G10 Cloud Marketplace
Service definitions catalogue

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1   Service Catalogue

The following list of services is provide by NIIT under the terms of the g-cloud-10 framework.

Key	Service Type	Service Name	Service Description
1	Cloud Hosting	Archiving, backup and disaster recovery as a service	NIIT provides automated recovery process with a 'one-click' failover and failback in the event of disaster/downtime. Simplified, runbook-based, full-loop DR drills ensure seamless resumption of client's business-critical operations from the DR site within minutes of a catastrophe (as per the agreed RTO/RPO for such applications or services).
2	Cloud Hosting	Compute and application hosting as a service	Digital drives new requirements for which traditional on-premise hosting results in increased costs and lack of flexibility. To meet this challenge, IT organizations are moving toward Cloud computing.and Cloud services with a right Cloud enablement partner ecosystem and proven templates for design
3	Cloud Hosting	Container service as a service	Container service as a service to encapsulate software functions into an independently deployable container leveraging advanced features from Docker and Kubernetes to orchestrate seamless cloud services
4	Cloud Hosting	Content delivery network as a service	Provide a content delivery to geographically distributed proxy servers over public cloud. The service brings local response and high availability and performance multiple geographical sites as a cache of single core platform
5	Cloud Hosting	Data warehousing as a service	Manage the setup of a centralized data warehouse constructed from enterprise sources for insight and reporting
6	Cloud Hosting	NoSQL database as a service	NoSQL database as a service available via a public cloud platform provides access to multiple database services for unstructured , non-relational and big data requirements
7	Cloud Hosting	Relational database as a service	Hosted RDBMS as service to provide access to multi-vendor and vendor neutral transaction database services.
8	Cloud Hosting	Other database services as a service	Other database services as a service
9	Cloud Hosting	Distributed denial of service attack (DDOS) protection as a service	Distributed denial of service attack (DDOS) protection as a service
10	Cloud Hosting	Firewall as a service	Firewall as a service supports the creation of inbound and outbound firewall and connection security rules to

			filter and protect network traffic. The service is cloud based and can be incorporated into a hybrid enterprise environment
11	Cloud Hosting	Infrastructure and platform security as a service	Infrastructure and platform security as a service
12	Cloud Hosting	Intrusion detection as a service	NIIT provides intrusion detection on applications hosted and underlying infrastructure. We use top of the industry tools to ease the problem identification & resolution.
13	Cloud Hosting	Load balancing as a service	NIIT provides load balancing at application and underlying infrastructure level. We use top of the industry tools in addition to native cloud provider tools.
14	Cloud Hosting	Logging and analysis as a service	NIIT provides real-time Machine Data and log analytics for Modern Applications, thus enabling faster and efficient management. We leverage a combination of In-house and top of the industry tools to ease the problem identification & resolution.
15	Cloud Hosting	Message queuing and processing as a service	NIIT provides message queuing and processing for Modern Applications, thus enabling synchronous / asynchronous operations. We leverage a combination of In-house developed code / techniques and top of the industry tools to achieve high performance.
16	Cloud Hosting	Networking (including network as a service) as a service	NIIT provides networking as a service for New generation datacentre, software driven data centre and cloud based
17	Cloud Hosting	Platform as a service (PaaS) as a service	NIIT provides PaaS as a service with multiple cloud providers like AWS, Azure
18	Cloud Hosting	Protective monitoring as a service	NIIT provides protective monitoring as a service for applications hosted in public, private and hybrid cloud environments
19	Cloud Hosting	Search as a service	NIIT provides search as a service in public, private and hybrid cloud environments
20	Cloud Hosting	Block storage as a service	NIIT provides object storage as a service in public, private and hybrid cloud environments
21	Cloud Hosting	Other storage services as a service	NIIT provides storage as a service in public, private and hybrid cloud environments
22	Cloud Hosting	Distributed denial of service attack (DDOS) protection as a service	Distributed denial of service attack (DDOS) protection as a service
23	Cloud Software	CRM Call centre as a service	NIIT provides advisory, implementation and support services for setting up CRM Call Centre as a services based on #1 customer support management solution by Salesforce as part of Service Cloud

