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# **STRATA-Driven Managed IT for Intelligent Cloud & Security Outcomes**

# 35 Countries, One standard of excellence: Our global footprint



95% client retention rate

97% client satisfaction rate

1200+ projects delivered  
with 400+ enterprise-class solutions

100+ complex legacy solutions  
modernized





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**Cygnnet**  
**STRATA**

**The Intelligence Behind**  
**How we Manage Your Infrastructure**

01

# What STRATA means for your business?

STRATA is Cygnet.One's proprietary AIOps-driven infrastructure management framework.

It ensures

## Reliability



Issues resolved before end users are affected. 99.99% availability as an operational baseline.

## Security



Behavioral AI running 24/7 — a dynamic defense perimeter that adapts as threat landscapes evolve.

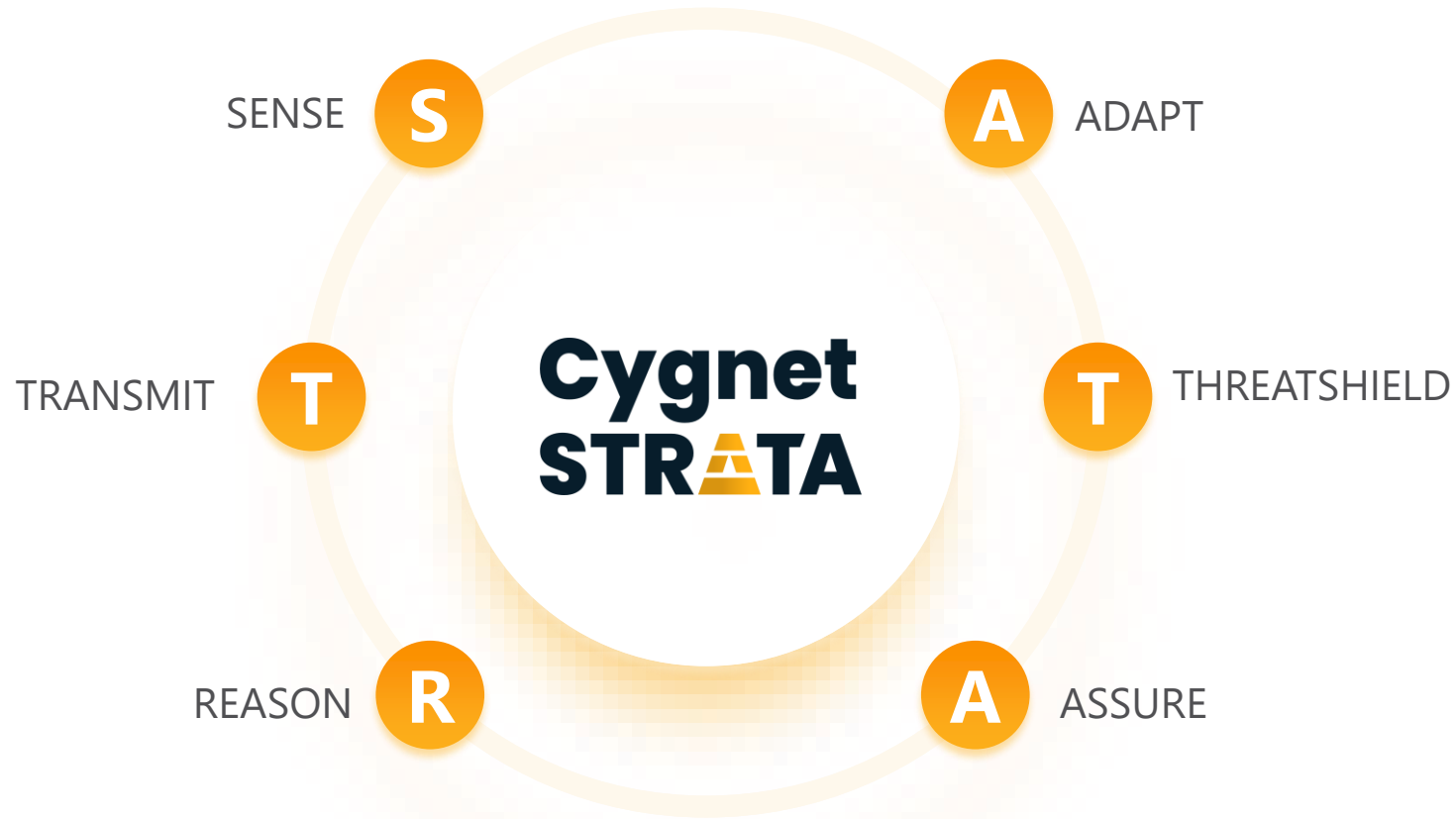
## Improvement



Infrastructure that gets smarter over time — optimizing resources, reducing costs, and evolving alongside the business.

