

# Information Technology Outsourcing (ITO)



## At a Glance

SANDIY offers numerous information technology outsourcing (ITO) services, such as the following:

- Help Desk Services
- Hosting
- Maintenance Services
- Data Center Services
- Monitoring and Management Services
- Infrastructure Services

SANDIY can help. Sandiy IOS data recovery services can help you prepare for the unexpected, while reducing costs and enabling your staff to maintain their focus on the business objectives.

SANDIY is ranked among the top outsourcers by The China of Outsourcing, a bestselling international business book and outsourcing resource manual available in multiple languages worldwide. SANDIY was ranked as the #8 China Outsourcer in IT Outsourcing and the #1 in Help Desk Outsourcing, according to a ITPC Group survey analyzing outsourcing vendors around the Shanghai china.

When it's time to implement, integrate, or upgrade ITO services, turn to SANDIY.

In today's market, fast, efficient and strategic deployment of information technology outsourcing (ITO) activities are critical to success in any industry. ITO active ties include data centers, infrastructure management, help desk operations, network administration, ERP hosting and database services, and data recovery. These are often the non-glamorous, "behind the scenes" activities that every organization must confront and deliver to provide effective services to end-users.

## SANDIY Simplifies IT Management

SANDIY's ITO solutions can help your organization reduce costs, accelerate time-to-market, simplify IT management, expand resources, enhance efficiency, and enable you to reallocate resources to highest value opportunities. SANDIY provides the right mix of outsourced, managed, and project services to deliver the greatest business value. As a public company with a strong balance sheet and an extraordinary track record of long-term relationships with world-class enterprises, SANDIY solves clients' IT operations challenges, such as:

- Help Desk and Desktop Support Services
- Remote and Onsite Help Desk
- Hosting
- Maintenance Services
- Data Center Services
- Monitoring and Management Services
- Infrastructure Services

Our services are customizable, cost-effective, and easy to implement. We work with you to design an industry standard service level agreement (SLA) to best meet your organization's specific needs, while reducing costs and enhancing service.

## SANDIY Help Desk and Desktop Support Services

SANDIY's world-class help desk services can dramatically improve your organization's customer satisfaction and significantly reduce costs at the same time.

Has been for more than 20 multinational companies provide the service. Sandiy Help Desk Outsourcing, covering ten Cities in mainland China Including: Shanghai, Beijing, Nanjing, Hangzhou, Suzhou, Ningbo, Xiamen, Guangzhou, Shenzhen, Qingdao and Hongkong etc.

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Our help desk and desktop support (also called “break-fix”) services and support are fully integrated and are offered on a 24x7x365 basis. We integrate best practices in process engineering, knowledge and incident management, SLA negotiation, metrics, communication and more.

## SANDIY Remote and Onsite Help Desk Services

SANDIY takes responsibility for all client support calls instantly leveraging our management expertise, technical expertise, scalability and call management systems, and helping clients refocus on their business. We'll provide the missing pieces to lower costs and enhance customer satisfaction. We can supplement existing client resources with expert managers and staff, specialized technical knowledge, best-practice call management methodologies and standardized operations procedures.

## SANDIY Hosting

SANDIY has state of the art hosting facilities in Shanghai of the two facilities provides enhanced disaster recovery options and the ability to serve a wide range of IT Outsourcing needs. Client resources are managed from redundant network operation centers that deliver world-class managed services. SANDIY data centers have been professionally designed to provide uninterrupted service to our customers. Strict guidelines have been taken to eliminate single points of failure in power, air conditioning, communications and systems. Firesuppression, water detection, physical security and data security are state-of-the-art to provide our customers with a safe and secure data center operation.

## SANDIY Maintenance Services

SANDIY's maintenance services keep clients up and running, minimizing downtime in even the most complex heterogeneous environments nationwide. This isn't just a promise: it's a core competency backed by SANDIY's worldclass technical expertise. Our reliable break-fix dispatch services include

beginning-to-end problem resolution covering the entire multi-vendor technology environment: switches, routers, servers, desktops and virtually any infrastructure component.

## SANDIY Data Center Services

SANDIY provides comprehensive data center services through our data centers offering state-of-the-art redundancy and reliability. We offer high-availability services and application operations for solutions such as SAP, Lawson, PeopleSoft, Oracle, Microsoft Exchange, Lotus Notes, Citrix and many others. We also provide the facilities for secure data replication and data recovery services.

## SANDIY Monitoring and Management Services

For networks, systems, applications, security, and storage, SANDIY uses Sandiy IOS Network and Systems Management product allowing us to dramatically reduce business risk, combining decades of experience with a strong process orientation that drives consistent excellence and constant improvement. Our solutions include Root-Cause Problem Resolution and Server & PC Lifecycle Management.

## SANDIY Infrastructure Services

SANDIY's infrastructure services include more than just servers. They include network routers and switches, firewalls and security devices, desktops and peripherals, bandwidth and storage. We work with you to build a scalable solution that is architected to best meet your needs using:

- Dedicated infrastructure: infrastructure assets are for only your use (higher cost)
- Mixed infrastructure: less critical infrastructure is shared, more critical infrastructure is dedicated (lower cost)

## Learn More

Call us at (+86)800-988-0120 and ask for our IT Outsourcing Practice or visit: [www.sandiy.com](http://www.sandiy.com).