PRASELTAN Technologies
Service Offerings

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IT Help Desk Service

Remote IT Help Desk is the first-line (and sometimes second-line) support function that provides technical assistance to users through remote channels such as phone, email, chat, ticketing system, or remote access tools.

Incident Management

Managing incidents to restore normal service operation as quickly as possible.

Service Request Fulfillment

Handling service requests made by users.

Remote Troubleshooting

Diagnosing and resolving issues remotely.

User Account & Access Management

Managing user accounts and access permissions.

Basic Network & Connectivity Support Support

Providing support for network connectivity issues.

Email & Collaboration Support

Assisting users with email and collaborative tools.

IT Asset Management Services

IT Asset Management (ITAM) is the governance function responsible for controlling, tracking, optimizing, and securing IT assets across their full lifecycle from planning and procurement to retirement and disposal.

Vendor Selection & Evaluation
Choosing the right vendors to support IT needs.

Contract & SLA Management
Managing contracts and Service Level Agreements (SLAs).

Cost & Commercial Management
Overseeing IT asset-related costs.

Performance Monitoring
Monitoring the performance of IT assets.

Asset Management with CMDB
Managing assets with a Configuration Management Database (CMDB).

Asset Registration
Registering new IT assets.

Configuration Tracking
Keeping track of configurations for IT assets.

Dependency Mapping
Mapping dependencies among IT assets.

Lifecycle Management
Managing the lifecycle of IT assets from inception to retirement.

Warranty Management Services
Handling warranties for IT assets.

Warranty Tracking
Keeping track of warranty status.

Claim Management
Managing warranty claims.

Coverage Optimization
Optimizing warranty coverage for assets.

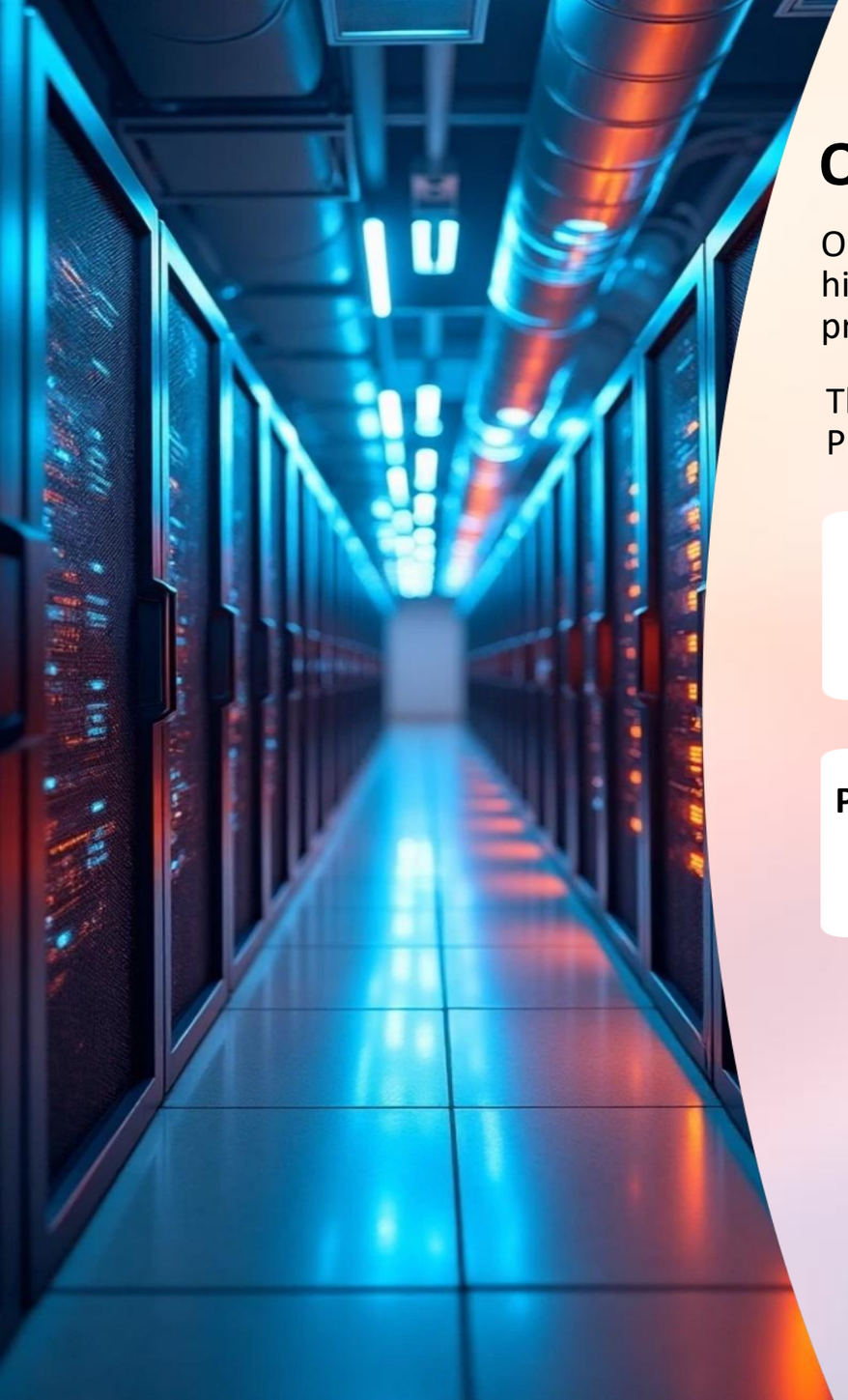
Reporting
Generating reports on asset management.

