



Version.01.01.2021

COMPANY PROFILE

DISCLAIMER:

This document has been prepared based on information/data made available to DENLOB as on date and the interpretation of the same by DENLOB. The solution provided herein may require further modification if additional information/data is made available subsequently or a different interpretation is to be attributed to the information/data based on which this document has been prepared. However, DENLOB does not assume any responsibility for inaccuracies, errors, or omissions that may be contained herein. In no event will DENLOB be held liable for direct,

indirect, special, incidental, or consequential damages resulting from any defect or omission in this document, even if advised of the possibility of such damages. The implementation of the solution referred to in this document is subject to the law of the land, including but not limited to rules, regulations and guidelines of the Department of Telecommunications issued from time to time. All licenses and permissions necessary for use of the network/solution and compliance to the law of the land is the sole responsibility of the Customer.

The solution referred to in this document has been designed as per DENLOB understanding of the Customer's overall solution requirements. The performance of individual components therein may differ when functioning as part of the overall solution as compared to what the individual component can deliver. DENLOB hereby disclaims warranty on the performance of the individual components in the above circumstances.

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ABOUT DENLOB

We make the world a better place to live with our smart and connected solutions

Denlob technologies was established with a global vision of creating an articulated integration solution to help Secure people, properties, Business. As an open technology integration company 'denlob' is committed to design, integrate and deliver the total customised integrated solutions for our clients.

As a multi-domain technology integrator company, we are committed to deliver technological advanced solutions in the most challenging and demanding environments to help our customers achieve their safety, security. We at denlob are committed to continuously increase the Organisational effectiveness of our customers by providing optimal integrated Security Solutions & Services efficiently and cost effectively in the best interest of our customers.

With a team of dedicated Sales and Technical professionals, denlob technologies is a leading Security Solutions' provider. We at denlob are committed to continuously increase the Organisational effectiveness of our customers by providing optimal integrated Security Solutions.

Denlob Service Offerings Basket:

Denlob is a leader in the Customer Interaction Services segment servicing many global giants in industry segments as varied as telecom, Wireless, retail, entertainment, healthcare, etc. Denlob believes in applying the principle of Customer Lifecycle Management as an integral strategy towards the servicing its clients and their customers. It is important to note that Denlob prepares a CLM strategy to suit each client's needs to provide them the opportunity to maximise the revenue potential as well as heighten enduser satisfaction. To effectively manage customers, Denlob would operate as a seamless extension of the client.



DENLOB STRENGTH

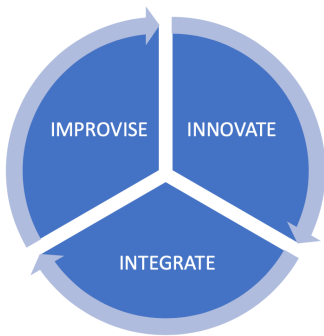
We deliver Integrated solutions more than
Diversified Solutions to our customers.

Denlob is a global services provider delivering technology-driven business solutions to meet the strategic business objectives of our customers. DENLOB delivers unmatched business value to customers through a combination of process excellence, quality frameworks and service delivery innovation. DENLOB is providing complete end to end solutions in the following areas:

1. ICT Solutions
2. ELV solutions
3. Automations
4. IOT Solution
5. Commercial Security Solution
6. System Implementation and Integrated

Based on our skill sets and experience we feel that we can bring unmatched value to you by helping them evolve seamlessly from the current state to a “desired” state. DENLOB has certified and trained engineers, with a unique breadth of skill and experience across the infrastructure spectrum. The team has the ability to take large-scale, multi-discipline projects and enjoys multi-platform competencies to execute such projects.

DENLOB’s philosophy for partnering has always been to deliver consistent value in all aspects of our business relationships. This is achieved by designing and delivering innovative and cost-effective solutions that focus on utilising technically competent, innovative people, consistent processes, and proven products and partners. Solution life cycle We follow a three-process methodology is to deliver the complete solution life cycle:



✓ **Innovate**
Understanding business requirements and & mapping it to a technology framework.

✓ **Integrate**
Systems Integration and Project Execution.

✓ **Improvise**
Identify and suggest best practice recommendations for process re-engineering and improvements

BUSINESS MODEL

Denlob technologies sees this as an opportunity to serve our society.

