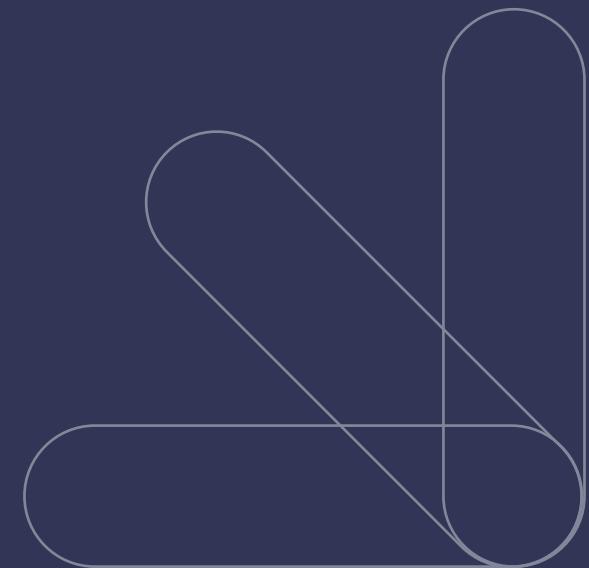


# IT Outsourcing for International Companies



# 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

A      L      P



## 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

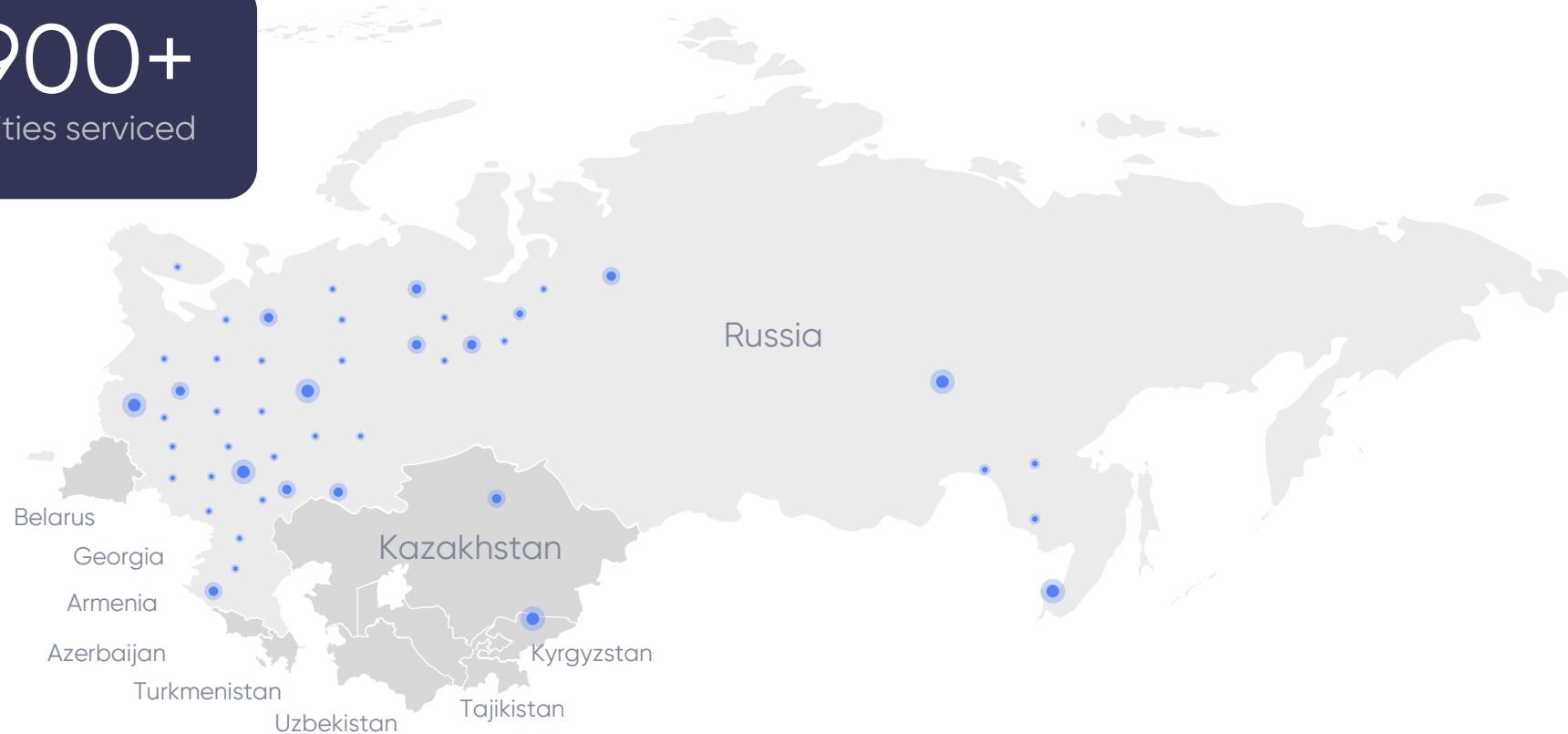
### PROJECT

- 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



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



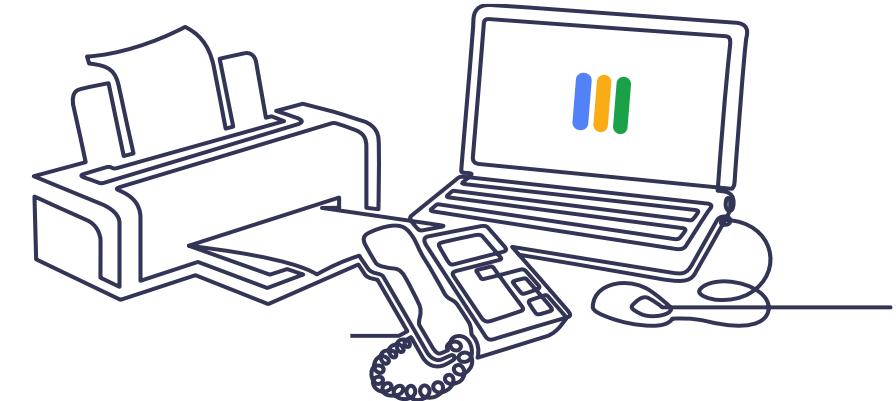
Planned replacement of equipment according to Global IT requirements



