

# CLOUD

In the world of modern business ICT has become a commodity ...

# TRIUMPH FOR SERVICE PROVIDERS

... this has affected voice and data services making them practically utilities like water and electricity. IT services are next in line. Business must be focused on its core competencies in order to survive and thrive.

## Flip IT AT A GLANCE

Flip IT is the first full featured self provisioned cloud based on Everything-as-a-Service solution and is currently unrivalled anywhere in the world.

It's a complete tool for the Service Providers around the globe to enabling them to offer fully functional "office in a box" solutions to their end customers. The Flip IT platform can be integrated with existing service provider's business and operations support systems.

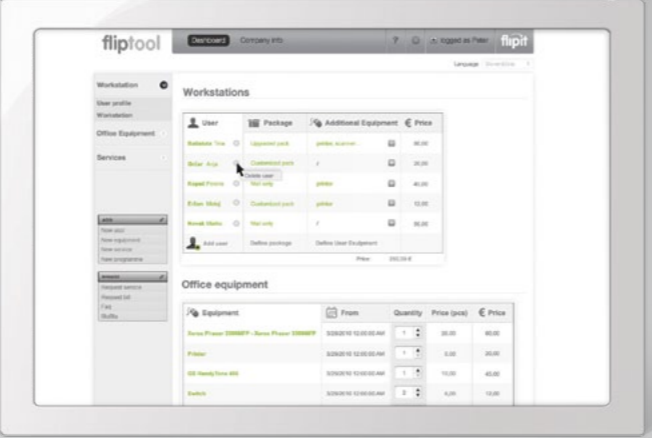
## 7 REASONS WHY SERVICE PROVIDERS SHOULD OFFER CLOUD SOLUTIONS

- 1. Traditional service providers offer (voice, broadband, mail, web):**
  - (is becoming) commodity
  - loss of value, declining core business ARPU
- 2. Introduction of software-as-a-service creates:**
  - new revenue stream (especially from small and medium companies that do not have their own IT)
- 3. Customer lock-in and ARPU increase with fully enabled workplace** (broadband, voice, applications, desktop) – future proof SP offer
- 4. Application providers are motivated to sell in SPs app store:**
  - new market
  - payment assurance
  - no software piracy
- 5. SPs can provide end-to-end SLA including:**
  - broadband
  - voice
  - application store
  - network computer (desktop-as-a-service)
- 6. Customer gets "office in a box" solution - from one trusted service provider for affordable monthly fee without capital investments:**
  - enterprise level service
  - one invoice
  - single point of contact
  - security
- 7. Once the customer gets the concept and a level of comfort of "IT as a service", he will never return to the traditional IT model.**

# WHAT IS Flip IT MANAGEMENT PORTAL?



A central part of the Flip IT solution, the Flip IT Management Portal provides automatic virtual desktop (VD) and user provisioning via an easy-to-use web interface. It also offers control of the user desktop experience, a help desk and monitoring tool, and a one-click Application store.



To provide complete asset management, the Flip IT Management Portal is divided into two web portals:

- Infrastructure Administration Portal
- End Customer Self-Service Portal

# INFRASTRUCTURE ADMINISTRATION PORTAL

The Infrastructure Administration Portal is an advanced tool that gives service providers fully automated hosted infrastructure provisioning, controlled via a simple and intuitive web interface.

This highly efficient tool for SPs reduces the time and resources needed to manage your customers' IT infrastructure.

## KEY FEATURES

- Customer management and profile settings**
  - easy to add customers through different configuration profiles
  - customer management: management information, prices, discounts, equipment, configurations, inventory, etc.
  - security and permission control: easy to manage user's roles and permissions
- Automatic network infrastructure provisioning**
  - manage the physical network infrastructure: physical switches, routers, firewalls
  - manage virtual networks: virtual switches
- Automatic virtual desktop infrastructure provisioning**
  - easy to add and manage users' virtual desktops
  - manage the complete user interface and desktop experience
- Automatic virtual server provisioning**
  - easy add and manage virtual servers to reduce equipment cost
- Automatic service provisioning**
  - easy services configuration: Microsoft Active Directory, printing, file sharing
  - centralized management of antivirus and spyware protection
  - easy-to-manage mail policy and user mailbox creation
- Integrated application store**
  - easily manageable application policies with granular access control
  - add, remove and update applications in repository
- Device inventory management**
  - device distribution control: IP phones, RSA tokens, thin clients, laptops
- Support for process flows**
  - create and manage flows for user processes
- Integrated billing system**
  - internal billing for real-time operations
  - flexible options for integrating SP billing solutions
- Request management**
  - manage customer needs via request queues and confirmations, order tracing

# END CUSTOMERS SERVICE PORTAL



The End Customer Self-Service Portal is web-intuitive, enabling end users to manage resources for individual company and user profiles.

Each customer designates an administrator with sufficient permissions to perform administrative actions.

