

Aguna Solutions

Driving Digital Transformation with Cloud, Big Data Analytics and Robotics



Strive for Excellence

Who We Are



Founding Principles	 Cost Effective/Optimized Managed Services / Managed Capacity Agile Development Simplified Customer Interaction
Our Toolbox	 Cloud SI / Managed Cloud Open Source or COTS Big Data Platforms/Product Development Automation / DevOps / DevSecOps
Customer Needs	 Data Management Robotic Process Automation (RPA) Cloud Services Cyber/Cloud Security & SEIM Solutions

Deep Expertise in data modernization, RPA, Information/Cyber Security products and solutions. Big Data platforms, product development and implementation experience to lower the cost of data management.

Aguna Solutions leverages artificial intelligence to intelligently manage and automate your IT infrastructure. Our vision is to fuel the future of digital innovation through inspired creativity. A new world unbounded by traditional software and systems, where the creative potential in every organization is unleashed. We're passionate about the transformative power of technology and at Aguna Solutions where Innovation Meets Engineering.

A simplified, unique and personal customer experience, helping clients achieve their operational, business or innovation goals



Our Offerings



Consulting

Support

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- Data analytics
- Big Data implementation
- Machine Learning
- Cyber/Information Security

Implementation

- Cyber/Information Security Products (Custom Services)
- Data analytics
- Big Data implementation
- Machine Learning
- Web App, Mobile App Development
- Product Development
- Cloud Services

Advisory

- Cloud ,Application , Database Support
- Production support

- Cyber/Information Security
- ≻ RPA
- Big Data
- ≻ Al
- > IOT



Example Use Cases & Clients	Our Partners
DMS Project Remediation DM Roadmap Data Modernization	Agilitics Agilities
Data Integration/ BI-DW	
DW Decommissioning	
Data Governance	
DQ/MDM/RDM	
Product Development	
Cloud DW/BI/Analytics	Technology Partners
Data Lake	Recognized for how start-ups are building innovative solutions with Bluemix, Azure
Data Sciences	
HaaS/Big Data Arch.	
Managed Services	
RPA	paloalto
Cyber/Information Security	



Data Warehouse & Business Intelligence (DW/BI)

- Central repository for business, Production data , third party acquired data , demographic other data sources.
- Single source of truth for all the data and reporting needs
- Designed to scale for additional Lines of Business (LOB's) and Products (with limited incremental effort)
- Secure restricted with encryption of sensitive data
- Adhoc reporting environment for indepth analytics
- Auto feed of data for other Third party Services
- Automated QA to ensure high Data Integrity and Quality.
- Continuous monitoring, analysis and escalation paths for threats and anomalies
- Compliance with data security and breach laws (Ran 1+ years ahead of the upcoming NAIC Model Laws – "Insurance Data Security Model Law")





Data Governance Service (DGS) – Setting, Managing and Securing IT Infrastructure

- Maintaining DGS policies and procedures for encrypting, securing and allowing entitlements-based usage of FBA's critical data and IT
- Design and implementation of IT infrastructure and controls in line with the DGS policies
- Continuous monitoring, analysis and escalation paths for threats and anomalies
- Compliance with data security and breach laws (Ran 1+ years ahead of the upcoming NAIC Model Laws – "<u>Insurance Data</u> <u>Security Model Law</u>")





Robotic Process Automation / Back office Automation

- End to end automation of the Defined Contribution Reconciliation process for a leading HR benefits outsourcing company.
- Annual reconciliation value : USD 14 bn
- Supported 200 plus clients with million plus employee base.
- 14 trust ; 200 plus plans
- Automated download of 300 plus files from various sources on daily basis
- FTE saving plus improved regulatory compliance due to audit trail and daily reconciliation.



CyberArk PAM Solution Implementation



- **Protecting sensitive data and resources:** We had successfully implemented the CyberArk PAM along with PTA, CP and CCP solutions in major organisations and managed their user accounts, service accounts and application accounts
- **Securing cloud environment's:** We had also secure 215 Azure Cloud servers and we can also perform the same with AWS and GCP
- **Third-party tools Integration:** We had integrated various tools like SNOW, Radius, SSMS, VROPS, Vcenter and MySql with CyberArk PAM in an organisation to monitor the activity of every users in critical infrastructure.
- **Enforcing least privilege:** We had enforced the principle of least privilege by ensuring that all the 458 users only have access to the resources they need to perform their job functions.
- **Detecting and responding to threats:** We had performed the blue team activity in the organization and implemented the PTA solution of CyberArk PAM to successfully restrict the attacker from performing any critical damage.
- Streamlining privileged access workflows: to help organizations streamline privileged access workflows by automating common tasks, such as password resets and access requests, and providing self-service options for users.



