records of IT assets in the client's ITAM system

Support and Development of IT Infrastructure

COMPONENTS	CLASSICAL SOLUTIONS	SANCTIONS-INDEPENDENT SOLUTIONS
Network	Cisco, Mikrotik, Checkpoint, HP	VyOS (Vyatta), pfSense, Quagga, Squid
Servers and Storage	HP, IBM, Dell, Huawei	Elbrus, Kraftway, Depo, iRU
Virtualization	VMware vSphere, Microsoft HyperV	KVM, Docker, OpenVZ, Proxmox, OpenStack
Operating Systems	Microsoft Windows, Windows Server	CentOS, Debian, RHEL, OS ALT, Astra Linux
System services	Microsoft AD и сетевые службы	OpenLDAP, Samba DC, FreeIPA
DBMS	Microsoft SQL, IBM DB2, Oracle DB	PostgreSQL /PostgresPro, MySQL, MongoDB
Collaborative tools	Microsoft: Exchange, Skype for Business, SharePoint, Office 365	CommunigatePro, SOGo, Postfix, Exim, Cyrus, Courier, Ejabberd, My Office
Infrastructure management	Microsoft System Center	Zabbix, Graylog, Puppet, Ansible
Backup systems	Symantec / Veritas BackupExec, Microsoft DPM, Veeam Backup	Bacula, Duplicity

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

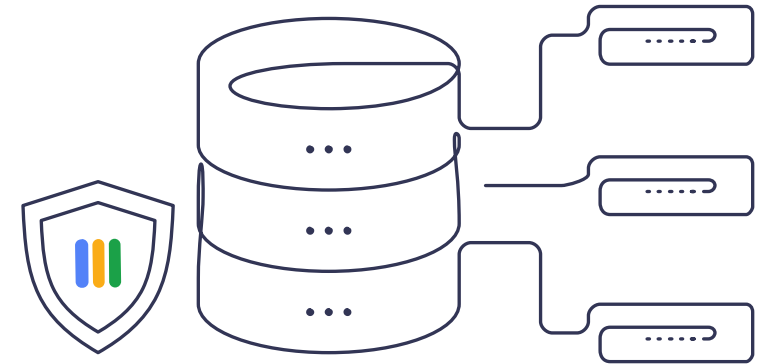**05** On-site deployment in 900+ cities and towns of Russia and CIS

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:
  1000

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:
  1700

IT Service Management

Tools and Practices

ALP
ITSM

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 stops

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?
Resolution time	**We will return 1,500 ₽ for every hour of violation**
When will my request be resolved?	

FACT
9 out of 10 IT companies cannot provide financial guarantees
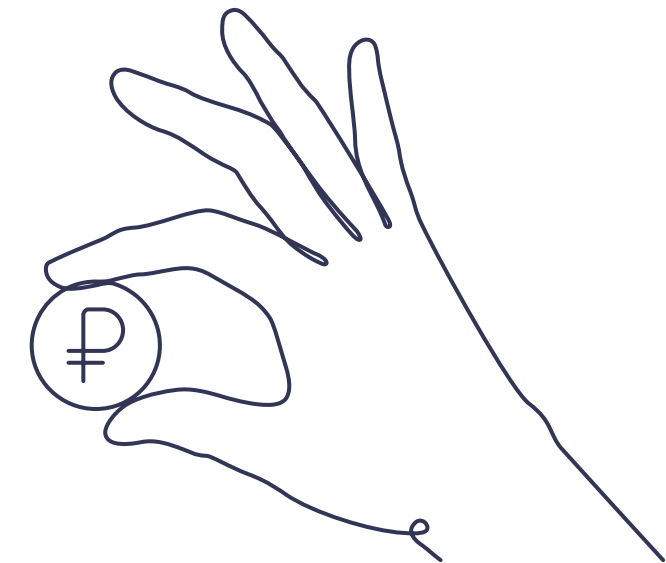
Why ALP ITSM?

- **25+ years** of experience in providing IT services to international companies

- Excellent knowledge of business processes and specifics

- Extensive experience working with corporate services

Deep expertise

Financial guarantees

Managed service

A L P

- Legally and financially significant quality guarantees

- Guarantees are fixed in the Contract and SLA

- **1 500 ₽**
  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

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