



IT Infrastructure Services

www.excelgens.com

IT Infrastructure Services (ITIS)

Efficiently manage your IT infrastructure to service evolving business needs. Reliable, Robust and Secure Infrastructure Management Services.

As enterprises scale their IT infrastructure to support business growth, managing global networks, databases and applications becomes a herculean task which can overwhelm internal resources. ExcelGens offers a complete portfolio of solutions and services for managing enterprise IT infrastructures.

Our IT Infrastructure Services are a comprehensive set of services that helps customers to fully utilize their IT investments by improving availability, reliability and performance. These include the provision of people, processes and perspective to reliably deliver application availability, security and performance of your IT infrastructure.

Services We Offer

- Service Desk Management
- End User Management
- Server Management
- Virtualization Services
- Storage and Backup Management
- Network Management
- Identity and Access Governance (IAG) & Security Services
- DB & Middleware Administration
- Data Centre Operations Management
- Application Management
- Remote Infrastructure Management (RIM)
- IT Service Management (ITSM)
- Patch Management & Technology Upgrades

ITIS Value Proposition

Domain Knowledge

We provide transformative insight, a deeper more meaningful partnership, and thought leadership that closely align to the specific challenges and opportunities of our clients.

Strong Industry Partnerships

ExcelGens ITIS practice creates a highly cooperative and customized approach to all clients, by establishing Alliances and Partnerships with leading technology, platform and solution providers.

Operational Excellence

Leverage our extensive capabilities coupled with ITIL-aligned methodologies, and a proven Project Management framework to continuously improve service delivery quality and SLA compliance to enhance the reliability and responsiveness of services.

Proven Approach

Improve productivity, increase the reliability of the systems, and reduce IT support costs. Enable Clients to clearly understand the threats and trends of all ticket/alert volume and deploy automation to optimize resource requirements.



Trained and Certified People



Monitoring, Management and Automation Tools



ITIL-aligned Processes



About ExcelGens

ExcelGens, a Woman-Owned Minority Business Enterprise (MWBE) was formed to address specific IT services needs of enterprises of all sizes. Our team of industry veterans who have more than 60 years of diversified industry experience came together to service enterprises that are getting ready for tomorrow's challenges.

Contact Us

To learn more about how ExcelGens services and solutions help solve your business and IT challenges contact your ExcelGens representative or visit us at www.excelgens.com.

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