24	Cloud Software	CRM Constituent engagement as a service	NIIT Technologies provides comprehensive professional services to help enterprises implement and manage end-to-end constituent engagement services on Salesforce using of prebuilt solutions like Salesforce Higher Ed.
25	Cloud Software	CRM Contact management as a service	NIIT Technologies provides complete range of professional services to help enterprises implement Contact management solution for organizing contacts, scheduling tasks and managing deals. NIIT recommends using Salesforce for end-to-end contact management solution
26	Cloud Software	CRM system as a service	NIIT Technologies provides comprehensive range of professional services to help enterprises implement and support end-to-end CRM solution using Salesforce as a platform. Salesforce CRM allow sales reps to close more deals, collaborate on opportunities, manage accounts and contacts and track activities effectively
27	Cloud Software	CRM Customer service and support as a service	NIIT provides advisory, implementation and support services for setting up CRM customer service and support as a services based on #1 customer service solution by Salesforce (Service Cloud)
28	Cloud Software	CRM Feedback and reviews management as a service	NIIT Technologies has comprehensive services for developing strategies and solutions around feedback and review management within CRM. NIIT recommends to leverage Salesforce App cloud that provides several options including ability to install pre-built solution from AppExchange and complete platform to build a customized solution.
29	Cloud Software	CRM Forms and surveys as a service	NIIT Technologies has comprehensive services for developing strategies and solutions around feedback and survey management within CRM. NIIT recommends to leverage Salesforce App cloud that provides several options including ability to install pre-built solution from AppExchange and complete platform to build a customized solution.
30	Cloud Software	CRM Live chat as a service	NIIT Technologies provides comprehensive professional services to help enterprises implement and manage collaboration amongst different users participating in a CRM. NIIT recommends leveraging live agent and chatter services provided by Salesforce

31	Cloud Software	CRM Partner relationship management (PRM) as a service	NIIT Technologies engages customers in developing strategies and solutions to involve end-to-end solution for channel partners. NIIT recommends use of Salesforce Communities and Salesforce Sales Cloud to extend CRM functionalities and interaction to respective channel partners.
32	Cloud Software	CRM Virtual agents as a service	NIIT provides comprehensive professional services in assessment and implementation of pre-built AppExchange solutions around virtual agent using Salesforce Service Cloud Live Agent. Salesforce Service Cloud is also powered with Einstein AI allowing to build interactive virtual agents on the Salesforce and interact with end-users using the Live Agent solution
33	Cloud Software	CRM Other CRM services as a service	NIIT provides comprehensive professional services for assessment, implementation, support and migration of several other CRM services using Salesforce products such as Service Cloud, Marketing Cloud, App Cloud, Community Cloud etc. covering various business functions like customer service, email marketing, partner/customer portals and customized application development.
34	Cloud Software	SAP Accounts payable as a service	Simplify the way you record and manage accounts payable data from vendors
35	Cloud Software	SAP Accounts receivable as a service	Manage customer accounts receivables
36	Cloud Software	SAP Asset management as a service	Support compliant asset accounting for long-term, nonfinancial assets with SAP S/4HANA
37	Cloud Software	SAP Billing and invoicing as a service	Manage the complete sales order lifecycle for faster billing with less administrative effort
38	Cloud Software	SAP Budgeting as a service	Increase productivity and performance with agile budgeting.
39	Cloud Software	SAP Contract management as a service	Connect source-to-contract with procure-to-pay processes and monitor procurement in real time
40	Cloud Software	SAP Debt collection as a service	Achieve optimal borrowing rates and lower investment costs with real-time insights
41	Cloud Software	SAP Enterprise resource planning (ERP) as a service	Achieve information excellence for digital enterprise through enterprise information management
42	Cloud Software	SAP Expense management, expense reporting as a service	Connect travel and expense management processes with accounts payable and cash management processes
43	Cloud Software	SAP Financial management as a service	Improve productivity, compliance, and cash flow through financial shared services
44	Cloud Software	SAP Financial risk management as a service	Use enterprise risk management to protect and grow business value

