



# ALP GROUP

## IT SERVICES FOR INTERNATIONAL COMPANIES



[alp-itsm.ru](http://alp-itsm.ru)



# ALP GROUP



## OUR FOCUS

**IT Outsourcing  
for International Companies,**  
operating in Russia and CIS



## COVERAGE

- Russia and CIS
- **600+ cities**



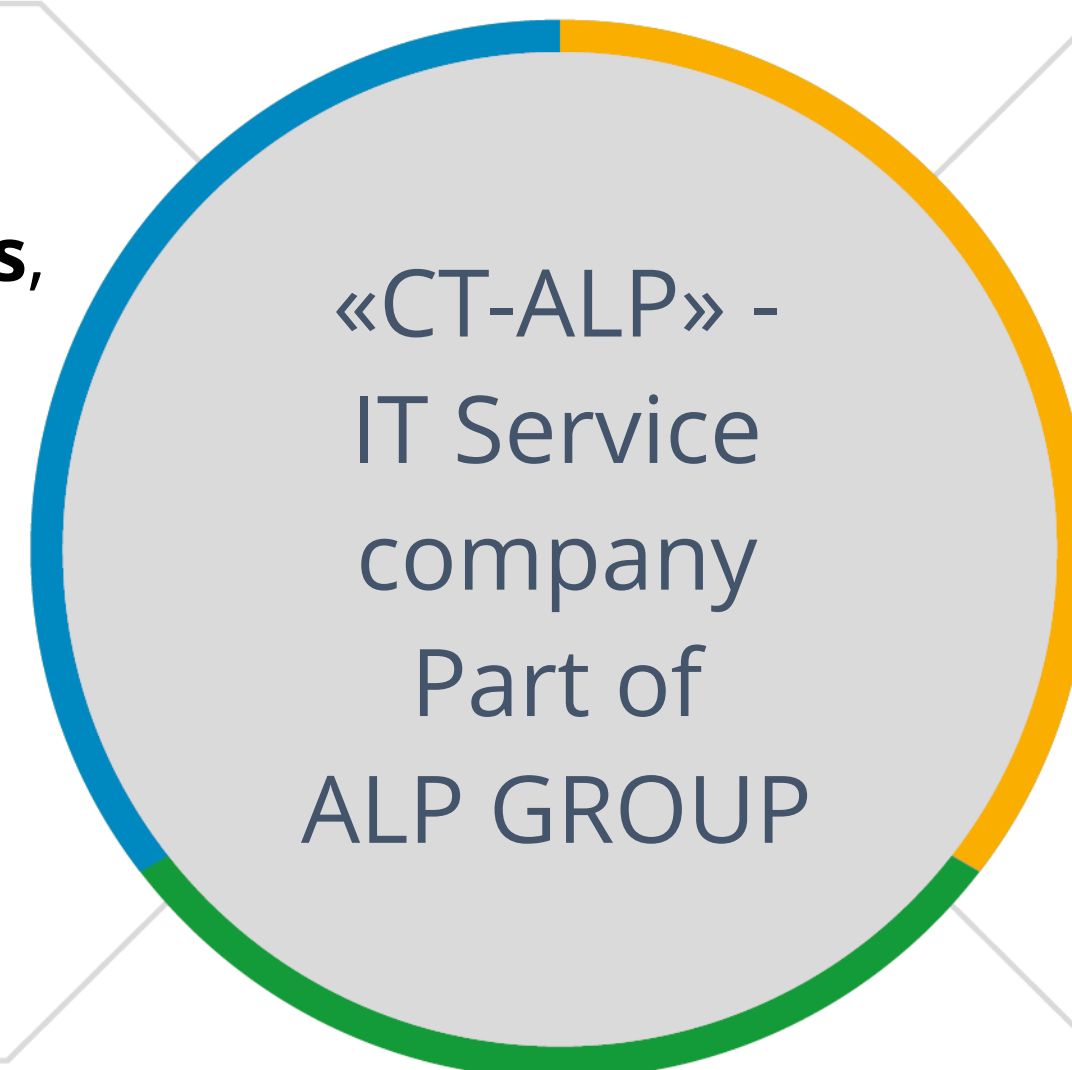
## IT SERVICES

- User support by ServiceDesk
- Local IT Infrastructure support
- Business application and IT services support
- Fieldforce and branch offices support
- Cooperation with Global IT



