



# News and Updates

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## Smart IMS listed in INC 500|5000

- Inc 500|5000 has rated Smart IMS as No.1923 in IT Services for the year 2009 with Growth of 165.6%.



- Inc.com, the website for Inc. magazine, delivers advice, tools, and services, to help business owners and CEOs start, run, and grow their businesses more successfully.
- This includes information and advice covering virtually every business and management task, including marketing, sales, finding capital, managing people, etc.

## Media Web Central



Media Asset management and the workflow management for the media industry are identified as an important business solution required at the earliest. A software tool, developed using web technologies, that is easily available within the network is extremely important for the engineers and media professionals who are working continuously, 24x7x365, to air programs.

### Business Benefits:

- Successful program transmission - A well defined automated process that will help media industry to air programs as per schedule without any hassles and concerns
- Mature Business Process - A simple, end to end, intelligent and flexible workflow for task management, collaboration

and monitoring

- Assets Knowledge - Complete knowledge and monitoring of media assets dispersed in different servers.
- Increased efficiency/productivity - Productivity increase due to time saved from automation of process flow, quick/easy interaction, etc.
- Smooth Operations – Complete visibility to the content managers and others who are responsible for program schedules from the dashboard, reports, tasks monitoring, etc
- Engineering Support – integrated ticketing for quicker resolution of engineering issues; issues log for engineers to refer for future resolutions

## Position Control Central

Organizations having several offices geologically dispersed with several divisions, organization structures, positions and employees working from these places. An automated tool is required to track all the positions that were occupied since inception and going forward effectively manage the positions for such Organization. "Position Control Central" is an off-the-shelf product developed using web technologies to meet these business requirements.

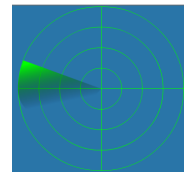
**Position Control Central** typically serves any industry that has an organization structure and positions that map to specific roles and employees/incumbents.

A company can get clear visibility on the overall organization and the Product has,

### Business Benefits:

- smooth operations and management using position control instead of employee control

- successful position management
- relationship between positions
- tracking reports
- Budgets and allocations
- increase visibility & knowledge of the positions in the organization



### Product Features:

Authentication and Authorization, Organization structure & its version control, Positions, attributes and numbers, Organization & Positions Browser, Position History Or Tracking, Search, Data Upload, Reports, Administration, Application Help

Reports provide snapshot picture of all the positions and who is filling them (or if they are vacant) at any point of time. Change in vacancy status of positions, budget allocations, budget available etc are tracked and summarized in reports.



## Partnerships with:

### **AXXERA**

Axxera is a leading provider of Cyber Security Forensics, based out of LA, California; Axxera has worked with FBI & Homeland Security Departments to help them in nail cyber crimes. Smart IMS & Axxera have entered into a partnership to promote Axxera security products. Smart IMS is helping Axxera for penetration in global market and is process of upgrading the NOC to become a DR location of Axxera NOC. With the Axxera partnership has ventured into the niche 'Security Operations Centre (SOC)' domain and will jointly support the customers of Axxera.

### **SIPERA**

Sipera systems excel in the field of VOIP Security, Sipera provides boxes which provide VoIP packet scrutiny and protection from VoIP attacks in addition to firewall capabilities. Smart IMS e& Sipera teams underwent joint training programs to better understand the product features and our service competencies. Smart IMS engineers spent time in Sipera's 'VIPER' lab comprehending the various threat scenarios. Smart IMS team shared real time support experiences and practises. Smart IMS & Sipera will jointly bid for major Federal government contracts leveraging on each other's capabilities.

### **CLARUS**

Smart IMS & Clarus have entered into a agreement to support Large IP Telephony installation using Clarus' capabilities. Clarus will train our VoIP engineers on their IP Telephony management products applications. Smart IMS will provide extended IT support to the Clarus customers and promote the Clarus products to its customers.

### **ATLAS**

Atlas Consultancy Services and Smart IMS have entered into a Joint Venture (JV) to promote the joint Managed Service Provider (MSP) venture. The JV is currently bidding projects from Bank of America, AT&T, CWA etc to provide managed services and product support. Atlas is an official vendor for AT&T and partner for Acme Packet. Both the companies are leveraging their capabilities, competencies & partnerships to provide niche consulting and support services in the IP Telephony design, architecture and support.

## Master Managed Service Provider (MSP) Contracts

### **RYJAC**

Ryjac computer Services (RCS) is a leading supplier of IBM machines in Los Angeles, California. Smart IMS has entered into a strategic partnership with RCS to provide network monitoring & management services to its customers, Ryjac offers these services to customers as value added services to its customers on an AMC with them for hardware support. Smart IMS currently is proving end-to-end uninterrupted IT management services to JCF hospital, based out of Mariposa California. The NOC team supports various doctors, nurses and other administrative staff with their day-2-day IT needs and maintains the overall health and availability of the hospital environment.

## Global Destinations:

### **Worldata Link - PTQI**

Smart IMS has entered into a strategic agreement with World Data Link to support its customer in the EMEA market. Smart IMS is currently providing Remote Design & Engineering services to customers of WDL in Libya and other African Nations. Smart IMS sees this as a valuable partnership to enter some of the emerging markets in Africa.

### **ISP Connect**

Smart IMS recently signed an agreement with 'ISP Connect', a Perth; Australia based ISP and a VAR (Value Added Reseller). Smart IMS is providing remote monitoring & management services to customers for ISP Connect. The partnership has helped ISP Connect in its metamorphosis from a VAR to a full-fledged Managed Service Provider (MSP). Currently the NOC provides monitoring, management, helpdesk & consulting services to customers of ISP Connect.



## GSA Schedule

Smart IMS is approved GSA Schedule. As a GSA Schedule approved company, we can bid Federal proposals.

Under the GSA Schedules (also referred to as Multiple Award Schedules and Federal Supply Schedules) Program, GSA establishes long-term government wide contracts with commercial firms to provide access to over 11 million commercial supplies (products) and services that can be ordered directly from GSA Schedule contractors or through the GSA Advantage online shopping and ordering system. The GSA Schedules Frequently Asked Questions (FAQs) provide a variety of information regarding the GSA Schedules Program and the use of GSA Schedule contracts.

When using GSA Schedules, ordering activities have the opportunity to meet small business goals, while promoting compliance with various environmental and socioeconomic laws and regulations.

GSA Schedules offer a variety of features, including—

- Blanket Purchase Agreements
- Contractor Team Arrangements
- Price Reductions
- New Technology
- Continuous Open Seasons
- Evergreen Contracts
- Worldwide Coverage
- Purchase Card Acceptance
- Environmental Programs/Identification

## Celebrations at Smart IMS family

- **Birthday wishes**

- **October 2009**

- Chandra Shekar Reddy
    - Venu Paduru
    - Bhupendra Suhas Atre
    - Manigandan Eshwaran
    - Ramesh Kumar Chapala
    - Deepika Donakanti
    - Radhika Somasundaram
    - Vijay Nageli
    - Rajeshwar Pratap Paidi
    - Sheethal Reddy

- **November 2009**

- Pooja Kadali
    - Salah Mehedi
    - Sudhaker Potturi
    - Durga Prasad Suvana
    - Srinivas Guda
    - Rajashekar Kollapu
    - Vijay Krishna Telu

- **Congratulations**

- Naresh Gunji - blessed with baby girl (Priya Nandini).



### Information Management Systems

Applications, ERP, Database and Quality

### Infrastructure Management Services

Networks, Systems, VOIP and IP Video

### Intelligence Management Solutions

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Analysis for Capital Markets



Global Operations

across Americas and Asia

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