Denlob mission is to provide society with technological solutions that rely on this innovation to help to improve safety and security of society. In doing this, we help people to make better use of their time, we help our society improve safety & Security of people, properties.

| | | |
|--|---|---|
|  |  |  |
| <p><u>ICT Solutions</u></p> | <p><u>ELV Solutions</u></p> | <p><u>Automations</u></p> |
|  |  |  |
| <p><u>IOT Solutions</u></p> | <p><u>Commercial Security</u></p> | <p><u>Integrated Solutions</u></p> |

Denlob Business Verticals:

Each business segment in market has its own security threats, Our smart solutions will help our customers to overcome this threats.

We have Readymade and we can also make a custom made solutions depending on our customers Requirement and security needs.

Below mentioned smart solutions which we offer based on respective Verticals:

| | | | |
|---|---|---|---|
|  |  |  |  |
| Healthcare | Hospitality | Retailers | Home security |
|  |  |  |  |
| Logistics & Transport | Banking & Finance | Educational Institute | Government Agencies |

CAPABILITIES

Denlob technologies service engineers are well trained and equipped to Design, Deliver and Manage even the toughest and most complicated solutions

Denlob technologies has a highly skilled team, experienced with evaluating a complete infrastructure and identifying threats and vulnerabilities. We focus on its specific weaknesses and offer the necessary hospital security solution to protect the institution's people, property, and reputation. Our Services and supports includes:

On-Site

- Professional and Maintenance Services delivered on-site by trained specialised experts.
- Safety Officer in Place to maintainence Labors safety.
- All the Site Engineers & managers are insurance with health & Life Insurance.

Managed/Hybrid

- effective cobination of onsite and remote support to ensure 0% Downtime.
- Management Online Support team to troubleshoot on site.
- Effctive Tarning and Support for enuser engineers.

Remote

- Remote Infrastructure Management Services.
- Proactive Monitoring.
- Remote Problem Resolution.
- 24/7 technology Helpdesk

ONSITE SERVICES

Onsite services are delivered by highly qualified experienced and certified technical specialists visiting the customer premises.

The services portfolio ranges from Audit, Consulting, Designing, Planning, Implementation, Integration and onsite administration and support. The portfolio of onsite services ranges from highly skilled professional services for implementation, integration and customisation to routine technology operations.

The brief list of onsite services is:

- Requirement Analysis & Consulting • Implementation and integration
- Deployment and customisation
- Onsite Technology Operations Break-Fix Maintenance Support
- Preventive Maintenance
- Infrastructure Audit & Assessment

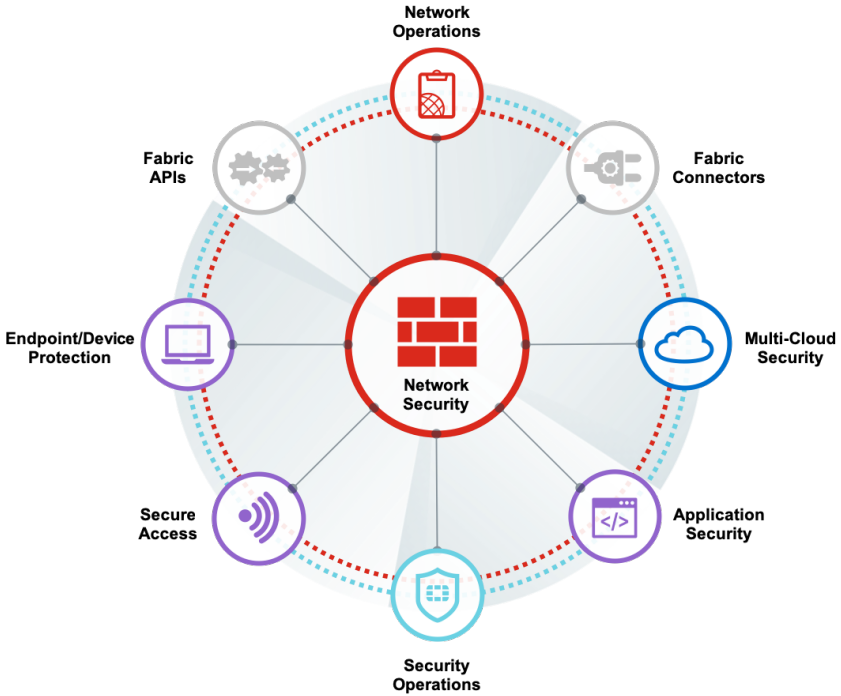
MANAGED SERVICE

Managed Services model utilises a combination of onsite and remote support to deliver 24X7 services availability to the customer.

