

# SMR Solutions Pvt. Ltd.

(an ISO 9001-2000 organization)



**Today** organizations and corporates are allocating more time, money and resources to manage their IT resources. Yet at times, challenging situations arise when organizations have to deal with exceptions in the processes, systems and applications. It is the prime concern of the technology heads to balance optimal utilizations of available resources with their reliability, scalability and availability.

Another type of challenge that decision makers face every day is enhancement of business productivity while keeping the costs of ownership at its lowest. Human resources, which is one of the key factors in success of every organization, can be hard to retain and training new personnel only adds to more costs of operations.

## About SMR

SMR Solutions P. Limited is a multi-service organization that works hand-in-hand with its customers to address these key business issues. SMR Services provides a vast pool of skilled human resources and also access to its proven best practices and domain based knowledge bases. Equipped with a 24 x 7 process facility, SMR provides service level guarantees and high levels of customer satisfaction to its clients.

ISO 9001-2000 certified for operations & processes, SMR is one of the leading System Integrator for a large base of Indian Government , public sector and private organizations. For over twelve years, SMR has been providing world class IT services in the India. The greatest strength of the organization over the years has been to deliver the commitments made to the customer. SMR is a channel partner of some of the internationally renowned IT equipment manufacturers and service providers like Apple, HP, IBM, Lenovo, Fujitsu, McAfee, Symantec, Epson, Xerox, APC etc.

SMR undertakes project for IP Telephony, Wired and Wireless Networking, IP Surveillance, Video Conferencing. For the project based assignments SMR partners with some of the renowned manufacturers like Polycom, Sony, Extreme Networks, Motorola, Juniper etc. through AGC Network Limited a globally renowned system integrators in the field of Unified Communications.

## Our Team



SMR has a highly motivated team of qualified, trained and experienced engineers comprising of specialists in facility management services including maintenance of LAN & WAN, Server, desktops, laptops, printers, storage devices and other peripherals. The team of engineers is carefully chosen to provide service experience, which is second to none.

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### Branches:

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Bhiwadi (Alwar) - +91-8058100568



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## Our Vision

To continuously strive to set new standards in rendering services to our customers by providing high quality and cost effective integrated services.

## Our Focus

We remain customer oriented and flexible while balancing the regulatory interpretation, market analysis, process engineering & system integration.



## Our Services

We broadly work in two areas i.e.

1. System Integration Services
2. IT Facility Management Services

## System Integration Services

SMR has a highly skilled team with diverse technical backgrounds. The team takes pride in providing customized and innovative solutions to the customers. The hallmark of the solutions provided by SMR is that they are designed for high reliability and scalability along with ease of use for the end user. The technology and products are carefully chosen to suit the specific customer's requirements within the budgetary framework of the project.



The projects that are undertaken by SMR are:

- Campus wide Wireless (**Wi-Fi**) networking
- CCTV and other security solutions like access control system etc.
- Video Conferencing
- IP Telephony (IP-PBX)

## Wireless Networking:

Today the entire world is moving towards wireless communication. All the new devices like laptops, PDAs, mobile phones and even the appliances are being wireless enabled to ensure effortless communication.



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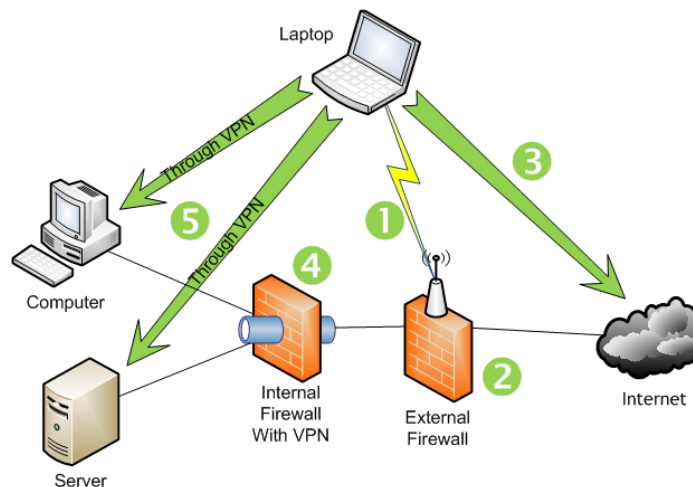
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We as an organization have vast experience of working on wireless networking projects and have been providing solutions to our customers which include providing completely secure wireless network in the campus or building or area. We have generally been using two commercial models for this activity.