Compliance with Client 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

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

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

**05** Access rights management

**03** Administration and maintenance of functionality

**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

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

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

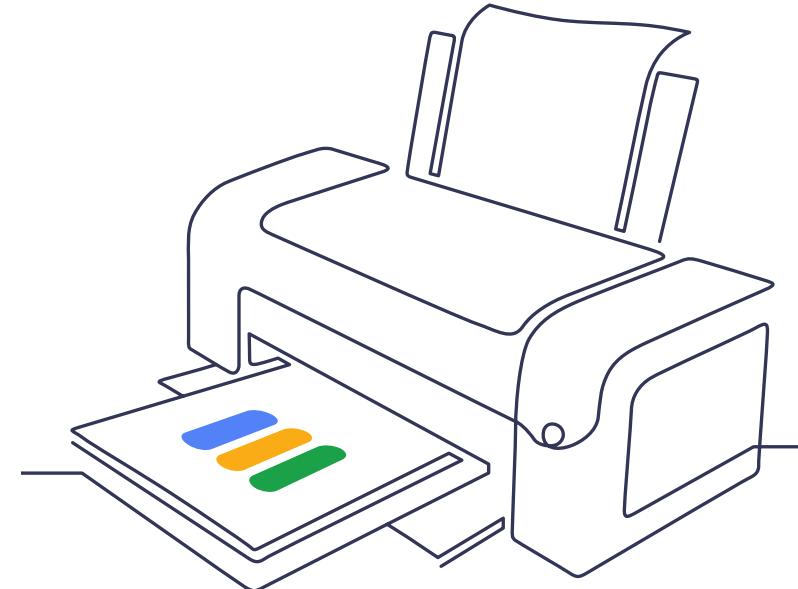
**05** Centralized replacement or upgrade of equipment