**STRATA is the operational foundation every  
Cygnet.One managed infrastructure engagement is built on.**

# STRATA - Our Intelligent Infrastructure Stack



## Key characteristics:

- Each layer builds on the previous layer
- Unified flow of data, intelligence, and action
- End-to-end visibility and control

**From data collection to intelligent action — Seamlessly integrated**

# STRATA operates across six distinct layers, each addressing a critical dimension of infrastructure management:



## SENSE

Detects degradation patterns before failures occur



## ASSURE

Maintains SLA commitments through predictive, self-healing automation



## TRANSMIT

Converts raw infrastructure data into actionable intelligence



## THREATSHIELD

Runs continuous behavioral defense across the full threat surface



## REASON

Applies AIOps to correlate events and trigger automated resolutions



## ADAPT

Learns and optimizes infrastructure performance over time

# From infrastructure that reacts to infrastructure that leads

The operational shift STRATA delivers from day one.

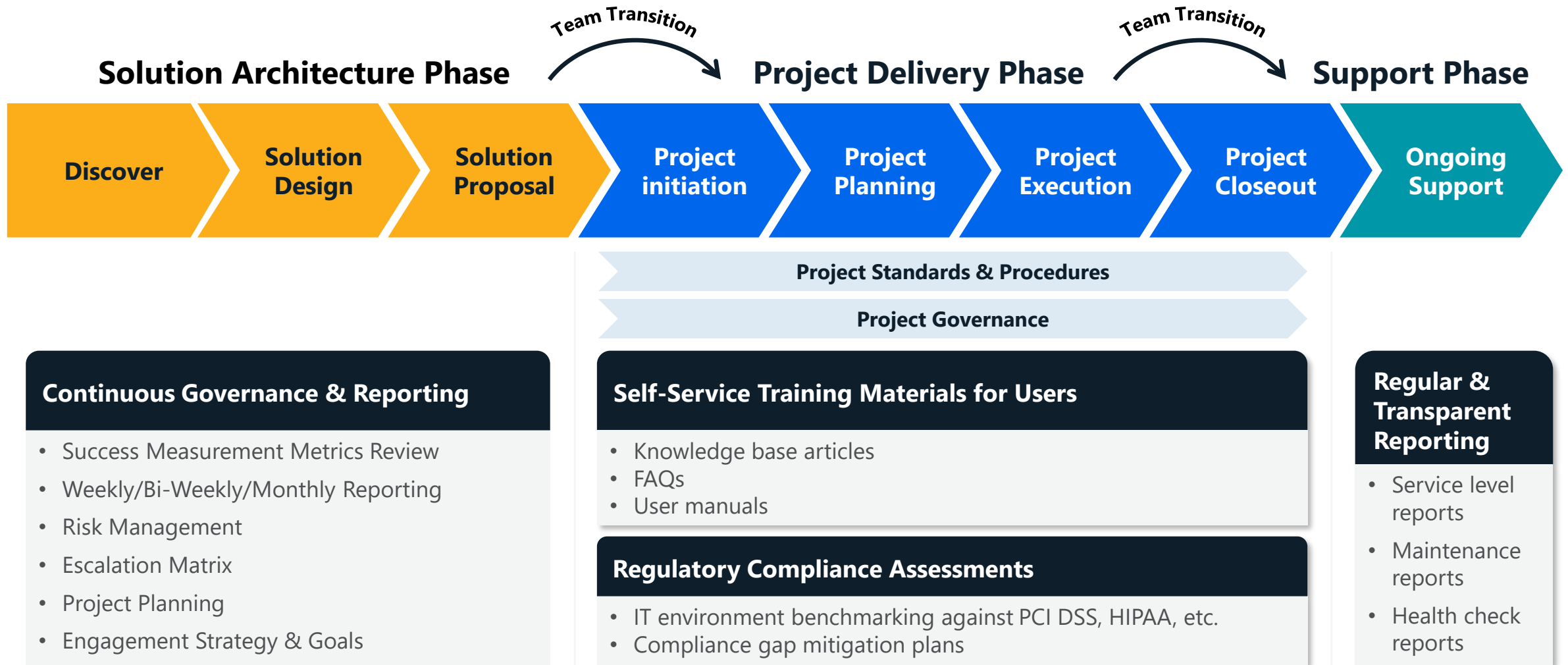
## Without STRATA

- ⚠ Issues discovered after impact
- ⚠ SLAs tracked, not protected
- ⚠ Security reviewed periodically
- ⚠ Infrastructure managed manually
- ⚠ Costs driven by reactive spend

