iTVIZION

Anticipate ● Act ● Adapt

Refining
Chemicals
Upstream
Manufacturing
Utilities
Energy

Managed Services

Your Data is Our Science

Your IT is Our Priority

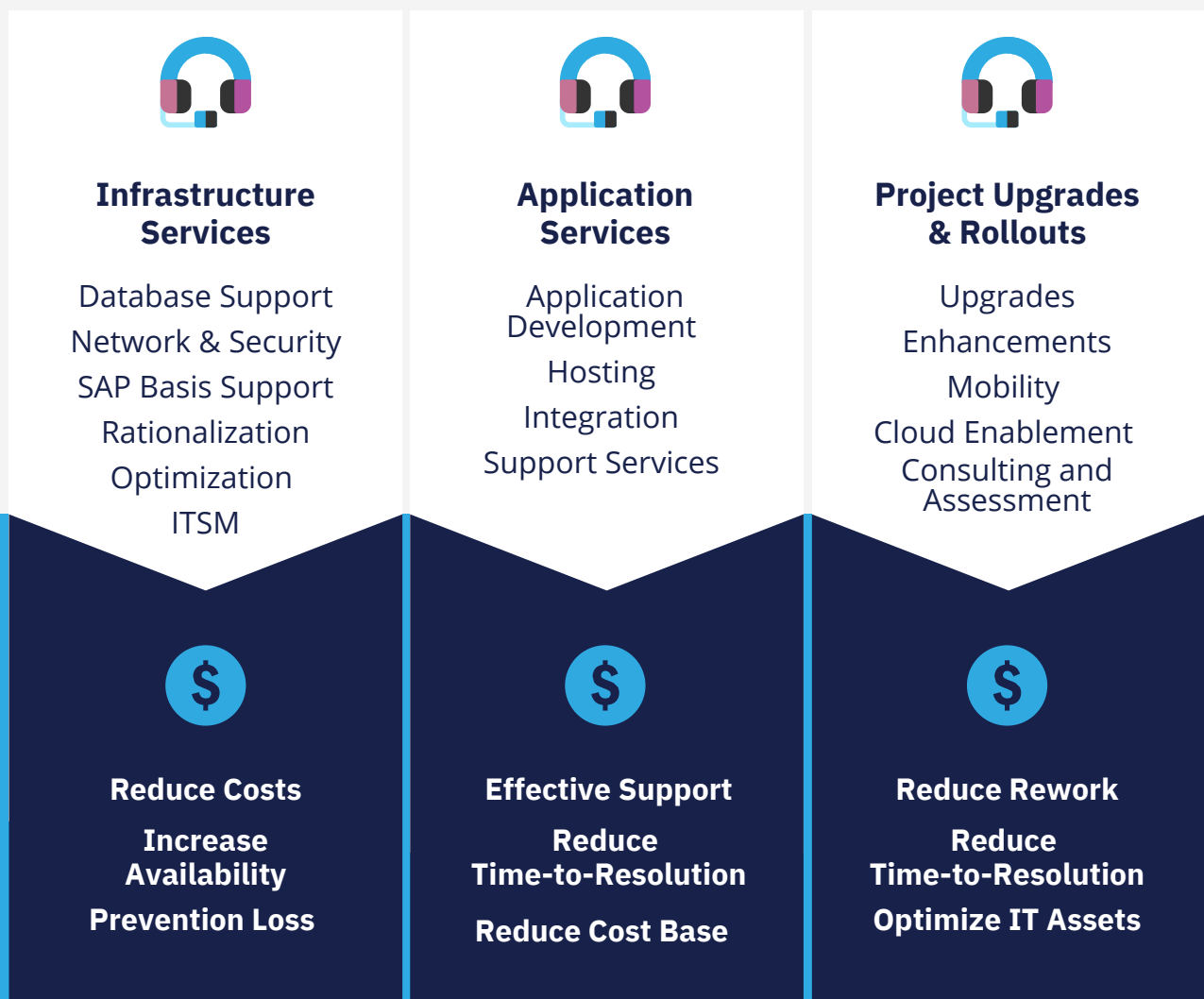# Organize
Safeguard
Operate

TIME TO FOCUS ON YOUR CORE COMPETENCE

Transformation

IT Vizion delivers based on MTTR and domain experience. We endeavor to provide ongoing and proactive services with a team that cares for your business needs. We offer scalable solutions, helping you to augment and align your service delivery to the business users. IT Vizion provides a compelling alternative to your current service provider through automation, tools, and accelerators.

