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ABOUT US

Syntrio Technologies Pvt Ltd is an IT Solution provider based in India, doing business in two different brands.

**CliffSupport**

Focusing on providing technical support, server administration and server management services for Linux/Unix/windows servers different virtualization platforms and CLOUD systems. (www.cliffsupport.com)

**CliffCreations**

Focuses to develop hosted solutions, websites, web and mobile applications. (www.cliffcreations.com)

Syntrio has been active in the industry for about 10 years and have served various prestigious clients from the US, APAC and Scandinavian.

Legal Status



INDIA

Company	:	Syntrio Technologies Pvt Ltd
Legal Status	:	Private Limited company
Incorporation Date	:	16th May 2007
Corporate Identity	:	U72200KL2007PTC020809
ROC Code	:	ROC Ernakulum, Kerala
Registration Number	:	020809
Registered Capital	:	Trivandrum
Employees	:	95
Import/export permits	:	Yes
In Business	:	10 years



UNITED STATES

Entity Name	:	Syntrio Technologies LLC
Entity Kind	:	Limited Liability Company
Incorporation Date	:	23rd January 2012
File Number	:	5098715
State	:	Delaware

Locations



Registered Office

Syntrio Technologies Pvt Ltd
Module 2605, Yamuna Building
Special Economic Zone Campus
Technopark Phase 3, Trivandrum
Kerala, India – 695583



Registered Office

Syntrio Technologies LLC
16192 Costal Highway
Lewes
Delaware 19958
United States



International Call Centre

Syntrio Technologies
74 Orion Street
Brunswick,
Maine 04011
United States

Contacts



: sales@cliffsupport.com



: +91 471 2710135



: Cliffsupport



: Cliffsupport



: Cliffsupport



: Cliffsupport

INFRASTRUCTURE

We proudly own our space at the Technopark (www.technopark.org), the largest IT Park in India in terms of built up area and largest CMMI 4 level technology park. Technopark is owned and administered by the Government of Kerala, India. The city stands tall when it comes to infrastructure and social development indices and has been ranked as the No.1 upcoming city for IT/ITeS ventures by Knight Frank, U.K. Of the two cities identified by the NASSCOM.

The brilliantly designed office workspace and cabins with fully air-conditioned interior gives a pleasant working space for employees. Wholly equipped conference hall enabled with video conferencing facilitates face to face meeting with client representatives and the team.



POWER - Dedicated 110KV substation to meet the power needs of the Tech Park. Power is backed up with three Diesel generators for 300% redundant and Internal UPS to ensure uninterrupted power supply.



INTERNET - Connected by multiple high speed internet connections from 4 different providers which are load balanced for intelligent routing. Networked with equipments from CiCSO and Dlink by CAT6 cabling.



SECURITY - Office located in government secure area (SEZ) Special Economic Zone under Government of India with 24X7 Security and Surveillance. Employee access restricted using Biometric EM locks.

- Centralized access and data storage through NIS/NFS.
- Clustered and scalable internal server with mirror backup for disaster recovery.
- Military zone internal local network.
- Role based access restriction to internal and customer data.
- Strict NDA with employees.
- Access to servers using SSH gateways (undisclosed passwords).

WORKFORCE

With a team of **85 professionals** we are laser focused on our client's business growth. All our employees are graduates in engineering from accredited universities with professional certifications from Redhat, Microsoft etc. We keep a very strong relation with our staff and our rate of attrition has never crossed 15 percent.

Modes of Engagement

Time and Material – The quick and easiest engagement mode mostly suited for one time job and issue based fixes. This mode provides the customer maximum flexibility. Our hourly charges starts from USD \$10 per hour.

Fixed Pricing – If the customer is exactly aware of the requirements and expected outcome our team can work and realize it. We will be identifying and analysing the requirements and propose the solution along with the cost and timeline.

Retainer – The companies can hire a technician or a programmer or a team to dedicatedly work for them. We will be providing suitable resources with the required knowledge level, skillsets and experience.

CLIFFSUPPORT – The Technical Support Department

Tiers

L1

Level 1 Engineers (1 - 2 years of Experience)

Trained to recreate the issue, diagnose the type, severity and priority of the issue and act accordingly

Resolve common problems typically using internal KB (knowledge-base) and FAQ

Responsible for proactive server monitoring and alerting higher-level about the service events

Keeps Service Level Agreements and update clients.

L2

Level 2 Engineers (2 - 3 years of Experience)

First Escalation point from level 1

Work on Incident management, Problem Management, System/software Updates and documenting Knowledge Base

L3

Level 3 Engineers (3 - 4 years of Experience)

Final Escalation point

Responsible for Service Operations, Analyse Issues and Trends, Continued Service Improvement and Quality Assurance, Moderating KB, Ensuring Continuous Training Programs

SSA**Senior System Administrator** (4+ years of Experience)

Research & Development, Solution Implementation, Consultation Planning and executing Service Scaling

| Availability

Lights are always on at CliffSupport and we are available round the clock all 365 days in a year.