## With STRATA

- ✅ Issues resolved before impact
- ✅ SLAs actively defended in real time
- ✅ Security continuously enforced
- ✅ Infrastructure managed autonomously
- ✅ Costs optimized through continuous learning

# How we engage & deliver



# STRATA for CIOs

From Operational Firefighting to Strategic Governance



**STRATA does not replace your existing tools — it makes them work as one intelligent system, across every environment you operate in.**



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# Next-Gen Managed IT & Security Services

02

# Managed IT: End-to-End infrastructure, cloud, backup, and it operations management



## On-Premise Infra Management

- Infra Design, Provisioning & Monitoring
- Implementation, Maintenance & Reporting
- SLA Management & Help Desk Support
- Procurement, Inventory, and Cost Management



## Hardware and Cloud Management

- Server & Network Setup, Monitoring & Optimization
- Cloud Design, Provisioning & Administration
- Cloud Advisory, Migration & Modernization
- Health Monitoring & Cost Optimization



## Data Backup & Recovery

- Backup Design & Implementation
- Recovery & Monitoring Management
- Business Continuity & DR Strategy
- Data Retention & Compliance Support

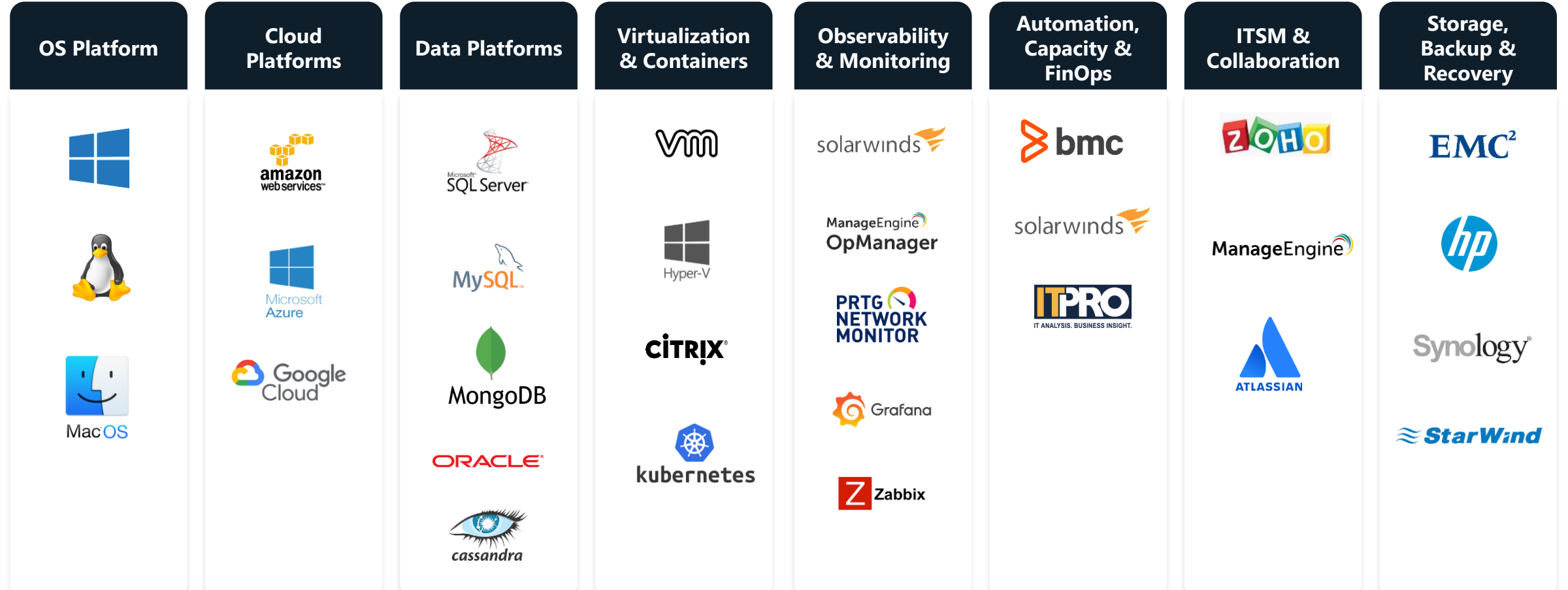


## IT Operations

- L1–L3 Support (Onsite & 24x7 Offshore)
- Microsoft 365 & Email Integration
- IT Implementation & Rollout Services
- License & Compliance Management

# Enterprise-Grade technology ecosystem

Our managed services are powered by a curated, enterprise-grade technology ecosystem designed for scalability, security, and operational excellence.