**03** Interaction with apps developers

**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



<b>01</b> Identification of systemic problems and "bottlenecks" in the printing infrastructure	<b>02</b> Supply of original and high-quality compatible consumables and spare parts	<b>03</b> Provision of replacement fund
<b>04</b> Remote and on-site support. Incident and scheduled maintenance	<b>05</b> Single SLA for all branches	<b>06</b> 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

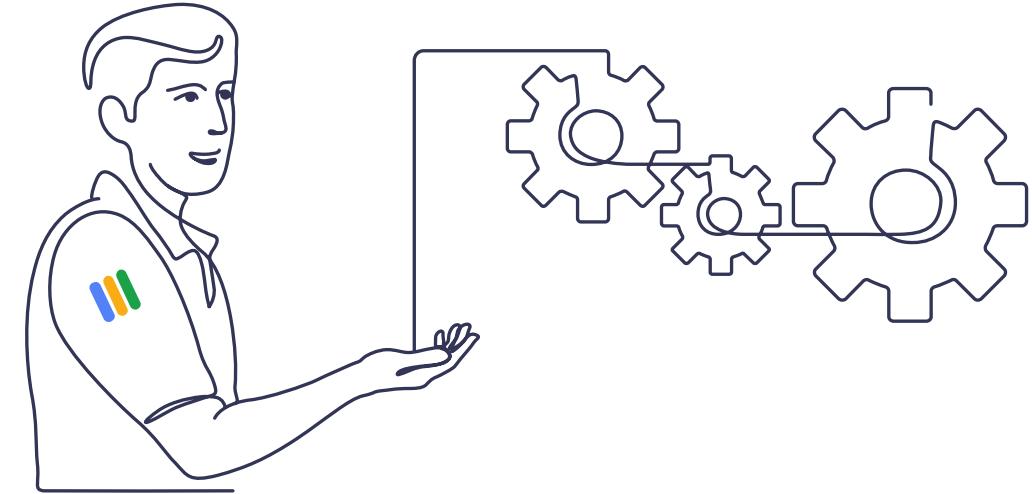
**03** Identification of systemic problems and "bottlenecks" of the IT

**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

**04** Inventory and checks

**02** Life cycle Control

**05** Repair Management

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

**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

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

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

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

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

## 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

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

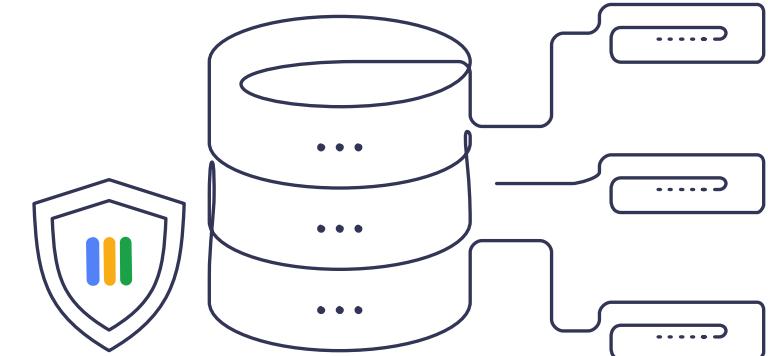
# Information Security

 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



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



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



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 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



How quickly will you respond to my request?

### Resolution time



When will my request be resolved?

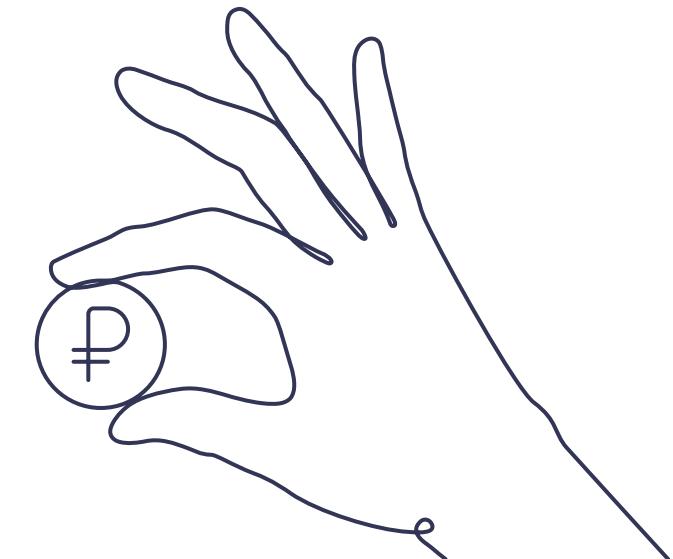
### ALP ITSM Financial Guarantees

Didn't resolve your request on time?