45	Cloud Software	SAP Payroll as a service	Simplify global payroll processing on a single platform in the cloud
46	Cloud Software	SAP Purchasing as a service	Simplify buying with one-stop purchase order processing
47	Cloud Software	SAP Tax management as a service	Manage indirect tax in a comprehensive, consistent and cost-savings manner
48	Cloud Software	SAP Other accounting and finance services as a service	Enable high-quality and compliant financial process governance
49	Cloud Software	SAP Applicant tracking as a service	System for recording and tracking of the applicants at various levels of seniority.
50	Cloud Software	SAP Benefits administration as a service	Give your entire global workforce an efficient and cost-effective benefits management experience
51	Cloud Software	SAP Culture management as a service	Visualize organizational structures and policies as building blocks for HR
52	Cloud Software	SAP Employee scheduling as a service	Optimize labour utilization while complying with complex shift planning policies
53	Cloud Software	SAP Employee self-service as a service	Enhance workforce engagement by supporting employee self-service data management
54	Cloud Software	SAP Enterprise social networking as a service	Add the human touch to your business transformation through collaboration
55	Cloud Software	SAP Examination (applicant testing) as a service	Optimize recruiting to source, engage, and hire the best talent with SAP SuccessFactors solutions
56	Cloud Software	SAP Holiday planning and absence management as a service	Manage absence management and keep current with changing laws and regulations
57	Cloud Software	SAP Payroll as a service	Simplify global payroll processing on a single platform in the cloud
58	Cloud Software	SAP Performance management as a service	Align employee performance and goals to create an engaged and high-performing workforce
59	Cloud Software	SAP Recruitment as a service	Optimize recruiting to source, engage, and hire the best talent with SAP SuccessFactors solutions
60	Cloud Software	SAP Salary as a service	Ensure global payroll processes comply with national, regional, and language requirements
61	Cloud Software	SAP Talent (retention management) as a service	Simplify talent management to attract, develop, and retain the right talent
62	Cloud Software	SAP Time and expense tracking as a service	Capture time sheets for workforce-payment and external-billing requirements
63	Cloud Software	SAP Training as a service	Develop talent, reduce compliance risk, and train external learners
64	Cloud Software	SAP Workforce analytics as a service	Improve business decisions with trusted intelligence
65	Cloud Software	SAP Workforce management as a service	Manage the right workforce to remain competitive and succeed
66	Cloud Software	SAP Enterprise resource planning (ERP) as a service	Engage your people and streamline HR processes and transactions

67	Cloud Software	Reporting and dashboards as a service	Report writing and scorecard experts with Visualisation skills working with teams across the business to understand the output and landscape of data and then building a self-service tool for ad-hoc analysis and a mechanism for user requirements to serve report and dashboard development
68	Cloud Software	Business intelligence as a service	Customers want their Information Management (BI and DW) systems to be handled as an integrated managed service comprising BAU services to large projects. This is achieved by leveraging our MAP.BMS™ framework.
69	Cloud Software	Data mining, analysis tools and analytics as a service	Our services include master data management (MDM), reference data management (RDM), data quality (DQ), meta data management (MetaDM), data testing service (DTS) and enterprise data warehouse (EDW). The implementation of these services offer customers with accurate and consistent data across the enterprise. Integration, migration, transformation of data into derived form to enable meaningful insight from the data. This is achieved by leveraging our D2MM™ integration process consulting and implementation methodology.
70	Cloud Software	Data visualisation as a service	Data Monetization offerings helps customers to draw insights by use of effective data visualization techniques and technologies and also assist clients to leverage their information assets by growing current business, exploring new markets or offerings and building new business models
71	Cloud Software	Reporting and dashboards as a service	Report writing and scorecard experts with Visualisation skills working with teams across the business to understand the output and landscape of data and then building a self-service tool for ad-hoc analysis and a mechanism for user requirements to serve report and dashboard development
72	Cloud Software	Other operations management services as a service	NIIT provides system monitoring as a service. We leverage a combination of In-house and top of the industry tools for the same