## IT PROJECTS

- Project management with coordination from Global IT
- Upgrading to a new version of software (Windows, Office...)
- Upgrade \ re-image of IT-equipment (PC, laptops, printers, servers, network equipment)
- «IT moving» to new offices



# COVERAGE AND METRICS



ALP  
employees:  
**140**



Partners:  
**550**

Partners  
IT specialists:  
**2 150**



Cities:  
**600+**



All regions of Russia and CIS  
600+ cities  
Unified SLA

OBJECTS  
OF SUPPORT:



Offices  
and branches:  
**3 260**

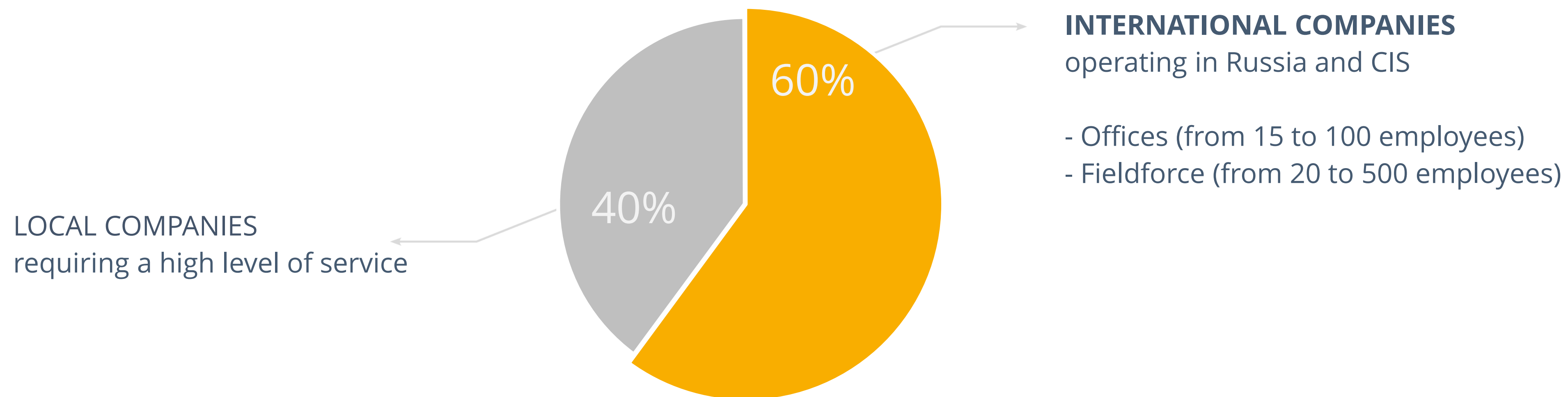


Workplaces:  
**12 700**



Servers:  
**1 100**

# CLIENTS



## SOME OF THE WELL-KNOWN ALP CLIENTS



# IT SERVICES FOR INTERNATIONAL COMPANIES



## IT SUPPORT FOR OFFICES

- ServiceDesk – IT support as a «single point»
- Workstations and office equipment support
- Business application support (incl. CRM, CLM)
- Local IT infrastructure and network support



## REMOTE EMPLOYEES SUPPORT

- Fieldforce support
- Branch offices support (600+ cities)
- Mobile device management (MDM)



## SPECIAL SERVICES

- IT support for cycle meetings
- Local IT Project Management
- IT audit and Inventory
- Asset Management



# ALP SERVICEDESK

- «Single Point Support» for all IT requests
- Russian- and English-speaking Helpdesk
- Support hours 8\*5, 24\*7
- Work in accordance with Global IT requirements and regulations



1

1<sup>st</sup> and 2<sup>nd</sup> lines of IT support

4

For office employees and Fieldforce

2

Receive, registration, and escalation of requests

5

Cooperation with Global IT

3

Resolving quick and «expert» requests

6

ITIL / ITSM compliance



# DESKTOP AND OFFICE EQUIPMENT SUPPORT



- Full scope of IT services for office equipment
- Planning equipment replacement in accordance with Global IT requirements
- Software updating (Windows, Office)
- Compliance with client requirements and regulations

1

Software and Hardware administering

4

Office and media equipment support

2

IMAC for office and salesforce

5

Cable network maintenance

3

Using a corporate OS image

6

Access control system administering and support

# APPLICATION SUPPORT

- Experienced corporate Application support team
- Cooperation with Global IT and Developers
- Support the migration to new versions of Applications