**We will return 1,500 ₽ for every hour of violation**

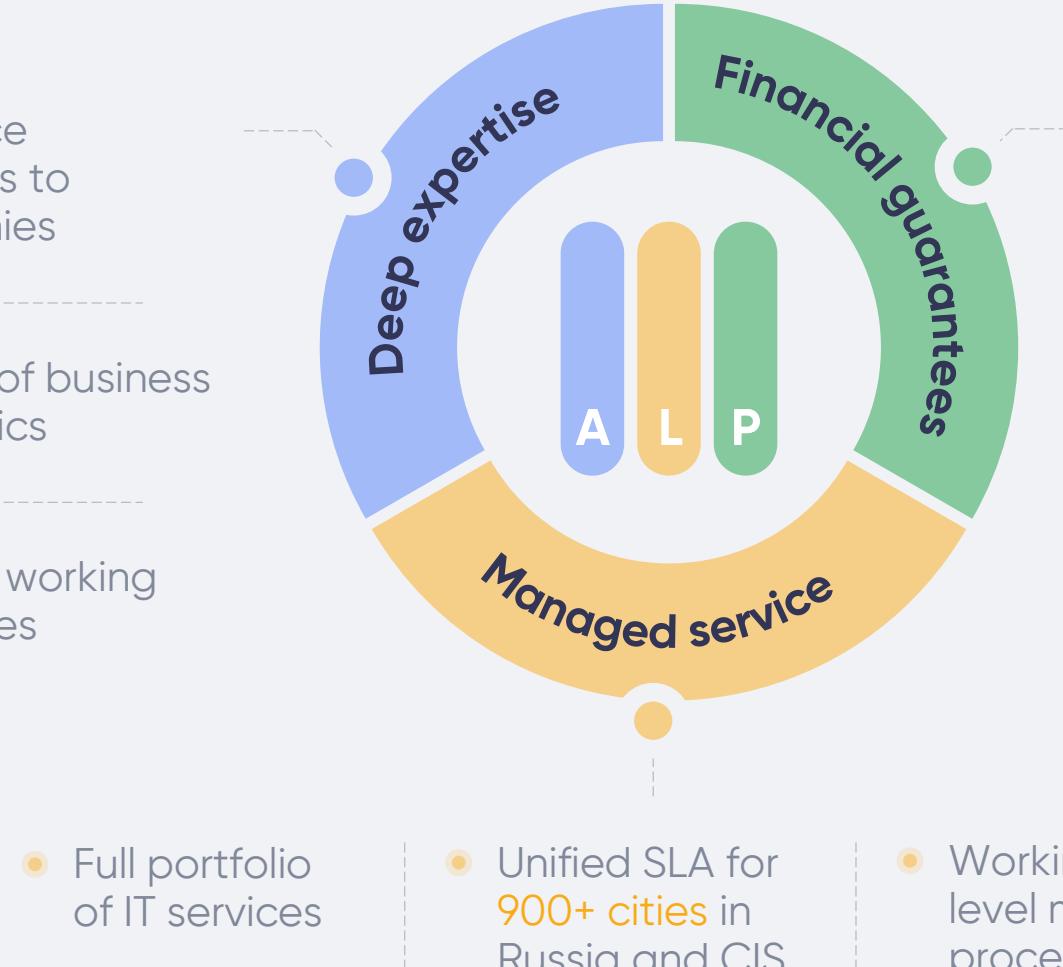
### FACT

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
- 1 500 ₽ Compensation for every hour of Contract and SLA violation
- 10 000 000 ₽ The insured amount for damage compensation

# Contact Information



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