## Extended Capabilities:

Infrastructure as Code | Container Platforms | DevOps Toolchains | Cloud Security | FinOps

# Security services: End-to-End cybersecurity, governance, and compliance solutions



## Governance & Compliance

- Security Audit, Risk & Policy Advisory
- Network & License Compliance Audits
- Certification Consulting (ISO 27001, SOC2, etc.)
- Privacy, HIPAA & Regulatory Alignment Consulting



## Cyber Security

- Infra & Cloud Security Audits
- Vulnerability & Penetration Testing
- Zero Trust & Security-by-Design Implementation
- Security Testing as a Service & vCISO



## Application Security

- Web & Mobile App Penetration Testing
- Code & API Security Reviews
- DevSecOps & Shift-Left Practices
- Secure Architecture Design Advisory



## Network Security

- Email, Web & Edge Security Audits
- IDS/IPS & Firewall Support & Tuning
- Network Security Posture Assessment
- Integration, Maintenance & Monitoring

# Operational IT Delivery & Strategic Execution



## Availability Services

- End User & Helpdesk Support
- Remote & On-Site Assistance
- Compute, Storage & Network Availability Management
- Incident Response & Service Request Management



## Operational Delivery & Staffing

- SLA-Driven Service Delivery & Performance Management
- Certified IT Staff Augmentation & Skill-Sourcing
- Remote Support for Infrastructure & Applications
- Operational Reporting and Service Reviews



## Implementation & Project Management

- Product Staging, Deployment & Configuration
- Legacy-to-Modern Environment Transformation
- Project Governance & Timeline Management
- Stakeholder Communication & Program Reporting



## Strategic IT Outsourcing

- IT Initiative Implementation Aligned to Business Objectives
- Managed Analytics & Infrastructure Support
- Helpdesk Outsourcing & Cloud Optimization
- Unified Governance Across Risk, Compliance & Security