1

Request management, user consulting

4

Guidelines development and trainings for users and Helpdesk

2

CRM, CLM, EDMS, BI, ERP, intranet portals support

5

Access management

3

Administration, regular maintenance

6

Knowledge base maintenance (guidelines, regulations)



# FIELDFORCE AND BRANCH OFFICES SUPPORT



- Effective IT processes to support Fieldforce and Branch offices
- Remote support and visits in 600+ cities in Russia and CIS
- Dedicated support team

1

Request management, user consulting

4

CRM, CLM, local application support

2

Mobile Device Management (MDM)

5

Communication with ISP and telecom operators

3

Laptops, tablets, smartphones administering

6

Training during meetings. Reference material.

# CYCLE MEETINGS AND CONFERENCES SUPPORT

- Experience in IT support of 100+ cycle meetings and events
- Updating and replacing equipment without employee's participation
- Individual approach to each meeting



1

IT support for events in Russia and abroad

4

Presentation of new IT services and user training

2

Helpdesk corner to quickly resolve employees' issues

5

Cooperation with software developers

3

Centralized equipment replacement or upgrade

6

iPhone / iPad setup

# PRINT OUTSOURCING

- Print Service Management
- Office equipment support and delivery of supplies "just in time" in 600+ cities
- Working with original and high-quality compatible spare parts



1

Identifying system problems and "bottlenecks" of the print infrastructure

4

Fast remote and onsite support. Incidents and routine maintenance

2

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

5

Unified SLA for all branches

3

Buffer stock providing

6

Recycling



# IT AUDIT AND INVENTORY



- Obtaining reliable information about the availability and condition of IT assets
- Assistance in passing internal audits (including SOX) in terms of IT
- Experienced team of IT auditors

1

Detailed description of existing IT infrastructure

4

Identify and analyze business risks related to IT

2

Inventory of IT audit objects (Software and Equipment)

5

Writing an Effective Corrective Action Plan (CAP)

3

Identifying system problems and «bottlenecks» of the IT infrastructure

6

Recommendations based on IT audit results and best practice

# ASSET MANAGEMENT

- For medium and large companies
- Hardware and Software motion and Lifecycle management
- Work in accordance with client regulations



1

Local asset management

4

Assets inventory

2

Lifecycle management

5

Repairs and service management

3

IT store management

6

Track and categorize assets in ITAM

# IT INFRASTRUCTURE SUPPORT AND IMPROVEMENT

- Experienced IT team of Infrastructure support and improvement
- ALP Center of competence for Infrastructure solutions and Open Source

COMPONENTS	PROPRIETARY SOLUTIONS	OPEN SOURCE
Network	Cisco, Mikrotik, Checkpoint, HP	VyOS (Vyatta), pfSense, Quagga, Squid
Servers, Storage System	HP, IBM, Dell, Huawei	Kraftway, Depo, iRU, Эльбрус
Virtualization	VMware vSphere, Microsoft HyperV	KVM, Docker, OpenVZ, Proxmox, OpenStack
Operation systems	Microsoft Windows, Windows Server	CentOS, Debian, RHEL, ОС АЛЪТ
System-wide services	Microsoft AD и сетевые службы	OpenLDAP, Samba DC, FreeIPA
DMBS (database-management system)	Microsoft SQL, IBM DB2, Oracle DB	PostgreSQL, MySQL, MongoDB
Teamwork tools	Microsoft: Exchange, Skype for Business, SharePoint, Office 365	CommuniGate, Postfix, Exim, Cyrus, Courier, Ejabberd, «Мой офис»
Infrastructure management	Microsoft System Center	Zabbix, Graylog, Puppet, Ansible
Backup systems	BackupExec, Microsoft DPM, Veeam Backup	Bacula, Duplicity



# ALP CASES: MEDIUM-SIZED OFFICES

1

## DIOR

- Comprehensive IT audit in office and boutiques
- Support for users and services
- Opening of new boutiques
- Modernization of IT infrastructure

2

## FISCHER

- 1<sup>st</sup> and 2<sup>nd</sup> lines of IT-support
- Modernization of IT infrastructure in the office and stores
- Continuous monitoring of IT infrastructure by Argus™
- Stringent SLA: 15 min

