



KRISHNA INFONET PRIVATE LIMITED

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Services & Solutions

KIPL provides comprehensive, 'Single Window' IT Infrastructure solutions and services across various domains, including Computing, Networking, Virtualization, Storage, Software, and Information Security. We are your one-stop solution provider for all IT needs. KIPL offers expertly designed solutions for the following requirements:

- **Internet and IP Solutions:**
 - ✓ Internet Access & Data Transport
 - ✓ Website Builder & Hosted Mail
 - ✓ Data Center Services (Managed Hosting, Protection, and Security)
 - ✓ Remote Data Centre Management Services
 - ✓ Power Redundancy (UPS/Generator)
 - ✓ Datacenter/Server Room Cooling
 - ✓ Cabling Infrastructure
- **Network Services:**
 - ✓ Network Design, Architecture, and Implementation (LAN/WAN/Backbone)
 - ✓ Network Discovery (Documentation, Threat Assessment, Vulnerability Scanning)
 - ✓ Security Services (Firewall, VPN, Anti-Virus)
 - ✓ Unified Communications (VoIP Trunking and PBX Systems, IP Video Conferencing)
 - ✓ Disaster Recovery and Data Integrity (Planning, Implementation, Testing)
- **Wi-Fi and Wireless Technology:**
 - ✓ Wi-Fi Networks (Planning, Site Surveys, Design, Implementation)
 - ✓ Metro Wireless (Wi-Fi, Mesh, Hybrid)
 - ✓ Wireless Repeater Systems
- **Additional Offerings:**
 - ✓ Enterprise Software Solutions (ERP, CRM, HRMS, Inventory-Production, etc.)
 - ✓ Cloud Services
 - ✓ Strategic Planning & Project Management
 - ✓ Hardware and Software Procurement
 - ✓ VOIP Solutions
 - ✓ CCTV Surveillance / Network Hardware / Computer Hardware /Data Centre Annual Maintenance Services (AMC Services).



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Why KIPL

Why Choose KIPL for Network & Maintenance Services

- **Extensive Presence:** Presence across Rajasthan ensuring reliable AMC Services & Internet connectivity requirements.
- **Industry Leading SLAs:** Adherence to industry-standard Service Level Agreements with 99% uptime guarantee.
- **Advanced Networking:** Expertise in Hybrid Networks like SD-WAN and Hybrid Last Miles (ILL and SD-WAN Services).
- **24x7x365 Support:** Dedicated round-the-clock helpdesk availability for all kind of AMC Services across Rajasthan.

Why Choose KIPL for System Integration

- **Client-First Approach:** KIPL adopts a client-first methodology rather than an OEM-specific approach, ensuring the best fit for your needs.
- **Solution-Oriented Design:** Our solutions are designed to meet specific SLAs pertaining to performance, redundancy, and scalability.
- **Cost Efficiency:** Special focus is lent on building commercially efficient, value-driven solutions.
- **Proven Track Record:** Project delivery teams have a proven history of successfully deploying solutions in corporate and government projects.
- **Recognized Expertise:** Officially recognized with the **STARTUP INDIA PROGRAM** and **i-Start Rajasthan Program**.



Registered Office: 106-A-107, Giriraj Nagar, Iskon Temple Road, Mansarovar, Jaipur-302020.

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Customer Support

At KIPL, we follow the best business practices that enable companies to operate more efficiently, have better ROI and help them focus on their core business. We think beyond the basic 'cost arbitrage' benefit for our clients. Our technologists and analysts find solution to the most complex of business logic and help maintain competitive advantage for our clients by transforming concept to reality. We are powered by a pool of talented professionals excelling in enterprise solutions, client relationship management, business intelligence, business process quality, operations management, engineering solutions, product lifecycle management, And infrastructure services, among other key capabilities. KIPL will address the following areas to strengthen your business:

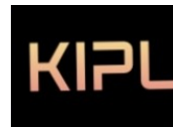
- **Performance** - The ability to meet the end-user and application response times required for high productivity.
- **Scalability** - Allows you to expand or contract the network, with limited disruption and expense, in response to significant shifts in your business environment
- **Security** - Features to protect the integrity of your information as it traverses your network, against a variety of perils and threats, while maintaining privacy
- **Availability** - Capable of responding to peak-period requests, as well as providing high-quality, reliable service, 24x7 by experienced professionals
- **Modularity** - Using open architecture standards to allow for selection and use of the best products in the market Adherence.
- **Industry standards** - Enabling easier integration of diverse components and Systems into a high performance network.



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This comprehensive CCTV Annual Maintenance Contract (AMC) template is ready to use. It establishes clear Response Times, Service inclusions, and Payment terms to ensure 24/7 security system reliability

Scope of Work & Services

The service provider agrees to provide preventive and breakdown maintenance of the CCTV system to ensure optimal performance.

- **Preventive Maintenance (PM):** One scheduled monthly visit to clean cameras, verify recording functionality, check hard disk health, and test backup batteries.
- **Breakdown Maintenance:** Unlimited on-call visits for system failures. Technician dispatch will occur within 6 to 8 working hours of lodging a complaint.
- **Remote Support:** Telephone and remote desktop troubleshooting (where applicable) provided at no additional cost.

Type of AMC

Choose one of the following:

- **Comprehensive AMC (CAMC):** The service provider bears the cost of repairing or replacing all faulty parts (e.g., Cameras, DVR/NVR, SMPS, Hard Disk, Cables) excluding physical damage or power surges.
- **Non-Comprehensive AMC (NC-AMC):** Routine servicing and labor are included. Any replaced spare parts will be billed to the customer at actual market rates.

Service Level Agreement (SLA)

- **Uptime Guarantee:** 98% system uptime guaranteed per month.
- **Response Time:** Within **4 hours** for critical failures (e.g., complete system down); within **24 hours** for non-critical issues (e.g., single camera offline).
- **Standby Equipment:** If a device must be taken off-site for repair, a temporary standby unit of equivalent specifications will be provided to ensure continuous surveillance.

Exclusions

The following are not covered under this agreement:

- Damage caused by natural calamities (earthquakes, floods, lightning strikes) or fire.
- Tampering, misuse, or attempted repairs by unauthorized personnel.
- Damage resulting from severe electrical surges or faulty power supply at the client site.



Payment Terms

- **Contract Period :** 1Year / 3 Year
- **Taxes:** 18% GST Extra As per the Government Norms
- **Payment Schedule:** Yearly Advance Payment along with the Order.

Following Information required, sharing you the Best AMC proposal

1. **Department Name :-**.....
2. **Contact Person Name:**.....
3. **No. of DVRs and NVRs:**.....
4. **No. of CCTV Installed**
5. **Site Address:**.....
6. **Contract Period:**.....
7. **Type of AMC service:**.....
8. **AMC Contract Period :**.....