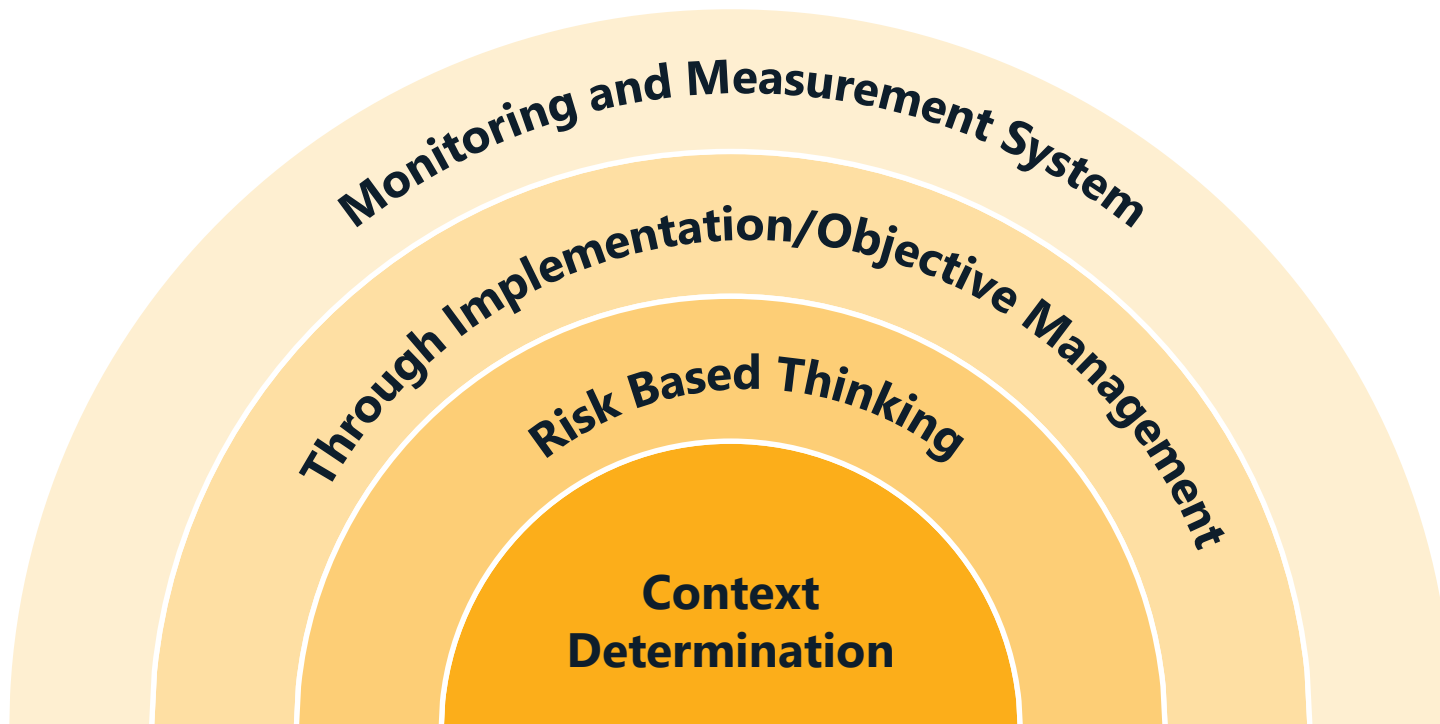


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# ISO 27001:2013 – Advisory & Readiness

03

# SOC 2 & ISO 27001:2013 Advisory & Readiness



*This standard can be utilized to develop the security framework of the organization and then integrating additional compliance requirements like HIPAA/PCI/SSAE18 (SOC 2)/GDPR/ISO29100 as additional controls and mapping to the SOA ensuring compliance to a wider spectrum of compliance standards.*

*This standard also serves as a prerequisite for ISO 27701:2019 Privacy Information Management Systems Standard.*

# Security governance, compliance & audit readiness



Security and business context discovery to identify business, data, and information security requirements across all levels of the organization.



Risk and gap analysis to identify process, technical, and implementation gaps impacting security and compliance.



Mapping existing policies and controls with ISO 27001, SOC 2, GDPR, HIPAA, and other applicable industry standards.



End-to-end implementation to ensure security requirements are embedded, communicated, and followed across people, process, and technology.



Certification and audit assistance to ensure the organization achieves compliance smoothly and efficiently.



Continuous monitoring and measurement through risk assessments, internal audits, and business impact analysis.



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# GDPR Consultancy and ISO 27701:2019 Mapping

04

# Security governance, compliance & audit readiness



The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) is a regulation by which the European Parliament, the Council of the European Union and the European Commission intend to strengthen and unify data protection for all individuals within the European Union (EU)x



It also addresses the export of personal data outside the EU



The GDPR aims primarily to give control back to citizens and residents over their personal data and to simplify the regulatory environment for international business by unifying the regulation within the EU.[1]



When the GDPR takes effect, it will replace the data protection directive (officially Directive 95/46/EC)[2] of 1995. The regulation was adopted on 27 April 2016



It becomes enforceable from 25 May 2018 after a two-year transition period and, unlike a directive, it does not require national governments to pass any enabling legislation and is thus directly binding and applicable



# GDPR implementation & continuous compliance approach



GDPR implementation across organizational processes and digital products to ensure consistent data protection practices.



Regular privacy impact assessments to identify PII risks and ensure only necessary personal data is collected.



Privacy-by-design practices embedded from the planning stage to ensure GDPR requirements are built into processes.



Ongoing training and awareness sessions for employees to ensure understanding and adherence to GDPR requirements.



Regular audits to ensure all departments and projects follow privacy regulations as part of daily operations.



Policy and procedure alignment with ISO 27701 to ensure privacy of information is handled as a priority.



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**Clients**

05

# Cygnnet.One enabling Industries to living digital



AVANT BRIGHTROCK

DivideBuy  
The smarter way to pay

HDFC BANK

NOBILEX

RS CONNECT SPOT

the ai corporation

THE UNLIMITED



BOSCH

HITACHI

iBase-t

IGNITION GROUP

JW JELD-WEN  
WINDOWS & DOORS

MORRIS GARAGES  
Since 1924

TATA MOTORS

VW



Kepro

LUPIN

ozh  
SOLUTIONS. DELIVERY. TECH.