Timings - Each staff will be available for 45 hours a week. (8 hours +1 hour break a day) for 5 days a week

Leaves - Each staff is eligible for 13 Holidays and 12 earned leaves in a calendar year as per statutory laws

Holidays - The holiday list will be published in January for us to plan the schedules well in advance. Should we have a requirement for a staff to work on a holiday, it has to be compensated with a 'compensatory holiday'.

| Team Structure

We will be building the team by identifying the number of technicians in each tier (L1, L2 or L3) and a team lead to manage the team. **Team Lead** will be more experienced with a blend of managerial skills and will be the responsible contact person for the team. He will be holding periodic meetings with the client and ensures that the team goals are set and met.

Considering round the clock operations, one of the senior team member will assume the role of the **Shift Manager** during each shift in the absence of the team lead. The schedule of the team members will be entirely transparent and you will feel the team just as an extension of your office and working with your own people.







Our **Internal QA team** analyses the performance of each engineers by closely working with the team and evaluating them. Continued knowledge sharing sessions and training programs are conducted to make sure the technicians are updated with industrial and technological enhancements. Turnaround time for replacing an engineer in the team due to attrition or any other reason will be minimal as we maintain ample resource pool.

| Services

We offer white labelled customer friendly support to our clients and their end users in the following area by using different communication channels.






INFRASTRUCTURE MANAGEMENT

We help our clients to effortlessly manage their IT infrastructure and aid continuous growth in their core business area. Our consultants can work with them in planning, building, running and supporting their IT infrastructure.

-  Datacentre Management
-  Web Hosting Support
-  Network Management
-  Storage Management
-  Virtualization Management
-  Cluster Management






CLOUD MANAGEMENT

We help you to migrate, deploy and manage your IT infrastructure in the cloud there by reducing your administration overheads, hardware investment costs and improving the flexibility, availability and scalability.

-  Amazon AWS
-  Microsoft Azure
-  VMware
-  Google Cloud Engine
-  Private Cloud

DEVOPS

By effectively pursuing continuous delivery and DevOps we help our clients to greatly increase their organization's speed to market while significantly reducing the cost of delivering new products and services.

-  Configuration Management
-  Continuous Integration
-  Testing Automation
-  Release Automation
-  Opensource Services

| Channels

EMAIL SUPPORT

Serves as the main mode of channel for customer's technical requirements

Emails are routed to the helpdesk and provide threaded conversation view.

Attended by all three tiers – L1, L2 & L3

KPIs – Initial Response time, First Contact Resolution, Update Interval, Resolution Time

etc.

Most Popular – Kayako, Cerberus, Zendesk

LIVE CHAT SUPPORT

Faster support channel of choice because of its real-time nature of interaction

Instant access to an expert engineer

Attended by L1 and L2 tier technicians

KPIs – Wait Time, Drop Rate, Time Spend, First Contact Resolution, Idle Time

Most Popular – Zopim, Provide Support, Comm100

PHONE SUPPORT

Favourite Support channel due to conversation mode

Native English speaking US techs through our partner company in Maine, US.

Limited to L1 issues, Severity Intimation, Status Updates, Lodging Support Cases only

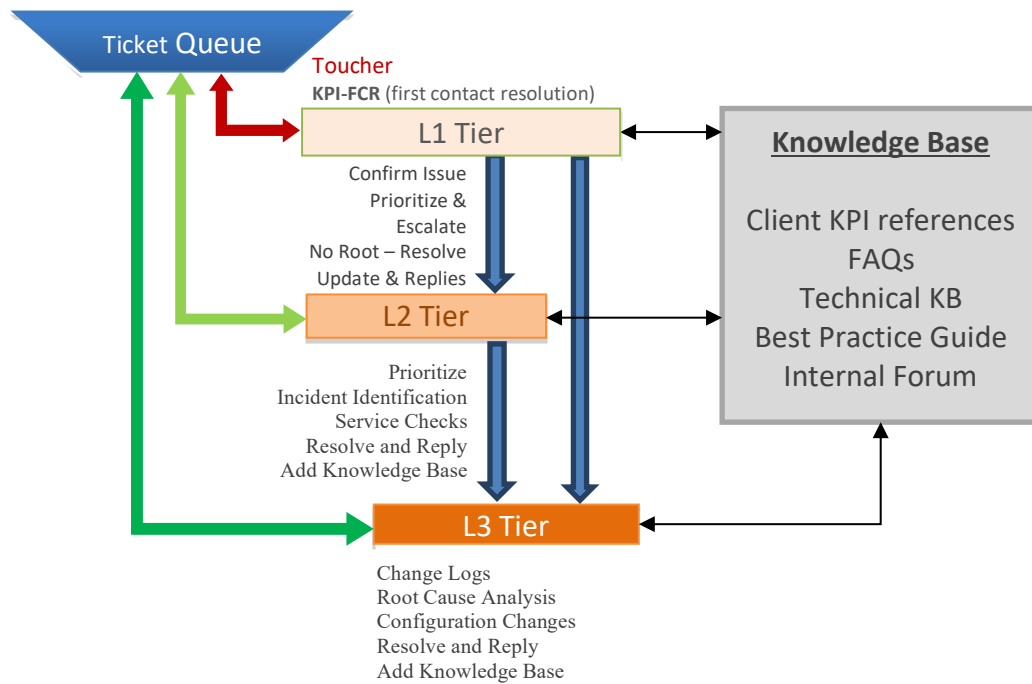
Attended by L1 tier only

KPIs – Call Drop Rate, Call Wait Time, On Call Resolution etc.

