GAVS

Enabling

Digital Transformation

through automation-led

Enterprise Solutions

Driving towards a
Zero Incident Enterprise™

Powered by

AIOps, Automation and Analytics

In the Cloud-first, Mobile-first and Big Data environment that is driving organizations towards Digital Transformation, business leaders and stakeholders can leverage GAVS' services and solutions for managing their current operations and transforming them through AIOps, Automation, Predictive Analytics and Cloud Orchestration.

GAVS is exclusively focused on **Enabling Digital Transformation** through Enterprise Solutions. Guided by the dual mandate of driving business alignment and cost effectiveness, our offerings are focused on facilitating a robust IT infrastructure environment resulting in an enhanced customer user experience by around 10x and reduced resource utilization by around **40%**.

Zero Incident Enterprise™

Enterprises are continuously exploring avenues to go beyond the traditional reactive ITIL based processes and Lean & Six Sigma techniques to reduce IT incidents. GAVS' vision is to drive organizations towards Zero productivity loss and enhance 'user experience by 10x leveraging Smart Machine based operations to proactively reduce incidents and create a "**Zero Incident Enterprise™(ZIF)**'. We leverage our own '**Zero Incident Framework™**' to proactively identify and eliminate incidents to '**near zero**'. This is achieved through Automation enabled Smart Machines that deploy AI, Instrumentation, Real User monitoring, Machine Learning, Predictive & Prescriptive Analytics and Natural Language Processing.

GAVS' Service Offerings

All the services and solutions are targeted to enhance system uptime and drive higher customer satisfaction, thereby improving revenue streams. The collaborative effort of the traditional services, digital technologies and IT enablers facilitate this digital transformation.

Digital Services

- Cloud Enablement
- Datacenter as a service (DCaaS)
- DevOps
- Automation

Consulting Services

- Cloud Assessment & Advisory
- Datacenter Assessment
- DC Consolidation & Transformation
- Security Assessment

Enterprise Support Services

- Managed Infrastructure Support
- Information Security Services
- Identity Access Governance
- Application Services
- Software Quality Assurance

Products and Platforms

- Zero Incident Framework™
  - GCare
  - GAVel
  - zMan
- zDesk
- zIrrus
- GTops
- TruOps

GAVS leverages its proven **SMART** delivery model to provide services. Driven by automation, productivity improvement & accelerator tools and reusability, the model will be implemented based on three cornerstones for optimized service delivery namely people, process and technology.

People
Robust talent acquisition and retention strategy – attract > motivate > retain

Process
ITIL, ISO 9001, ISO 27001, ISO 20000-1, PCI-DSS, HIPAA

Technology
State-of-the-art physical and connectivity infrastructure; collaboration tools

Being a Tier-1 Direct Microsoft Cloud Solution Provider (CSP), we have a clear-cut philosophy of Cloud first & Mobile first in our service offerings. Our vNext Microsoft services span across Microsoft's product lines to deliver effective business solutions around Blockchain, GDPR etc that transform enterprises in the digital age include Azure Cloud Platform, SQL Server, Office 365, and a lot more.

Zero Incident Framework™

Zero Incident Framework™ (**ZIF**) is GAVS' framework for early detection / removal and permanent remediation of incidents. The framework is a collection of three different tools that collaborate with each other and prepares IT organizations to aspire for incident-free enterprise.

ZIF helps to detect and mitigate incidents even before they occur using Environment Performance Management (GCare), IT Process Automation (zMan), and AIOps platform (GAVel).

The **ZIF** framework not only provides transparency and visibility into the operations, but also creates the foundation for continuous improvement, rolling-out best practices, and further enhancing the IT operations team in implementing critical industry-leading transformation initiatives.
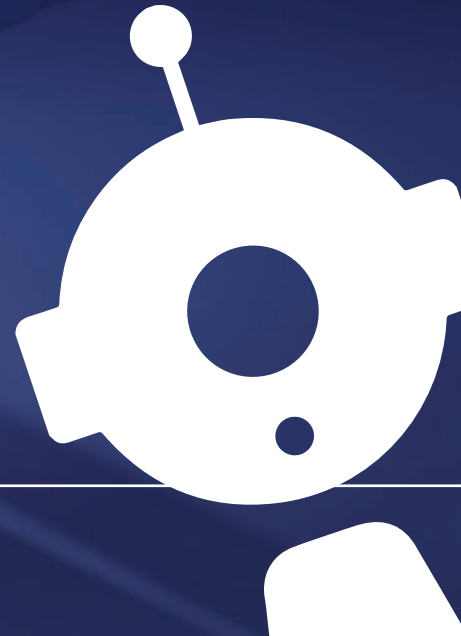
ZIF

GCare
Environment Performance Management

GAVel
AIOps

zMan
IT Process Automation

Client Speak

> We expected cost efficiency and savings and we achieved that. What we were pleasantly surprised with, was the high quality implementation effort as well as the tremendous flexibility that GAVS brought to the table.

