

Transformation-driven IMS approach to optimize and secure core IT infrastructure.

With 5000+ certified infrastructure and network architects, cybersecurity engineers and analysts, business consultants, and solutions specialists supporting our clients globally, we deliver comprehensive infrastructure management capabilities to design, build, manage, and innovate.

Core Infrastructure Services

Automate day-to-day infrastructure management, drive user experience, and get real-time visibility on asset performance. Our core infrastructure management services include:

- ⊗ Datacenter services (compute, storage, backup, archive)
- ⊗ Data, web, and infrastructure applications (database, middleware, web, and more)
- ⊗ Network services (NOC, data, voice, video, contact center)
- ⊗ Workplace services (ServiceDesk, desktop/laptop, mobile, VDI, app delivery)
- ⊗ Security services (IAM, GRC, SIEM, SOC, threat, vulnerability)
- ⊗ Cloud-managed services (provisioning, support & managed services)

SOC

SOC 2 Type II Certified by BSI, UK equipped with best-of-breed cybersecurity talent including (L1, L2, and L3 SOC Engineers, Security Analysts, and Experts) to ensure optimum security compliance and secure mission-critical enterprise and customer data.

- ⊗ State-of-the-art C-SOC (SOC 2 Type II & ISO Certified)
- ⊗ Best-of-Breed SOC Engineers & Analysts
- ⊗ Zero Trust Framework
- ⊗ Cloud security
- ⊗ Block hours and weekend support
- ⊗ L3 - Chief security engineers, analysts and consultants
- ⊗ Role-based and domain-specific cyber staff augmentation
- ⊗ Data recovery, asset discovery and data loss prevention (DLP)
- ⊗ Malware and Ransomware protection
- ⊗ Proactive incident management and cyber forensic analysis
- ⊗ World-class SIEM for 24/7/365 SIEM and log management
- ⊗ Intrusion detection, endpoint security (EDR and XDR) and insider threat protection
- ⊗ Advanced threat intelligence, detection and protection
- ⊗ Incident risk mitigation, remediation, and breach investigation
- ⊗ Vulnerability assessment and pen testing
- ⊗ Flexible engagement and Cost model

NOC

Monitoring and remediation services for servers, networks, applications, databases, and workstations from a state-of-the-art NOC.

- ⊗ World Class NOC (Server, Network, Security, Storage & Backup Monitoring)
- ⊗ 24x7 monitoring and remediation of servers, networks, applications, databases, and workstations
- ⊗ Increased capabilities without the need to increase headcount or internal resources.
- ⊗ Minimize the number of false-positive tickets
- ⊗ Gives you and your engineers more time for higher-margin and strategic projects

Delivery Model

Futurism can enable your infrastructure management needs through a combination of tools, services, and transformation-driven delivery capabilities.

- ⊗ Onsite support
 - Scoping
 - Knowledge transition
 - Project coordination
- ⊗ Remote monitoring
 - Proactive performance monitoring
 - Dashboard reporting
- ⊗ L-1 Support
 - Incident management
 - Knowledge repository
 - Service Desk

- ⊗ L-2 & L-3 Support
 - Problem management
 - Change management
 - Troubleshooting
 - Performance management

Disaster Recovery

Built-in disaster recovery operations and capabilities ensure that your data and infrastructure have industry-leading safeguards. Process-driven approach to securing infrastructure.

- ⊗ Disaster recovery planning
- ⊗ Recovery management
- ⊗ Recovery readiness
- ⊗ Cloud-based recovery
- ⊗ Application recovery
- ⊗ Back-up infrastructure support
- ⊗ Business continuity management (assessment and gap analysis)
- ⊗ Data virtualization
- ⊗ Risk management

Remote IT Infrastructure Management

Experience seamless transformation of your end-user computing Environment with Futurism's Remote IT Infrastructure Management services.

- ⊗ Server Management & Monitoring (Linux/Windows)
- ⊗ Network Management & Monitoring
- ⊗ Cloud Management
- ⊗ Database Management & Monitoring
- ⊗ Datacenter & Application Monitoring
- ⊗ Service Operation Centre (SOC)
- ⊗ Network Operation Centre (NOC)
- ⊗ Virtualization
- ⊗ SharePoint Managed Services
- ⊗ Windows Azure Managed Services
- ⊗ Office 365 – Migration on-premise to cloud
- ⊗ IT Security

Helpdesk

Monitor incidents, address user requests/questions, and provide a communications channel between other service management functions and the user community.

- ⊗ Private labeled help desk
- ⊗ Hardware diagnosis
- ⊗ Internet call tracking access
- ⊗ Remote control assistance
- ⊗ Proprietary application support

Transform your IT infrastructure with Futurism.