CyberArk PAM Workflow Diagram





Production Support and Service Levels

Levels of Production Support

Support: Level

Managed Capacity Model Deals the user issues with already scripted solutions Monitor the metric alerts, performance related issues like high CPU utilization, Application performance, high Memory utilization, Application tuning and Query tuning and notification to the concerned team. Logging tickets with the right severity level and managing ticket lifecycle Incident first level acknowledgement and response

Support: Level 2

Managed Capacity Model Resolve incidents escalated by L1 as per the agreed SLAs and timelines. Production support for applications; Backup and Recovery Infrastructure management support and Preventative maintenance RCA and deep dive into the issue and resolution Minor Application Defects and enhancements, bug fixing Update tickets and escalate to next level as required

Support: Level 3

Managed Capacity, Fix Bid and and Break Fix Expert Level Support Resolve incidents escalated by L2 as per the agreed SLAs and timelines. Major enhancements and deployment support System stability improvement through root cause analysis (RCA), fixes and deployment support Engage with Vendor Support per requirement



Service Levels

Standard Hours of cover



- Our standard cover runs from 10:30 am to 7:30 pm (India), from Monday to Friday, but excluding public holidays for India
- Our monitoring service runs 24×7 and major issues are dealt with accordingly by our out-of-hours incident team.
- Our SLA timers run only during your agreed hours of cover for all issue except Priority One (P1) issues which are worked on 24 X 7

Prioritization of Tickets

Severity

Roughly, this is how many people are affected by the incident, e.g.

- LOW one person or small group of people affected
- MEDIUM department or large group of people affected
- HIGH whole organization is affected

Impact

Roughly speaking, this relates to how disruptive the incident is,

- LOW there's an easy and effective workaround,
- MEDIUM operational efficiency is degraded, but there is either a reasonable workaround
- HIGH the issue is critical and one or more major business processes are stopped

	HIGH Severity	MEDIUM Severity	LOW Severity
HIGH Impact	Priority 1	Priority 2	Priority 3
MEDIUM Impact	Priority 2	Priority 3	Priority 4
LOW Impact	Priority 3	Priority 4	Priority 5



Engagement Models

Managed Capacity

Model	Managed Capacity	
Employment	AS Roles	
Hiring and Attrition Backfill	Aguna	
Work assignment	Client	
Performance management & Reporting	AS	
Salary and benefit administration	AS	
Infrastructure	AS	
Hardware and basic software	AS	
Specialized Hardware and Software	As per contract	
Skill management	AS	
Rate	As per Contract	



Model : Managed Capacity

- Aguna's staffs resources as per agreement with Client
- Regular Governance call to share progress and backlog.

<u>Pros</u>

- Best model for ongoing support and projects with open scope.
- Require limited engagement and bandwidth from Client
- Dedicated capacity available to Client
- Risk of skill management delegated to AS
- Need based Flexible capacity addition

<u>Cons</u>

- Proactive Capacity management to minimize idle capacity / backlog growth
- New skill request require lead time to fill.

Managed Capacity

Model	Fixed Bid
Employment	AS
Hiring and Attrition Backfill	Included
Work assignment	As per Scope- managed by AS
Performance management & Reporting	AS
Salary and benefit administration	AS
Infrastructure	AS
Hardware and basic software	AS
Specialized Hardware and Software	As per contract
Skill management	AS
Rate	Project dependent



Model : Fixed Bid

- Aguna Solution's deliver a project with a fixed scope at an agreed price
- Client participate in project Governance meetings and project toll gates sign-off

<u>Pro</u>

- Least risk as all project elements are Aguna's responsibility.
- Require limited engagement and bandwidth from Client
- Achievement based payments

<u>Con</u>

- Project scope needs to be well defined
- Slight expensive than the other models as all risks transferred.



Thank You