The portfolio of Managed services ranges to cover complete technology infrastructure of an enterprise. Following are some of the services offered under Managed Services Portfolio:



Network Management, Firewall Management



CCT ContactPro® Outbound and Callback

- ≡ Full Agents status control for inbound and outbound with Avaya POM blending
- ≡ Customer data with all configured values, contact data with POM information of the campaign
- ≡ Full CRM communication for outbound contacts in every mode before a call or with call connected
- ≡ Full Call Control (make call, hold / retrieve, transfer, conference)
- ≡ Callback (agent, campaign, standard) with date time selection and notes option
- ≡ POM disposition codes with after call work (timed, unlimited, extendable)



[Telephony/CCT Management and Intrusion Detection and Response](#)

PROJECT MANAGEMENT

Our project managers are Project Management Professional PMP® certified, and only implement state-of-the-art Project Management tools and techniques.

a) Objective:

The objective of the proposed Project structure is to ensure all that Service deliverables are provided efficiently and in time. The roles and responsibilities of all the concerned members in the project are profiled in this section.

b) Project Organization:

To co-ordinate, monitor and control the execution of the project, DENLOB suggests a project organization comprising:

- ✓ CUSTOMER Project Manager
- ✓ DENLOB Project Manager
- ✓ DENLOB Project Team

c) Roles and Responsibilities:

The roles and responsibilities of DENLOB and CUSTOMER are listed below:

Customer Manager:

CUSTOMER will appoint a Project Manager. The Project Manager will represent for both technical and project management functions. In addition, he will be the single-point contact for DENLOB

The responsibility of the Project Manager will include:

- ✓ Scheduling meetings between DENLOB and concerned users of CUSTOMER.
- ✓ Ensuring that queries raised by DENLOB are attended to and answered within a reasonable time frame.
- ✓ Acting as a single-point contact for change management procedures.
- ✓ Ensuring that timely sign-offs are provided.
- ✓ Ensuring the availability of necessary hardware, software and other project infrastructure resources

The Project Manager will be responsible in ensuring sufficient level of support and responsiveness from other vendors such as the hardware suppliers and facilities management teams wherever applicable.

d) DENLOB Project Manager:

The specific responsibilities of this role will include:

- ✓ Preparing the project plan and schedules and monitoring them
- ✓ Liaising as a single point contact for project level issues between CUSTOMER and DENLOB
- ✓ Reporting on overall project status to DENLOB and CUSTOMER management
- ✓ Implementing and monitoring a mechanism for knowledge and experience sharing/transfer as required
- ✓ Issues escalation and resolution

e) DENLOB Project Team:

- ✓ DENLOB Project Manager will be at site till the end of the project
- ✓ A team of Engineers and Technical will work under him
- ✓ The shop drawings, layout and final drawings will be made in DENLOB India Office
- ✓ It is envisaged that the DENLOB project team will comprise consultants assigned with the role of Team Members.

- ✓ During the implementation period; CUSTOMER team members will be trained on all the products and on solution design.
- ✓ Complete documentation will be prepared during implementation.



We manage projects, including capabilities, benefits, risks, and costs to make them successful.

SCOPE & ASSUMPTION

We take care of project starting from Design, Implement, Deliver and maintain but we would like to make some parameters which we cover and we don't in our job role.

Out of Scope:

DENLOB assumes that the following will not be within the scope of the proposed engagement and hence will not fall under DENLOB responsibility:

1. Logistics of all the equipment after the delivery
2. Material storage space
3. Setting up and managing a Help-desk during the Installation at site
4. Civil works
5. Electrical, containment works

6. External underground ducting and cable draw pits Cutting.
 7. User Management
 8. Third party contractors or monitoring their work
-

Assumptions:

Listed below are the assumptions made while defining the scope of work, estimating efforts and drawing up the work plan and schedules for this project. Any variations in these assumptions may have a direct impact on the effort, cost and the service level and hence will be handled through the change management process specified in this Proposal.

- CUSTOMER will grant the necessary access to DENLOB, to all the inputs (code, data, environment, documentation, and clarifications) required for provision of services in this engagement
- CUSTOMER will grant all the necessary permissions/ security entry/access to all the DENLOB Members involved in this project including permissions to enter the premises (Office) during and after office hours.
- CUSTOMER will provide adequate computer/software and office resources like office space, computing facilities, and other regular office assistance to the

DENLOB onsite staff members to enable them to carry out their responsibilities.