Asset Retirement Process
Managing the retirement of obsolete assets.

Secure Data Destruction

Environmental Compliance
Ensuring compliance with

Asset Deregistration



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On-Premises Server Managed Services

On-Premises Server Management is responsible for maintaining, securing, optimizing, and ensuring high availability of physical and virtual servers hosted within an organization's data center or office premises.

This function typically operates at L2/L3 infrastructure level and follows ITIL-based Incident, Problem, and Change Management processes.

Server Administration

Managing the overall server environment.

Virtualization Management

Overseeing virtualized server environments.

Monitoring

Continuous monitoring of Server performance and health.

Patch & Update Management

Applying patches and updates to server systems.

Backup Management

Managing server backups for data protection.

Security & Hardening

Enhancing server security.

Capacity & Performance Management

Managing server capacity and performance.

Vendor & Hardware Coordination

Coordinating with vendors for hardware support.

Cloud Managed Services (Azure, AWS, OCI

Cloud Managed Services is a service model in which a provider manages, monitors, secures, and optimizes an organization's cloud infrastructure and workloads.

It supports public, private, and hybrid cloud platforms such as Microsoft Azure, Amazon Web Services, and Oracle Cloud Infrastructure.

Cloud Managed Services goes beyond basic support; it includes continuous operations management, security enforcement, compliance governance, cost optimization, and performance monitoring to ensure a stable, secure, and efficient cloud environment.

1

Cloud Infrastructure Management

Managing cloud infrastructure.

2

Monitoring & Incident Management

Monitoring services and managing incidents in the cloud.

3

Patch & Configuration Management

Managing patches and configurations in the cloud environment.

4

Cloud Security Management

Ensuring security of cloud infrastructure.

5

Backup Management

6

Cost Optimization (FinOps)

IT Infrastructure Migration Services

Infrastructure Migration Services involves planning, executing, and validating the transition of IT infrastructure from one environment to another with minimal disruption.

On-Premises → Cloud Migration

Migrating from on-premises to cloud environments (Microsoft Azure, Amazon Web Services, Oracle Cloud Infrastructure).

Data Center → Data Center Migration

Migrating between data centers.

On-Prem → Hybrid Migration

Moving to a hybrid cloud model.

Physical → Virtual Migration

Transitioning from physical servers to virtual servers.

Legacy Platform → Modern Platform Migration

Upgrading from legacy platforms to modern solutions.

The objective is to ensure a secure, structured, and low-risk transition while maintaining business continuity.

Assessment & Discovery

Initial assessments and discovery processes.

Migration Planning & Strategy

Developing a comprehensive migration strategy.

Architecture Design

Designing architecture for the new environment.

Environment Preparation

Preparing the target

Data & Application Migration

Testing & Validation

Conducting tests post-migration to ensure

Managed Data Center Support Services

Managed Data Center Remote Support Services is an operational model where PRASELTAN manages, monitors, and supports an organization's data center infrastructure remotely without being physically present on-site.

1

On-premises data centers

Supporting on-premises data center environments.

2

Colocation facilities

Managing colocation facilities.

3

Private cloud environments

Handling private cloud setups.

4

Hybrid infrastructure

Supporting hybrid infrastructures.

We deliver 24×7 remote operations, monitoring, governance, and incident management using secure remote access tools.

Infrastructure Monitoring

Continuous of the data center infrastructure monitor.

Remote Server Administration

Administering servers remotely.

Virtualization Management

Managing virtualization technologies.

Storage & Backup Management

Network & Administration (Remote) Security

Capacity & Performance Management

Microsoft Active Directory Managed Services

Remote Microsoft Active Directory Managed Services is a centralized identity governance and directory management service delivered remotely. It covers deployment, migration, administration, security hardening, monitoring, hybrid identity, and disaster recovery of:

Microsoft Active Directory

Managing Microsoft Active Directory services.

Microsoft Entra ID (formerly Azure AD)

Managing Microsoft Entra Identity services.

Active Directory Federation Services

Supporting federated identity solutions.

The service ensures secure authentication, authorization, policy enforcement, and identity lifecycle governance across on-premises and hybrid environments.

Active Directory Deployment & Configuration

Managing deployment and configuration of Active Directory.

Active Directory Migration Services

Offering migration services for Active Directory.

AD Security & Hardening

Enhancing security for Active Directory environments.

AD Health Monitoring & Maintenance

Monitoring and maintaining the health of

Microsoft Entra ID (Azure AD) Services

Supporting Microsoft Entra ID services.

Active Directory Federation Services (ADFS)

Managing ADFS environments.