## KEY FEATURES

- Information management by company administrator**
  - manage company information: personnel addresses, contact numbers, etc.
- Administrative provisioning of users and workplaces**
  - easily add/manage workplaces and users
  - password management for Desktop as a Service (DaaS) environments
  - administrator control of infrastructure costs
  - user control of workplace costs
- Software and application provisioning**
  - address application requests according to user needs
  - one-click application installation on virtual desktops
- Provisioning additional hardware and user services**
  - set up custom hardware by user request: IP phone, monitors, etc.
  - remote hardware management: disk space, hardware models and sizes, etc.
  - control remote access, monitoring access, etc.

## END-USER BENEFITS

- All in one IT solution**

With EaaS model company gets security, helpdesk, backup, support maintenance, equipment service, Internet, IP telephony, equipment and upgrades... Subscription based system is simplified with one provider, one bill and fully predictable costs.
- Cost savings**

with self-provisioning, administration and maintenance costs are dramatically reduced
- Time savings**

costs related to workplace setup time are reduced by up to 90%
- Enhanced security**

standardized approach provides better desktop and network security
- Better control over corporate assets**

service providers and corporations centralize management of their technology assets
- Simplified desktop and application management**

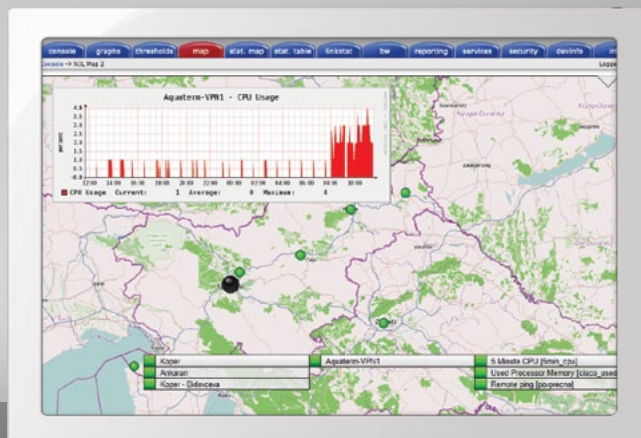
installs and updates can be performed easily and rapidly
- Simplified and standardized OS and application migrations**

eliminate problems caused by multiple versions of OS and applications

# INFRASTRUCTURE MONITORING

**Infrastructure monitoring** is a core service to ensure high quality and stable DaaS. This solution provides an overall view of infrastructure health and predicts possible system, hardware or component failures, as well as helping to identify future growth requirements.

Performance of whole Flip IT solution can be monitored 24/7 by SP.



## KEY FEATURES

### End-to-end monitoring of equipment and applications

- monitor physical network equipment: data center, CPE devices
- monitor physical and virtual servers
- monitor desktop virtual machines and end-user equipment
- monitor VMware View Manager, DNS, Internet access

### Performance visualization

- customers can access graphs and statistics

### Physical and virtual equipment inventory

- track serial numbers, server types, installed OS, network interface cards, etc.

### Monitoring specific parameters and performance

- track CPUs, disk and memory usage, network traffic, storage network performance, service availability, etc.

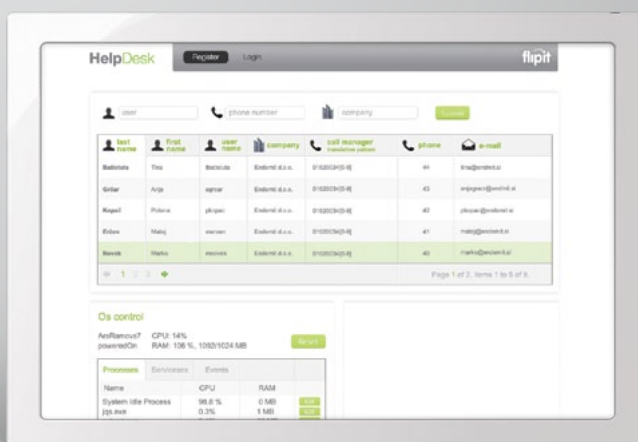
# HELPDESK PORTAL

The **Help Desk Portal** is an easy-to-use web-based interface for first-level help desk support. It enables the help desk support team to access certain parts of the Flip IT solution without having access to the complete infrastructure.

Knowledge base articles are included for faster problem resolution. The knowledge base includes extensive content and is continually being expanded and updated.

## KEY FEATURES

- Intuitive user interface and search functions
- Detailed information about resource usage per virtual desktop
- Control the desktop virtual machine (reboot, reset)
- Control processes inside the desktop virtual machine (kill runaway processes, etc.)
- Searchable knowledge base
- APIs integrate with a variety of ticketing systems



# MORE INFORMATION

The **Flip IT Management Portal** is part of NIL's Flip IT services. For additional information or to purchase Flip IT, contact NIL:

**E-MAIL**  
[info@flipit.si](mailto:info@flipit.si)

**PHONE**  
 +386 1 4746 556

**WEB**  
<http://flipit.nil.com>