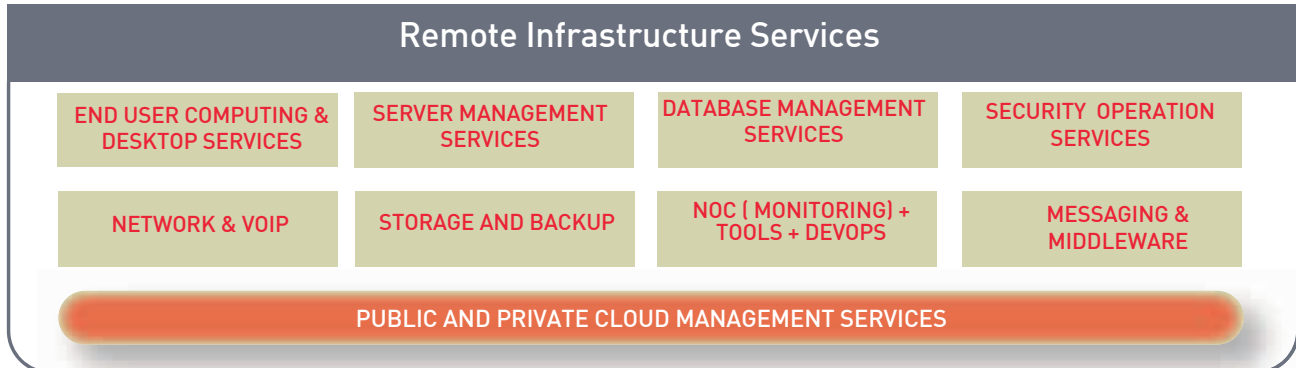


## Remote Infrastructure Mgmt for P&C Insurance

IT infrastructure costs are usually accompanied by increased maintenance cost. With increase of infrastructure the need would be to have larger IT teams. MFX RIM services for companies seek to streamline operations and reduce their cost on IT infrastructure management regardless of whether its physical or cloud based model. MFX provides round the clock monitoring of servers & systems for availability, utilisation, incident management, problem management, user management services, OS reinstallation, upgrades and much more. MFX will help design, build, operate and manage your IT infrastructure in a flexible manner that allows better integration with the existing processes and resources. .

### REMOTE INFRASTRUCTURE MANAGEMENT (RIM) SERVICES

- “Global Delivery model” ensuring 24/7 coverage - Labor & Consulting Focused
- Support for On-premise, hosted and cloud based Core infrastructure
- Using either MFX or Customer provided Processes and Tools



### NOW YOU BENEFIT FROM THE MFX GLOBAL DELIVERY MODEL





## MFx RIM DIFFERENTIATORS

MFx's Network Operations Center (NOC), builds on its strong Insurance Domain expertise and guarantees -

- Reduced management overhead
- Integrated tools to manage network and server monitoring and security
- Shift-left approach to combine knowledge management and to improve implemented processes and procedures
- Fully integrated ITIL processes for operational efficiency, combined with service level and availability management

### CAPABILITY

- Best of breed in practices, Service Delivery, Knowledge
- Deep long duration understanding of managing two of our own DCs with wide variety of technologies
- Cross industry experience with specific to Insurance skills
- Good understanding of the Security aspects for Insurance Domain
- Help in delivering services in alignment with Strategic and Business Goals of the organization
- Optimise Infrastructure, lessen downtime, mitigate security risks, enhance business continuity and enhance TCO

### PROCESS

- We are globally SOC1 Certified
- Our quality and delivery processes are at global level
- Client life line metrics for Insurance industry - To Ensure maximum Service Availability of infrastructure supporting Mission critical and business critical applications
- SLA driven metrics and benchmarking measurements and Implement SOPs as needed
- Flexible Engagement model, Commercial and Cross Functional

### PEOPLE

- Access to Top Leadership
- Access to Best Talent
- Global Delivery Team - Experienced near shore and offshore delivery capability with permanent staff

## The MFx RIM value proposition

MFx is a trusted, global technology service and solution provider to the P&C insurance industry. Our decades of P&C insurance industry knowledge and experience has trained us to solve many business challenges. In the pursuit to offer the best services, MFx partners with the best in the industry.



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