73	Cloud Software	Agile project management and issue tracking as a service	NIIT Technologies has a "Global Agile Framework," which enables the benefits of speed, scale and certainty in their development initiatives. It enables organizations to amplify the benefits of Agile in an outsourcing scenario. The Global Agile Framework is built on top of standard Agile methodologies and is guided by its own manifesto, which compliments the Agile manifesto
74	Cloud Software	Professional services automation (PSA) as a service	Project support services across multiple delivery models from iterative waterfall model to Agile approaches. Project services are delivered across application development, operations management and consulting.
75	Cloud Software	Project management as a service	Project support services across multiple delivery models from iterative waterfall model to Agile approaches. Project services are delivered across application development, operations management and consulting.
76	Cloud Software	Project portfolio management (PPM) as a service	Project support services across multiple delivery models from iterative waterfall model to Agile approaches. Project services are delivered across application development, operations management and consulting.
77	Cloud Software	Task management as a service	Project support services across multiple delivery models from iterative waterfall model to Agile approaches. Project services are delivered across application development, operations management and consulting.
78	Cloud Software	Time and expense tracking as a service	Project support services across multiple delivery models from iterative waterfall model to Agile approaches. Project services are delivered across application development, operations management and consulting.
79	Cloud Software	Content management system (CMS) as a service	NIIT provides File sending and file sharing as a service integrated with O365
80	Cloud Software	Document management as a service	NIIT provides File sending and file sharing as a service integrated with O365
81	Cloud Software	Email and secure email as a service	NIIT Technologies will engage either existing framework from internal organization or will deliver this service through partners.
82	Cloud Software	File sending and file sharing as a service	NIIT Technologies will engage either existing framework from internal organization or will deliver this service through partners.
83	Cloud Software	Instant messaging (IM) and chat as a service	NIIT Technologies will engage either existing framework from internal organization or will deliver this service through partners.

84	Cloud Software	Online meetings as a service	NIIT Technologies will engage either existing framework from internal organization or will deliver this service through partners.
85	Cloud Software	File storage as a service	NIIT Technologies will engage either existing framework from internal organization or will deliver this service through partners.
86	Cloud Software	Backup, recovery and archival as a service	NIIT Technologies will engage either existing framework from internal organization or will deliver this service through partners.
87	Cloud Software	Calendar as a service	NIIT Technologies will engage either existing framework from internal organization or will deliver this service through partners.
88	Cloud Software	CRM Forms and surveys as a service	NIIT Technologies has comprehensive services for developing strategies and solutions around feedback and survey management within CRM. NIIT recommends to leverage Salesforce App cloud that provides several options including ability to install pre-built solution from AppExchange and complete platform to build a customized solution.
89	Cloud Software	Desktop as a Service as a service	NIIT Technologies will engage either existing framework from internal organization or will deliver this service through partners.
90	Cloud Software	Service already defined	Service already defined
91	Cloud Software	Fault management, monitoring and alerting as a service	NIIT Technologies will do fault management, monitoring and alerting with ITOM , APM implementation with integrated TRON framework
92	Cloud Software	Interactive voice response (IVR) as a service	NIIT provides interactive voice response (IVR) as a service. We leverage a combination of In-house and top of the industry tools for the same
93	Cloud Software	Network services (DNS) as a service	NIIT provides Network services (DNS) as a service. We leverage a combination of In-house and top of the industry tools for the same
94	Cloud Software	Password management as a service	NIIT provides Password management as a service. We leverage a combination of In-house and top of the industry tools for the same
95	Cloud Software	Security as a service	NIIT provides security as a service. We leverage a combination of In-house and top of the industry tools for the same
96	Cloud Software	Systems monitoring as a service	NIIT provides system monitoring as a service. We leverage a combination of In-house and top of the industry tools for the same

