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## Overview

Zen Mobile, a sister concern of the Teleecare Group which has been a part of the telecom industry from its inception, was formed in November 2008. The Teleecare group has great experience in managing and distributing the best mobile brands in India during the last 15 years. Zen Mobile has been certified by the Indian Cellular Association for its genuine products. With a pan India presence of over 200 distributors nationally and still growing, Zen Mobile is on its way to sell half a million mobile handsets by this financial.

## Challenge/The Business Requirement

Zen Mobile was in search of a provider who can guarantee 100% uptime at the optimal cost.

## ZNet Solution

ZNet offered dedicated server with the following specifications:

- Washington, DC Dual Processor Quad Core Xeon 5620 - 2.40GHz (Westmere) - 2 x 12MB cache w/HT
- 12GB RAM
- Windows Server 2003 Enterprise SP2 with R2 (64 bit)

## Key Benefits Offered By the Solution

- 24\*7\*365 Support with Escalation matrix
- 50 GB Remote Backup
- Full administration on OS
- Upgrades installation on Control Panel/OS
- Support in troubleshooting & general queries.
- Remote portscan of machine to locate intrusive services
- IP Address Verification (Additions/Removals if needed)
- CPU utilization check (verify all CPUs are functioning and no runaway applications are slowing server down)
- IP filtering verification (all unused ports of server on locked down)
- Disk space verification (checking drives to verify available space)
- Log file checking (rotation, deletion, cleansing) of log files
- Check/clean temp directories (permissions, clean out aging files)
- Verification of last backup date and destination ( if back up is enabled )
- Windows 2000/2003/Redhat - service packs, hot fixes, and upgrade

- Uptime report
- Service and daemon performance auditing and security
- Locating potentially hazardous third party programs
- Utility installation service (batch scripts, admin tools)
- Application audit and advanced monitoring suggestions
- Emailed report to customer
- Anti-virus updates and scan
- Documentation of quick response recovery actions

**Result**

Zen Mobile is happy with ZNet and they had not experience any downtime till now. The speed and reliability were their main concern. ZNet offered them most advanced Intel series with advanced enterprise edition OS. They are very satisfied with the services and planning to buy one more server from ZNet.