Managed IT Services at-a-glance

A reliable approach through intimate knowledge of your systems.

Infrastructure Services

Database Support
Network & Security
SAP Basis Support
Rationalization
Optimization
ITSM

Application Services

Application Development
Hosting
Integration
Support Services

Project Upgrades & Rollouts

Upgrades
Enhancements
Mobility
Cloud Enablement
Consulting and Assessment

Reduce Costs

Increase Availability

Prevention Loss

Effective Support

Reduce Time-to-Resolution

Reduce Cost Base

Reduce Rework

Reduce Time-to-Resolution
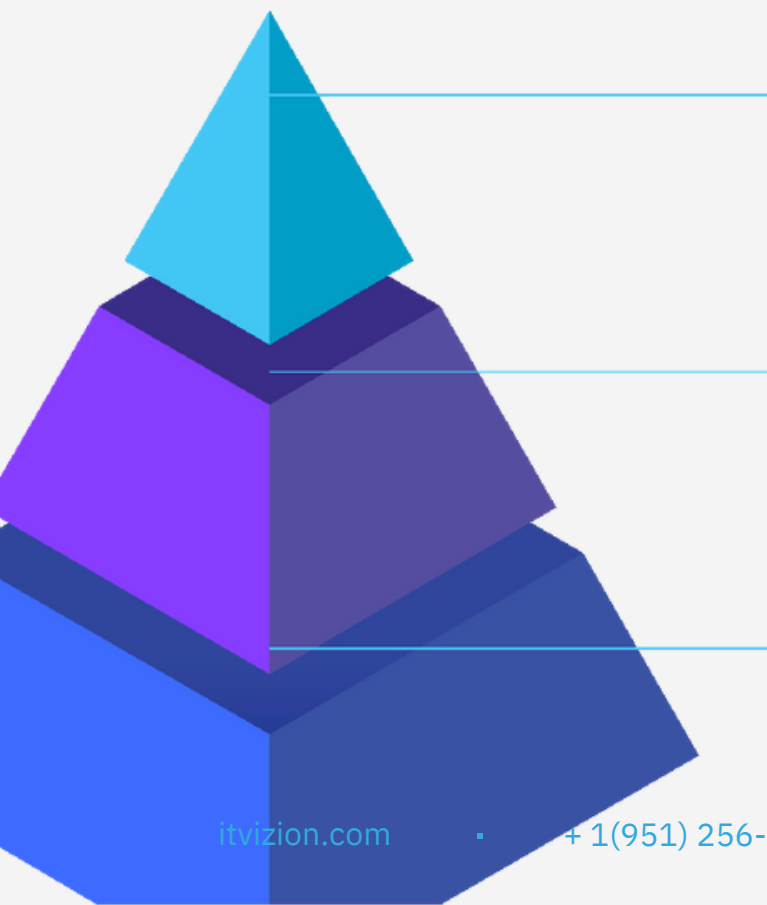
Optimize IT Assets

System Led Service (SLS) Approach

We understand an enterprise's pain points and how important it is to avoid service interruption and the cost impact of sustained errors. The need to reduce costs and efforts without disturbing stability or jeopardizing compliance, security, and quality is omnipresent. Here at IT Vizion, your strategic partner for managed services must have the right blend of process and tool expertise and domain knowledge. We aim to provide a safe pair of hands for your IT Assets and Infrastructure to facilitate returns on your digital investments.

Not only does IT Vizion provide oversight and safeguarding throughout the service, but we endeavor to move beyond your cost-based needs with our system-led service approach. The system-led approach leverages cutting-edge solutions aligned to industry best practices. The foundations of the process are based on the following principles:

SYSTEM LED SERVICE: FOUNDATIONS

1 **Value**
Repeatability
Business Assurance
Continuous Improvements

2 **Pillars**
Automation
Innovation
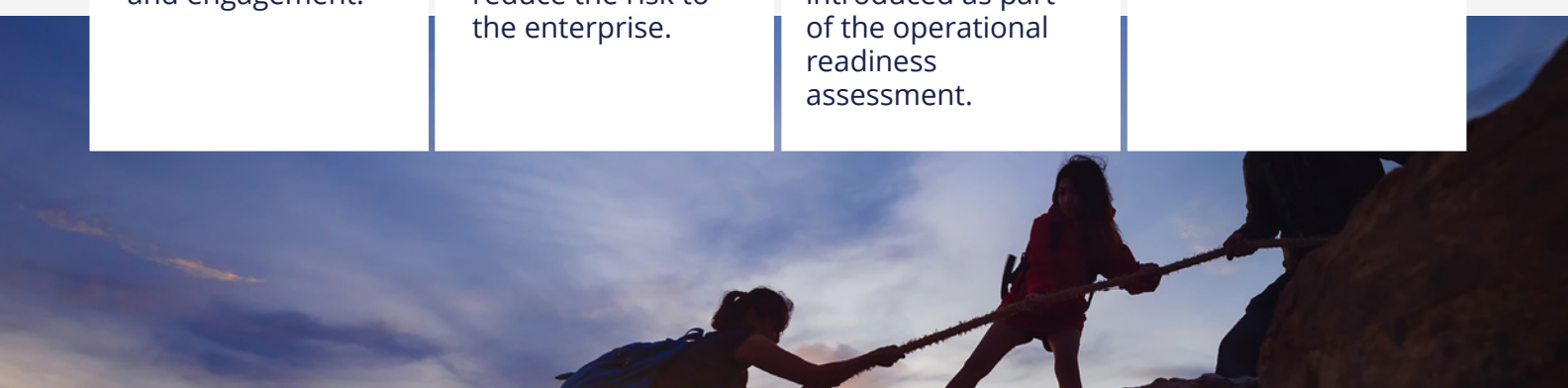Agility and Flexibility

3 **Operations**
Standardized (SOP Driven)
Right Shore
Best Fit

SLS: Transitioning

Digitalization brings a disruption that can mean that resources needed to develop and maintain in-house innovation may not pay off, will not be timely, and can jeopardize competitiveness. To lead and win, businesses need to accelerate the automation and process innovation without disrupting the business users. An agile partner with domain expertise and specialization like IT Vizion is a viable solution. With IT Vizion, you are not just moving control of a process but also opening up a path for the lowest-risk introduction of innovations and quick access to market-driven technology.

System LED Service: Transitioning

OVERSIGHT AND SAFEGUARDING THROUGHOUT

Mobilization	Planning	Transition	Cutover
The gathering and analysis phase enables our experts to identify the right approach for your business. Whether it's a staggered approach, piloting or parallel runs, the onsite discovery helps to provide maximum visibility and engagement.	Our experts work together with the customer team to define the lowest risk approach, ensuring industry standards are applied. We ensure safeguards and procedures are used throughout the process to reduce the risk to the enterprise.	The transfer of control also requires a transfer of knowledge, continuation of existing procedures and implementation of new business processes. Best Practices and reporting mechanisms are introduced as part of the operational readiness assessment.	This is the transfer of control and the start of stabilization of service. The cutover also represents the start of rigorous process reviews and continuous improvement cycles.

Recent Projects

1. Moving Beyond Cost Reduction

For this Oil and Gas Customer, a lower cost base approach was important but not the only factor they needed to consider when selecting a managed service provider. They needed a partner that could satisfy the following criteria:

- **Help protect license to operate**

- **Need a fast transition period**

- **Not just IT, also have Operational Technology (OT) in scope of service**

- **Precision service since errors could have a catastrophic impact**

- **Adhere to industry standards**

- **Data access to expert systems needed**

2. Adding Industry Domain Expertise

In the world of refining, there are many application systems with different functions that are mission and business critical. Best Practice Experience with these systems in refining enabled IT Vizion to provide a low risk, short-time transition with steady-going support. The service demands knowledgeable and responsive service engineers, summarized succinctly by the customer:

> We need problem solvers, not problem takers...

About IT Vizion

IT Vizion is a global digitalization and IT Services provider. We combine deep domain knowledge of the Oil and Gas, Chemicals, Utilities, and Manufacturing industries with our IT expertise to help clients maximize the return on their operational data and IT investments.

We help our clients become more profitable by integrating people, processes, and technology. We use a flexible and cost-effective model with pragmatic solutions and a commitment to excellence in everything we do.

Learn more at itvizion.com

VIZION PRODUCTS	AVEVA PI	XHQ	MANAGED IT SERVICES
Vizion Products is a suite of tools that help monitor and support various existing OI solutions	AVEVA PI System Technology: PI Vision PI Asset Framework PI Event Frames PI Data Archive PI Web API	Experts in Operational Intelligence & Decision Support for Oil & Gas and Pharma Industries	We proactively monitor, support and manage your technology for you. It's that simple.

Managed IT Services

We monitor, support and
manage your technology

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