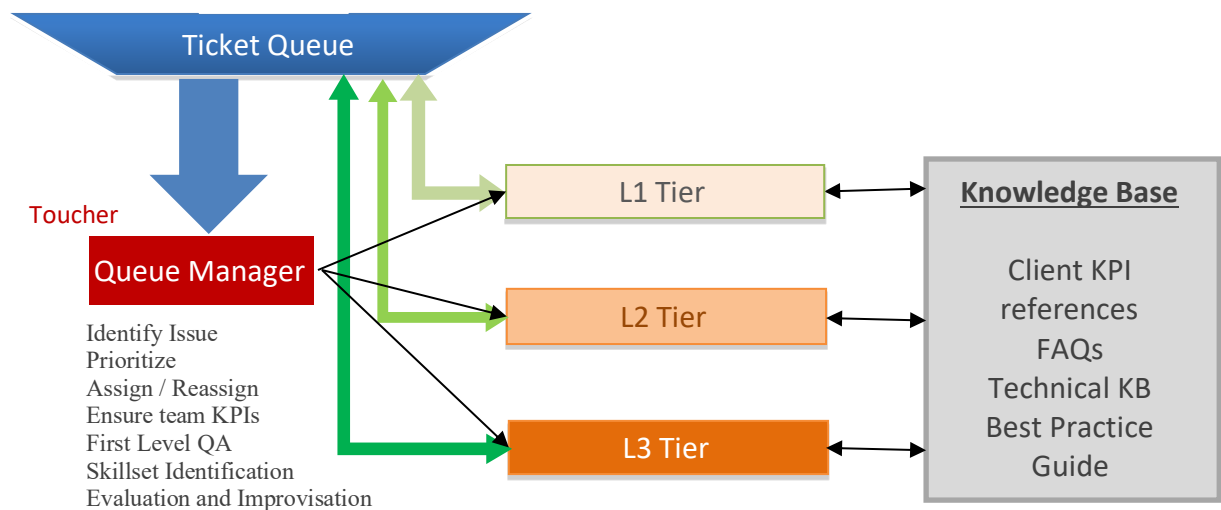
| Workflow

We follow two models depending upon the volume and type of issues. Hip-Hop model and Agile model. The Hip-Hop model is the best when the ticket volume is high and response time is the Key Index and Agile model is suited when the number of replies and resolution time is the Index.

The Hip-Hop Model



The Agile Model



SLA

Generally, SLA's are discussed and finalised with the client after considering client's KPI, volume of work and strength of the team.

Our SLA index for ticket response is 20 minutes and for chats and phone calls is less than one minute whereas the current real time statistical value is 16.52 minutes and 55 seconds respectively for the last quarter.

In the events of missing the SLA the clients will be compensated according to the contract agreement.

Expertise



CLIFFCREATIONS – The Development Department

We work with our clients to analyse, design and implement their business applications. We keep ourselves updated with ever changing market trends and bring in the most modern and trendy designs to cater to software application requirements.

Services

Responsive Websites

We use the latest web technologies to bring the liquid layout design to your website so that it reforms itself to work well on the container devices on which they are displayed.

Web Applications

We help companies to go online with multi-role, workflow managed access points and centralized data control so that they can considerably reduce the duplication of work and data.

Mobile Applications

Our mobile application development team is a small dynamic group who are willing to take up new challenges and engage in developing robust applications in iOS and Android platforms.

Technologies

Below given are the technologies we work on.



| Availability

Timings - Each staff will be available for 45 hours a week. (8 hours +1 hour break a day) for 5 days.

Leaves - Each staff is eligible for 13 Holidays and 12 earned leaves in a calendar year as per statutory laws.

| WHY SYNTRIO?

- Active 10 years in the Industry.
- WHT Reviews from 2007 reflecting our credible history.
- High Customer Satisfaction Index with ZERO negative reviews.
- Best in class Infrastructure differentiate us from all our competitors.
- Legal presence in US for more structural legal agreements and banking convenience.
- Managing Datacentre with more than 2000 servers.
- Service presence in APAC, Scandinavian, Europe and US.
- Strong Resource pool for immediate (less than 48 hours) start of services.

| We can

Be a complete partner to meet all your IT requirements

Work with you for evaluation and strategic planning of business

Recruit train and orient dedicated engineers with very less turnaround time

Provide white-labelled support and development services to your customers

Grow dynamically with your technical needs and realize them successfully

| WHAT NEXT?

- Identify the synergies
- Choose the mode of engagement
- Agreements and Contracting
- Engaging the team
- Familiarisation and Knowledge Transfer
- Pilot Run
- Start of Operations
- Evaluation and Improvisation

We look forward to working with you

Syntrio Technologies Pvt Ltd

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