The first model is where the entire wireless network is rolled out at **NO COST** to the customer. This means that one can have a campus-wide wireless without investing a single rupee. This is especially beneficial for educational institutions where the budgets are tight. The cost of setting up the entire network along with the cost of providing bandwidth is picked by us. The revenue is earned by us through very nominal subscriptions which are paid by the wireless network users.



In the second model we design and deploy the wireless network against a onetime cost paid by the customer or capex model.

The equipment used by us for the purpose various as per the project requirements. We use some of the best wireless networking devices available in the market like Brovis, Wi5, Ruckus, Cisco etc. Security being one of the prime concerns for wireless networks, all networks designed and deployed by us use firewalls equipped with **AAA** (Authentication, Authorization and Accounting) facility.

## Surveillance and Access Control:



To keep a vigil in the unguarded areas of the property and to avoid any unlawful activities taking place, CCTV is fast becoming a necessarily for all establishments like government offices, industries, educational institutions or even residential areas. Organizations are willing to secure property and life of people by deploying video surveillance and access control systems. We at SMR have gained expertise in designing solutions as per the requirement of an organization.

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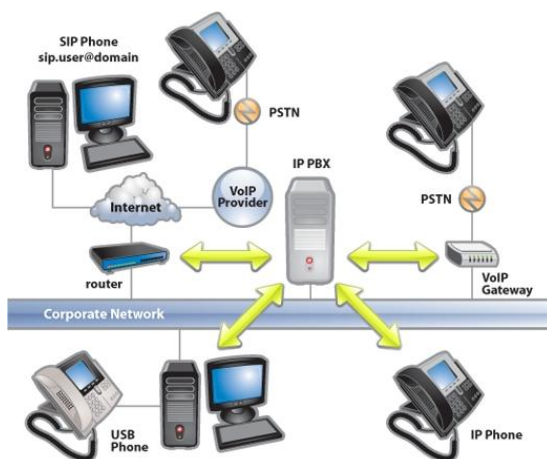


## Video Conferencing;

We partner with AGC Networks to provide open architecture conference platforms from Polycom spanning a wide range of conferencing requirements, from IP-based high definition video to scalable, highly secure service provider applications. Across requirements, Polycom conference platforms provide the industry's most resilient, purpose-built solutions for high demand environments.



## IP-PBX



The world is fast moving towards adapting IP network for all the applications related to data, voice and video. Analog systems are being replaced with IP based systems which provide more efficient and convergent communication. We work with AGC Networks, the undisputed worldwide leader in the field of Unified Communications.

**AGC Networks** brings to you Unified Communication and collaboration solutions incl IP Telephony solutions from Avaya ..... solutions that provide integrated, multi-vendor business communications applications, systems and services in a

reliable and secure fashion. The result is a superior, seamless user experience across all enterprise communication solutions regardless of location, network, or device.

## IT Facility Management Services:

SMR Solutions knows and understands that every customer is unique as is his environment and requirements. In these days of fast changing technologies and high iteration rates, it is difficult for companies the balance their time and resources to activities other than their core activities. Very often the solution lies in outsourcing certain essential but none-core activities to experts so that the companies can focus on their core business without



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worrying about non-core activities. SMR Solution provides very customized solutions to each customer, after fully understanding & analyzing the requirements such that the planned efforts result in improved business performance and higher system reliability. SMR's expertise on service delivery and subject knowledge, ensures lowered costs of ownership for the customer and guaranteed quality levels of service.

## Automated Fault Management System (FMS)

SMR Solutions provides option to the customer for subscribing to its automated FMS where our customers can directly log in their complaints and open a unique trouble ticket. This ticket remains open as long as the fault is under repair. Once the fault condition is successfully removed, the ticket is closed and archived. during this period, the customer receives constant progress and status of his open ticket.