IT Network Managed Services

IT Network Managed Services is an end-to-end operational model where a service provider designs, monitors, secures, optimizes, and supports an organization's network infrastructure (LAN, WAN, Wi-Fi, VPN, SD-WAN, data center, Load balancer and cloud connectivity).

Network Design & Architecture

Designing and architecting network solutions.

Network Deployment & Configuration

Deploying and configuring network components.

24×7 Network Monitoring & NOC Operations

Providing continuous monitoring and network operations center services.

Network Performance Optimization

Optimizing network performance.

Network Security Management

Managing network security measures.

Change & Configuration Management

Overseeing changes and configurations.

Cloud & Hybrid Network Integration

Integrating cloud and hybrid network solutions.

Backup & Disaster Recovery for Network

Ensuring network backup and disaster recovery capabilities.

Managed Service Email Collaboration

Email Administration Support Services is responsible for managing, securing, monitoring, and optimizing an organization's enterprise email platform.

Microsoft 365 (Exchange Online)

Managing Microsoft 365 email solutions.

Google Workspace (Gmail)

Support for Google Workspace email services.

Email Platform Administration

Overseeing email platform administration.

Mail Flow Management

Managing email flow and delivery.

Security & Threat Protection

Implementing security measures for email systems.

Identity & Access Management

Managing identities and access for email platforms.

Migration & Upgrade Support

Supporting email migrations and upgrades.

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IT Infrastructure Monitoring as a Service

Remote Monitoring as a Service is a centralized, 24× 7 monitoring and alerting service that provides real-time visibility into an organization's IT infrastructure, network, cloud, applications, databases, security posture, and backup systems.

It is proactive, analytics-driven, designed to detect anomalies early, reduce downtime, and support operational continuity.

Server Monitoring

Monitoring server performance.

Network Monitoring

Observing and managing network health.

Cloud Workload Monitoring

Monitoring cloud workloads for performance and anomalies.

Application Monitoring

Keeping track of application performance and issues.

Database Monitoring

Monitoring the health and performance of databases.

Security Monitoring

Overseeing security aspects across the environment.

Backup & Disaster Recovery Monitoring

Monitoring backups and recovery processes.

DevOps Managed Services

DevOps Remote Managed Services is a continuous engineering and operational model where a specialized team remotely manages CI/CD pipelines, cloud infrastructure, automation frameworks, container platforms, observability tooling, and release governance.

It ensures rapid delivery, infrastructure consistency, secure deployments, reliability engineering, and automation maturity across development and production environments.

CI/CD Pipeline Management

Managing continuous integration and delivery pipelines.

Infrastructure as Code (IaC)

Implementing Infrastructure as Code practices.

Cloud DevOps & Cloud-Native Enablement

Supporting cloud-native development practices.

Continuous Monitoring & Observability

Ensuring ongoing monitoring and observability.

Configuration Management

Overseeing configuration management processes.

DevSecOps Integration

Integrating security practices into DevOps methodologies.

Release & Deployment Management

Managing release and deployment processes.

Automation & Orchestration

Implementing automation and orchestration strategies.

Source Code & Artifact Management

Managing source code and artifacts.

Cybersecurity Management Services

Cybersecurity Management Services is a comprehensive operational and governance framework designed to protect enterprise IT environments against evolving cyber threats. It combines continuous monitoring, proactive risk management, incident response, compliance alignment, and resilience engineering across on-premises, hybrid, and multi-cloud environments.

Continuous Threat Detection & Incident Response

Detecting threats and responding to incidents continuously.

Vulnerability Management

Managing vulnerabilities in the IT environment.

Penetration Testing Services

Testing systems to identify security weaknesses.

Endpoint Security Management

Securing endpoints in the IT network.

Identity & Access Management (IAM)

Managing identities and access controls.

Cloud Security Services

Offering security services for cloud environments.

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Managed Service Oracle Database

Managed Database Services provide end-to-end operational ownership of mission-critical database environments covering administration, performance engineering, HA/DR architecture, security hardening, automation, and cost governance.

The objective is to ensure availability, integrity, performance, and regulatory compliance while optimizing total cost of ownership (TCO).

1

Oracle Database Administration

Managing Oracle database environments.

2

Performance Optimization

Optimizing database performance.

3

High Availability & Disaster Recovery

Ensuring high availability and disaster recovery setups.

4

Security & Compliance

Managing security and compliance for database environments.

5

Backup & Recovery

Overseeing backup and recovery processes.

6

Cloud Database Support

Providing support for Cloud-based Databases.

7

Database Monitoring and Automation

Monitoring and automating database operations.

8

Licensing & Cost Optimization

Optimizing licensing and costs.

Managed Service PostgreSQL Database

1

PostgreSQL Administration

Managing PostgreSQL database environments.

2

Performance Engineering

Optimizing performance for PostgreSQL databases.

3

High Availability & Replication

Ensuring high availability and replication setups.

4

Security Hardening

Enhancing security for PostgreSQL databases.

5

Backup & Recovery

Managing backup and recovery processes.

6

Cloud PostgreSQL Support

Supporting PostgreSQL in cloud environments.

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THANK YOU