OptioR

stryker

Verofax

ZEVO HEALTH  
MOVIE - NOURISH - INSPIRE



Disney

Hindustan Unilever Limited

idox

LG

iVvy marketplace

LANDMARK GROUP

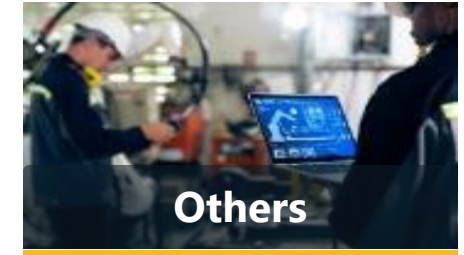
Mondelez International

ROKER

nXivl

ubidata  
SCALE ANALYTICS OPTIMIZE

ZIFF DAVIS



ABB

amazon

dishtv

Flipkart

HMM

Shell

SONY



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# Success Stories

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# Case Study 1 - Enabling secure, Compliant IT operations for a legal & tax advisory enterprise

India-based legal and tax advisory firm managing sensitive financial and regulatory data for multiple enterprise clients across India and international markets.

## Challenges

- Limited visibility into cross-functional and technical operations
- Siloed teams resulting in collaboration challenges
- Delayed decision-making impacting business and operational outcomes
- Lack of real-time insights into business and compliance data

## Solution

- ISO 27001 and ISO 27701 implementation for information security and privacy
- GDPR and data privacy compliance advisory
- RFP support, attestations, and contract security reviews
- Continuous monitoring of IT and cloud infrastructure
- Managed IT support and operational assistance
- Internal VAPT execution and remediation support

## Impact

- 30% reduction in process turnaround time through improved cross-team collaboration
- 20% faster decision-making enabled by real-time data visibility and access
- Improved compliance readiness with standardized security and privacy controls
- Enhanced operational efficiency by eliminating knowledge silos and manual dependencies

# Case Study 2 - Scalable & Compliant GST Infrastructure for a Multi-Client TaxTech Platform

Implemented Data Center for GST Related application hosting 300+ client's data and requests.

## Challenges

- Difficulty scaling GST application infrastructure to support 300+ enterprise clients
- Performance and availability risks during peak transaction and filing periods
- High compliance and security risk while handling sensitive tax and financial data
- Limited disaster recovery readiness for business-critical GST operations
- Operational strain in providing continuous monitoring and support

## Solution

- Designed and implemented a secure, cloud-enabled data center tailored for multi-client hosting
- Delivered an energy-efficient, high-performance infrastructure optimized for scalability and availability
- Enabled global service delivery with low-latency access and resilient architecture
- Implemented disaster recovery on Microsoft Azure with regular BCP and DR testing
- Provided SLA-driven L1 and L2 managed IT support and operations

## Impact

- 99.998% availability ensuring uninterrupted access to critical GST applications
- Scalable and flexible infrastructure supporting growth across 300+ enterprise clients
- 24x7 service delivery with proactive monitoring and incident response
- Enhanced data and infrastructure security with N+1 redundancy architecture
- ISO 27001-compliant data center with VAPT-certified security controls

# Case Study 3 - Transforming Public Transport & Traffic Management with Real-Time Intelligence

UK- and Australia-based provider operating mission-critical, real-time public transport and traffic management systems at national scale.

## Challenges

- Inconsistent on-time and quality delivery due to limitations of the incumbent vendor
- Inability to efficiently manage and optimize large-scale daily public transport operations
- Lack of accurate, real-time visibility into public transport services and traffic conditions
- Limited intelligence for traffic pattern analysis and incident response
- Absence of real-time business insights across transport operations

## Solution

- Modernized and maintained four IoT-enabled platforms, including Real-Time Passenger Information, UTC, UTMIC, and Incident Management Systems
- Implemented intelligent traffic analytics integrated with IoT devices and sensors for real-time traffic and public safety monitoring
- Developed and supported a Dynamic Stand Management System with BI reporting for operational insights
- Delivered mobile applications for real-time bus schedules and traffic congestion updates
- Provided 24x7 managed IT operations with L1 and L2 support

## Impact

- 95% improvement in data accuracy across transport and traffic systems
- 1M+ passengers per day supported through real-time public transport services
- 50+ transport authorities onboarded across the UK and Australia
- 70% improvement in operational efficiency through intelligent traffic management
- Large-scale ecosystem support, including 500+ operators, 5,000+ buses, 72,000+ bus stops, and 550+ real-time displays
- £460,000+ cumulative revenue growth enabled through platform modernization

# THANK YOU



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