3

## NOSTRUM

- Opening of a representative office in Russia
- Windows and Linux servers support
- IT infrastructure migration to data center
- Solution of 80% of IT issues before impact on business

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# ALP CASES: LARGE COMPANIES

1

## KFC

- IT infrastructure and services support
- Office equipment maintenance
- Development and support of Self-service kiosk infrastructure
- Number of users: 1 000



2

## ABBOTT

- Support of corporate services users
- Administration of corporate information systems
- System software support
- Number of users: 1 700



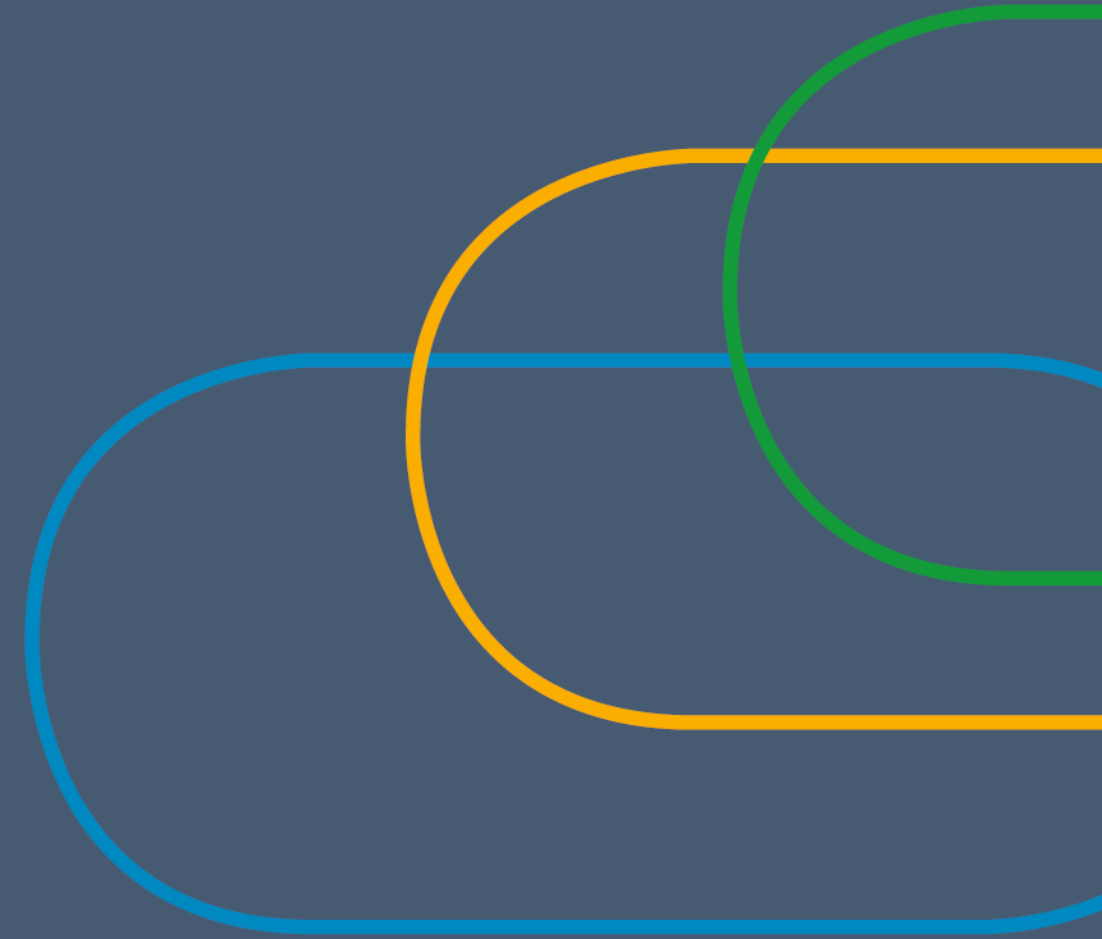
3

## ADIDAS

- Inventory of IT equipment in the stores
- Installation of Wi-Fi access points
- Storage and logistics of IT equipment
- Number of serviced points: 600



# IT SERVICE MANAGEMENT: PRACTICES AND TOOLS





# ALP IT PRACTICES

- 1 Based on ITIL v3 — Library of best IT practices
- 2 Process approach to service management
- 3 ALP ITSM - a system of related IT processes.  
Provides a complex IT service:



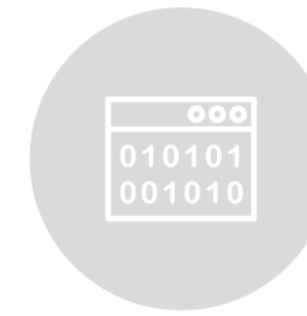
Incident Management  
(Just-in-Time resolving)



Problem Management –  
incident causes



Change Management



Operation Management



Capacity Management



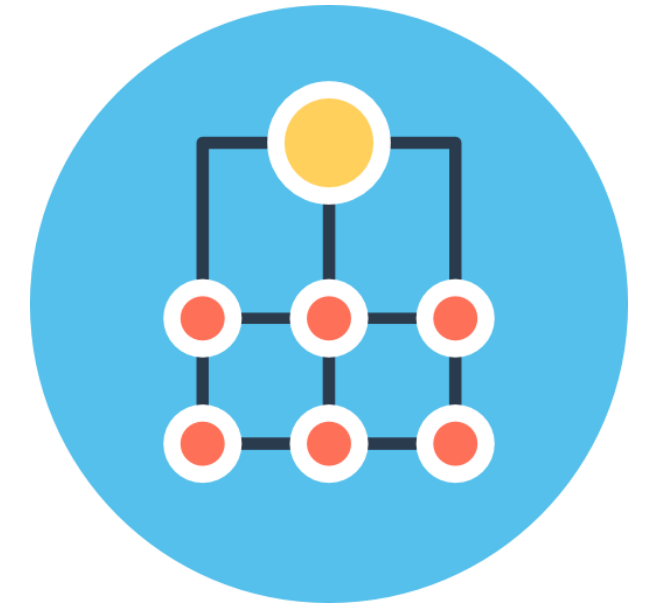
Availability management



Access Management



Service Level Management



# SLA AND SERVICE METRICS

1

SLA on Reaction and Resolution Time

2

Proportion of requests resolved within the SLA

3

Complaints & Escalation Rate

4

First Call Resolution Rate (FCR)

5

Lost call Rate (LCR)

6

IT Infrastructure availability rate

7

Customer Satisfaction Index (CSI)



# INFRASTRUCTURE MONITORING: ARGUS



1

Central monitoring and control system (CMCS)  
«Argus» — **ALP product for IT infrastructure support**

5

Service composition: advanced monitoring system + ALP expert team

2

Focus: **proactively identifying** IT infrastructure problems (**detecting up to 80% of potential failures**)

6

**3-5 times less time to solve complex incidents** due to diagnostics

3

Identifies **problems «at the joints»** (platform-DBMS-OS-system virtualization-hardware)

7

Maintained and modified by ALP using open source components (Zabbix, Graylog, Grafana, Elasticsearch, Influxdb)

4

Integrated with c ALP ServiceDesk (automatic incident creation).



# ALP QUALITY MANAGEMENT



1

Quality Management System certified on ISO 9001:2015

4

Internal Quality audits

2

Quality service Q@alp.ru

5

Clients satisfaction surveys 2 times a year

3

Regular service review with clients

6

Trusted SLA

Quality of ALP service is legally guaranteed in the Service Level Agreement (SLA) - a special annex to the Agreement.

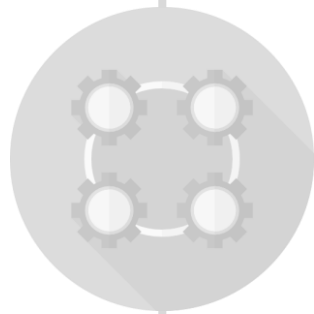
**Fact:**  
9 out of 10 IT companies can not provide financial guarantees

# ALP BENEFITS FOR INTERNATIONAL COMPANIES

## 25 YEARS OF ALP EXPERIENCE



Deep expertise in providing IT services for international companies



Excellent knowledge of business-processes and specifics



Great experience of support of business apps

## ALP MANAGED SERVICE



Full scope of IT services



Unified SLA for 600+ cities of Russia and the CIS



Real processes of service level management

## ALP FINANCIAL GUARANTEES



Legal and financially significant quality assurance



Liability insurance



1,500 rubles - compensation for each hour of violation of the contract and SLA

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