- Ivan Durbak
CIO, Bronx-Lebanon Hospital Center

> GAVS provides SLA driven IT managed services including infrastructure management, application development and support to the Jewish Board. We consider GAVS as a strategic partner that offers us the flexibility of resources as we leverage technology to optimize delivery of programs and services. GAVS has helped in evaluating technology alternatives and was instrumental in executing the strategic initiatives seamlessly with minimum business disruption.

- Uday Madasu
CIO, The Jewish Board

> We are a Big Data Analytical company and we are heavy into customer engagement and analyzing the customer data, GAVS has helped in identifying the right skilled employees and has been a true partner in providing us cloud infrastructure, security and we are really happy with the outcome and we are delighted to be their partners.

- Charles Selvaraj
CTO, Next Health Technologies

Business Value Delivered

- Improve Root Cause Analysis (RCA) by reduction in Mean Time to Repair; Upto 80% accuracy in event correlation & RCA

- 40% reduction in tickets and 30% reduction in response and resolution times

- 99.98% availability of online booking engine accountable for 90% of passenger revenues / booking

- 99% DRE for end-to-end testing of platforms, applications & e-learning product

- 50% cost savings for clients in cloud management services through automation solutions

- Over 50% enhanced productivity and increased doctor-patient service rate per day through automation of shift sign-off process

Industry Accolades

- Gartner lists GAVS as a specialist software provider for **Intelligent Automation**, 2018

- GAVS ranked #1 in '**2018 Cloud & Infrastructure Migration Transformation Consultants**' by Black Book Market Research LLC

- Everest Group recognizes GAVS as a '**Star Performer**' for IT Infrastructure Services Automation PEAK Matrix™, 2018

- MarketsAndMarkets Research features GAVS as an '**Innovator**' in the AIOps platform Market, 2018

- Featured as an '**Aspirant**' in Everest Group's PEAK Matrix™ on Cloud Enablement Services, 2018

- Positioned as an '**Aspirant**' in Everest Group PEAK Matrix™ for Healthcare Provider IT Services, 2017

- Recognized by Gartner as a '**Cool Vendor**' in ITSM2.0, 2016

- Featured by Gartner as one of the **Smart Machine** based service provider, 2016

Industries

- Healthcare

- Banking and Financial Services

- Media and Publishing

- Manufacturing

Gartner. **Everest Group** From insight to action. **MARKETSANDMARKETS** BLACK BOOK

Core Values

Zero is the New Normal at GAVS because we want to espouse and engender zero hierarchy and zero bureaucracy, we want to promote a flat and egalitarian culture. At GAVS we want to celebrate zero tolerance towards Disrespect, Lack of Integrity, Complacency, and Apathy towards our clients and stakeholders.

GAVS will always try to be at the cutting edge of technology, and we want Zero latency in our efforts to create competencies around newer technologies and innovations that could be an enabler for our clients and partners.

Our Zero Incident Motif – '**Evolving Circles**', is an expression of our aspirations and a commitment to be a '**Company with a Purpose**', committed to delight our clients through innovative and enabling technologies.

To realize our organizational goals, we employ the following value system, which we refer to as the **GAVS RITE** way.

Re-inforce our commitment to RITE and cultural drivers

Attract the right talent and motivate them to do more

Enhance emotional investment and connect

R Respect

I Integrity

T Trust

E Empathy

About GAVS

GAVS Technologies (GAVS) is a digital transformation company with focus on AI, Predictive Analytics, Robotics led Infrastructure Management services. GAVS is committed to improving user experience by 10X and reducing resource utilization by 40%.

GAVS has been recognized as a Cool Vendor by Gartner in 'Cool Vendors in ITSM 2.0, 2016' and positioned as 'Star Performer' in Everest Group PEAK Matrix™ for IT Infrastructure Services Automation, 2018. GAVS was also rated as a prominent India-based Remote Infrastructure Management player & one of the key small players serving the mid-market & enterprise clients in North America by Gartner.

GAVS