- CUSTOMER will provide the required access for DENLOB engineers on-site to work.
- CUSTOMER would appoint a single point of contact at every major location for coordination CUSTOMER would ensure the availability of their staff for the period mentioned by DENLOB in the Project Plan.

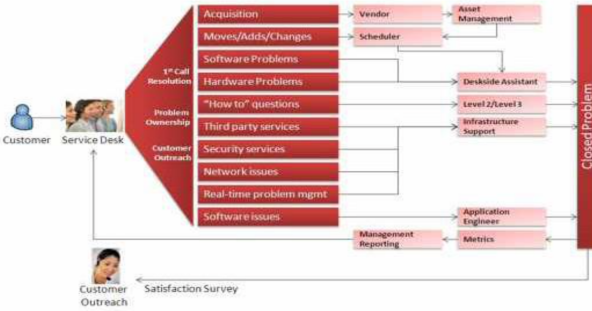
DENLOB may not be able to meet agreed SLAs in following exceptional conditions:

1. Lack of support from CUSTOMER staff during the installation and implementation Non-availability of CUSTOMER team members
2. Any delay due to dependency on third parties, in this case it may be CUSTOMER subcontractors DENLOB will provide timely feedback, information and sign-off of the deliverables.
3. Periodic knowledge transfer will be done between DENLOB and CUSTOMER
4. The SLA will be agreed upon mutual understanding between DENLOB and CUSTOMER.

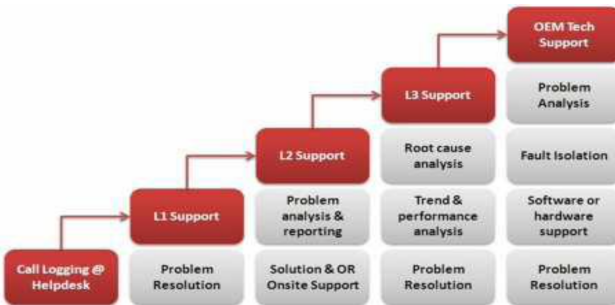
SERVICE AND MAINTENANCE

The support services delivery is governed by following architecture, positioning the centralised service desk as single point of contact. All the customers need to log their complaint on this central number, following a predefined process, to raise a service request.

Support services architecture:



Escalation Methodology:



WARRANTY SUPPORT

DENLOB provides support and services via DENLOB help-desk, which operates from Saturday-to- Thursday; the timings are from 8:00-to-6:00 in the evening.

City Seasons has access to all technical team members involved during the implementation of the project. In case of maintenance or Service Level Agreement a unique identification will be created for customer. City Seasons has to mention his ID for registering the call.

We offer two levels of Support:

- A. **GOLD:** 24x7 supports
- B. **SILVER:** 5x8 support (during office hours; i.e. 8:00 am till 18:00 hrs)
- For all the critical equipment Customer has to enter into 24x7 maintenance contract, under this SLA

in case of any failure the reported failed component will be replaced within the 4-hours' time.

- For non-critical equipment DENLOB will keep the spares in stock in India office; in the event of failure the faulty component will be replaced within the 4-hours.
- Apart from the above services and support City Seasons team will have access to Avaya TAC; a service offered by Avaya to its premier customers. Under this service Customer can open a call 24x7x365 for any bugs, fixes and any other configuration issues.

Denlob will provide a Hardware Warranty for a period of **One Year** from the date of delivery of the proposed hardware with a turnaround time of 5-days.

DENLOB Help Desk:

DENLOB has help-desk at our office for faster and better response to the problem. The call will be logged and accordingly engineers will be assigned for the call.

Help-desk Tel: +91-7676209993/ +91-080-79600748.

If deemed necessary an engineer will be dispatched to your site, the response time will be within-Four Hours if the call is logged before 10:00 am.

The services offered are:

1. Replacement of Critical and Non-Critical Equipment
2. Any updates of IOS related patches, bugs and Fixes
3. Any configuration issues related to hardware and software (IOS).
4. Any upgrades require at the site either for the equipment supplied.

To Escalate the Problem:

If for any foreseen reasons DENLOB help-desk is not performing according to the SLA, CUSTOMER can escalate the problem to the higher management. In such cases please call directly 1800-890-1438 or send mail to info@denlob.com

For More Information's Please contact:

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