97	Cloud Software	Virtual private network (VPN) as a service	NIIT provides virtual private network (VPN) as a service. We leverage a combination of In-house and top of the industry tools for the same
98	Cloud Software	SALES Configure, price and quote (CPQ) as a service	NIIT provides comprehensive professional services in implementation, support and enhancement of Salesforce CPQ Cloud. Salesforce CPQ is a fully native Salesforce unit that automates quoting, ordering, and contracting processes. It enables users to generate precise sales quotes and deliver accurate orders on the fly, from any device
99	Cloud Software	SALES e-commerce and shopping cart as a service	NIIT provides comprehensive professional services in implementation and management of Salesforce Commerce Cloud. Salesforce Commerce cloud allow to bring together digital commerce, mobile-first point of sale and store operations, predictive intelligence, and order management. It unifies the customer experience and streamlines commerce operations from purchase to fulfilment to post-sale service
100	Cloud Software	SALES Recurring billing and subscription management as a service	NIIT provides comprehensive professional services in implementation, support and enhancement of Salesforce CPQ Cloud. Salesforce CPQ is a fully native Salesforce unit that automates quoting, ordering, and contracting processes. It enables users to generate precise sales quotes and deliver accurate orders on the fly, from any device
101	Cloud Software	SALES Sales and operations planning as a service	NIIT provides comprehensive professional services in implementation and management of Salesforce CRM (Sales Cloud). Sales Cloud is a cloud-based application designed to help salespeople sell smarter and faster by centralizing customer information, logging their interactions with the company, and automating many of the tasks salespeople do every day
102	Cloud Software	SALES Sales intelligence tracking as a service	NIIT provides comprehensive professional services in implementation and management of Einstein on Salesforce Sales Cloud. Sales Cloud Einstein is an artificial intelligence layer built natively on the salesforce platform providing sales process with key predictions, intelligent recommendations, and timely automation

103	Cloud Software	SALES Sales performance management as a service	Salesforce Sales Cloud has several solution to improve sales performance. This includes sales forecasting tool that allows sales managers to track which members of the sales team have met goals with real-time leaderboards. NIIT provides comprehensive professional services for implementation and management of Salesforce Sales Cloud performance management solutions
104	Cloud Software	SALES Other sales services as a service	Salesforce provides other products which enable the sales organization in different ways, for example, Salesforce CPQ (Configure-Price-Quote), for right pricing, Salesforce Community for partners to register channel sales, customer to interact with common platform etc. NIIT provides comprehensive professional services for implementation and management for all such solutions.
105	Cloud Support	Applications as a service	NIIT Technologies engages customers in developing strategies and solutions to counter threats and bridge the IT risk gap. Creates solutions that strengthen the IT security landscape of organizations and enable them to meet their compliance and regulatory requirements.
106	Cloud Support	Setup and migration as a service	Cloud Migration Services help migrate business-critical applications including the underlying IT infrastructure. Cloud Migration starts with a comprehensive strategy for detailed planning and strong technical execution. NIIT Technologies provides comprehensive professional services to help enterprises migrate complex and
107	Cloud Support	Training as a service	NIIT Technologies will provide training on all the implementations / migrations done by NIIT to its customers / customer's operations teams. NIIT Ltd is NIIT Technologies' Partner company, which is predominantly on education space, provide training on all platform
108	Cloud Support	Security services as a service	NIIT Technologies engages customers in developing strategies and solutions to counter threats and bridge the IT risk gap. Creates solutions that strengthen the IT security landscape of organizations and enable them to meet their compliance and regulatory requirements.