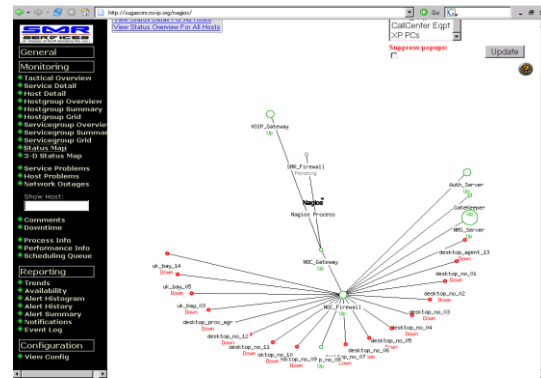


Fig 1 : Network status Map

Host	Service	Type	Time	Contact	Notification Command	Information
NOC_Gateway	NIA	DOWN	01-16-2006 14:05:38	iss	host-notify-by-email	PING OK: Packet loss = 0%, RTA = 23.24 ms
NOC_Gateway	NIA	DOWN	01-16-2006 14:05:37	iss	host-notify-by-email	PING OK: Packet loss = 0%, RTA = 23.24 ms
NOC_Gateway	NIA	DOWN	01-16-2006 14:05:36	iss	host-notify-by-email	PING OK: Packet loss = 0%, RTA = 23.24 ms
NOC_Gateway	NIA	DOWN	01-16-2006 14:04:02	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 176.31 ms
NOC_Gateway	NIA	DOWN	01-16-2006 14:04:01	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 176.31 ms
NOC_Gateway	NIA	DOWN	01-16-2006 14:04:00	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 176.31 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:35	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:34	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:33	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:32	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:31	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:30	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:29	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:28	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:27	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:26	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:25	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:24	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:23	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:22	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:21	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:20	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:19	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:18	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:17	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:16	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:15	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:14	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:13	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:12	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:11	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:10	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:09	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:08	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:07	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:06	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:05	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:04	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:03	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:02	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:01	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:35:00	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:59	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:58	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:57	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:56	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:55	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:54	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:53	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:52	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:51	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:50	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:49	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:48	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:47	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:46	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:45	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:44	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:43	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms
NOC_Gateway	NIA	DOWN	01-16-2006 08:34:42	iss	host-notify-by-email	PING CRITICAL: Packet loss = 0%, RTA = 25.11 ms

Fig 2 : Notifications by Nagios

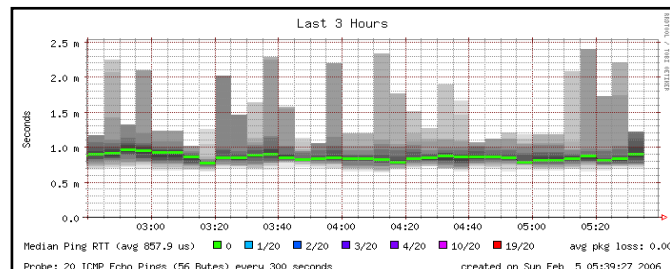
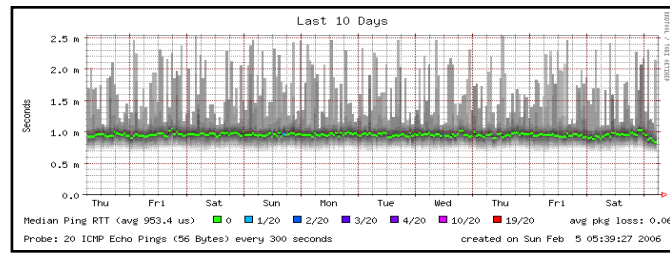


Fig 3 : Latency Graphs by Cacti



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## Hardware Support

SMR provides a variety of maintenance services for IT products. The customer can choose from the range of maintenance contracts to meet their specific requirements for covering preventive, predictive and corrective maintenance. The standard contracts are provided with comprehensive and non-comprehensive options. SMR has a well qualified and experienced team of engineers equipped with mobile phones for 24 x 7 communication.

## Test & Repair Center(TRC)

SMR has a well equipped in-house facility to repair various sub assemblies and parts and peripherals.

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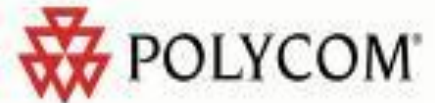
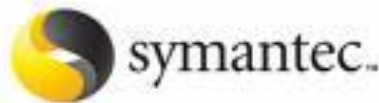
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## OUR ASSOCIATIONS



Authorized Reseller



# SONY



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