Day 2 Package

In a newly virtualized environment, post deployment teething issues and user incidents require specialized skills to manage and stabilize the environment. Anunta partners with leading technology OEMs and cloud providers, including VMware, Microsoft, AWS, and Citrix to offer fully managed cloud desktops that are available at all times and ensure 99.9% application availability. Our Day 2 Package empower end users by reducing outages and downtimes with minimized business interruption and enhanced productivity.

Delivering Unmatched End-User Experience

Managing over **200,000+ users** globally and across different virtualization platforms.

Delivering the lowest incident-to-user ratios in the industry at **0.3** compared to industry average of **0.8 - 1.2*** incidents per user per month

*Gartner report 'IT Key Metrics Data 2017'

Highly secure **24x7x365** Enterprise Nerve Center monitoring and managing IT infrastructure to deliver superior end-user experience.

Outcome and productivity-oriented SLAs, along with flexible engagement (on-premise and cloud) and pricing (per user per month and per endpoint per month) models.

Proactive identification and resolution of **76%** issues before the end-users are even aware of it resulting in improved end-user productivity.

Patented AIOps platform, EuVantage®, providing deep cross-domain visibility, automated isolation, actionable analytics and dramatically reduced resolution times.

Day 2 Package

Anunta offers a full range of post deployment Day 2 Package for newly onboarded virtualized environments ensuring smooth transition and uninterrupted performance.

Smart Monitoring

Providing adaptive analytics and smart dashboards for actionable insights, along with an integrated view of topology and performance, enabling cross-domain correlation across all dependent systems.

Benefits:
- Automated root-cause analysis, and event correlation for faster troubleshooting
- Proactive monitoring resulting in 70% reduction in trouble tickets and 60% reduction in alarms
- Integrated view of topology and performance, enabling cross-domain correlation.
- Up to 70% reduction in Mean Time To Resolution (MTTR) for improved infrastructure efficiency

Service Desk

24X7 support for virtualized environments, whereby Anunta takes end-to-end ownership of all IT incidents and service requests, all the way to resolution.

Benefits:
- Improved end-user satisfaction and productivity through remote troubleshooting
- Eliminate the need to maintain in-house service desk with 24×7 manned experienced team
- Single window for customer IT and/or end-users to raise tickets and incident resolution
- First Call Resolutions (FCR) for known incidents and incidents

Incident and Problem Management

Managing all critical support requirements that include, diagnosis, isolation, recovery, and concluding with a full Root Cause Analysis (RCA) report round the clock.

Benefits:
- Timely resolutions to user incidents & requests
- Quicker isolation and interim or permanent resolutions.
- Problem Management for a permanent solution to an issue.

Change Management

Ensuring all new change requests to the VDI backend are processed and implemented as a controlled process to keep the infrastructure updated.

Benefits:
- All updates/upgrades are reviewed and approved by the Change Advisory Board to ensure compatibility.
- Updates/upgrades are applied to the entire infrastructure ensuring completely updated systems across all end-users at all times.

Patch Management

Ensuring your infrastructure is up to speed with the latest security & bug fix patches released by all leading virtualization OEMs.

Benefits:
- Patch compliant systems with latest security updates.
- Impact analysis UAT performed before patch roll-out ensures coherence and minimizes downtimes.
- Image versioning allows flexibility to roll back any application & image incompatibility issues.

DevOps

Azure POD upgrades, Patch build and basic testing, Pre-onboarding activities, Problem to service isolation, Vulnerability patch management, Security and Compliance administration, Proactive monitoring, Advance networking (Implementation and troubleshooting of Direct Connect and VPN).

About Anunta

Anunta is an industry-recognized Managed Desktop as a Service provider focused on Enterprise DaaS, Packaged DaaS, and Digital Workspace technology. We have successfully migrated 500,000+ remote desktop users to the cloud for enhanced workforce productivity and superior end-user experience.

Some of our noteworthy clients:

4 of the top global BPM providers	Top European Financial Services company	Largest Multinational Retail Corporation	American Multinational Media and Entertainment Conglomerate

Awards & Industry Recognitions

vmware Partner Achievement Awards

Partner Achievements Awards 2021 in **Digital Transformation for APJ**

Partner Excellence Awards 2020 for **Multicloud Solutions & Services**.

Winner of 2021 **TMCnet Remote Work Pioneer Award**

Winner of **"VMware Partner Expertise Award on Services Excellence for APJ"** 2020.

Gartner

Gartner features Anunta in their **Market Guide for DaaS, 2019**

Report on Multifaceted Monitoring Approaches for VDI and DaaS, 2016

IT Market Clock for IT Infrastructure Availability and Performance Management, 2016

Hype Cycle for IT Infrastructure Availability and Performance Management, 2016

'Vendor to Watch' - Emerging Market Analysis: India's Top 10 Technology Trends and Drivers in 2014

RED HERRING 100 GLOBAL WINNER

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