

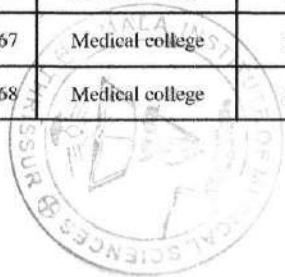
SL	BUILDING NAME	FLOOR NO.	DEPARTMENT NAME	IP Address	CPU BRAND	MONITOR BRAND	PRINTER (Brand & model&Type With IP)	SCANNER (Brand&Model del)	S/W or INTERN ET or BOTH	SSD or HDD	Processor	Remarks
1	Medical college	2	Pharmacology professor	10.199.60.14	Assembled	Dell			both	ssd	celeron® j1800 2.41ghz	
2	Medical college	2	clinical pharmacology	192.168.0.248	dell 3050	dell	epson m100	HP Scanjet G2410	internet	ssd 240gb	g4560 3.50ghz	
3	Medical college	2	Pharmaco vigilance centre	10.199.50.14	Assembled	lenovo			internet	hdd 1TB	g620 2.60ghz	
4	Medical college	2	Pharmaco vigilance centre	10.199.50.136	Assembled	wipro 715s	epson m100		internet	hdd 500gb	g645	
5	Medical college	2	Lecturer in biostatistics	10.199.50.35	Assembled	lenovo	canon 2900b		internet	ssd 120gb	g630 2.70ghz	
6	Medical college	2	seminar room	192.168.0.220	dell	dell	epson m100		internet	hdd 500 gb	g4400 3.30ghz	
7	Medical college	2	community medicine Demonstration room	10.199.50.34	lenovo neo5	Lenovo			internet	ssd 240gb	i3 12th 12100	
8	Medical college	2	Pathology office	10.199.50.23	dell 3046	wipro	epson m100		internet	ssd 120gb	g4400	
9	Medical college	2	pathology library	10.199.50.31	Assembled	dell			internet	hdd 500gb, ssd 224gb	g2010 2.80ghz	
10	Medical college	2	pathology demonstration room	-	dell 3060	dell				hdd 1TB	i3 8100 3.60ghz	
11	Medical college	1	physiology research lab	-	lenovo	lenovo				hdd 500gb	g3260	
12	Medical college	1	Dept. of physiology & biophysics office	10.199.50.8	Assembled	aoc	hp laserjet 1018		internet	ssd 240gb	celeron® j1800 2.41ghz	
13	Medical college	1	forensic medicine non-teaching staff room	10.199.50.30	dell	lenovo	epson m100	canon DR-c230, canon	internet	ssd 240gb	g3260 3.30ghz	
14	Medical college	1	Forensic medicine Demonstration hall & seminar room	10.199.50.208	optiplex 3020	dell	epson m100		internet	ssd 120gb	g3260 3.30ghz	
15	Medical college	1	Forensic medicine Demonstration hall & seminar room	10.199.50.41	Senses interactive panel				internet	ssd 120gb hdd 1TB	i5 8500 3.00ghz	
16	Medical college	1	forensic office	10.199.50.2	Assembled	dell	epson m100		internet	ssd 240gb	E5500 2.80ghz	
17	Medical college	1	forensic assistant professors	10.199.50.68	dell vostro	Lenovo			internet	ssd 120gb	g3260 3.30ghz	
18	Medical college	1	Principal office	10.199.40.14	dell optiplex 3046	lenovo	epson m100		internet	hdd 500gb	g4400 3.30ghz	
19	Medical college	1	Principal office	10.199.40.24	Dell vostro	dell	epson m1050		internet	hdd 500gb	g3260	
20	Medical college	1	Director Fr. Julius Arackal	10.199.40.18	Assembled	dell	epson m100	image formula DR-	internet	ssd 120gb	G630	
21	Medical college	1	Director Fr. Julius Arackal	10.199.40.62	Assembled	dell	epson m100	hp scanjet 200	internet	hdd 500gb ssd 120gb	G2030	



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22	Medical college	1	Principal	192.168.0.199	Assembled	dell	canon lbp2900b		internet	hdd 250gb ssd 240gb	dual core E5700 3.00ghz	
23	Medical college	B	Biochemistry		Assembled	dell	Laserjet 3020plus			hdd 500gb	E5700	
24	Medical college	B	Anatomy office	192.168.0.112	dell 3046	dell	canon lbp2900b		internet	hdd 500gb	G4400	
25	Medical college	B	Anatomy office	192.168.0.126	Assembled	dell	hp deskjet 2130		internet	ssd 240gb, hdd 80gb	G645	
26	Medical college	B	Anatomy professor	10.199.50.7	dell 3020	lenovo			internet	ssd 240gb	G3250	
27	Medical college	B	Biochemistry Library	10.199.40.47	oprtplex 3046	lenovo	epson m100		internet	hdd 500gb	G4400	
28	Medical college	B	Biochemistry Library		Assembled	SAMSUNG CRT						not working
29	Medical college	1	Forensic professor & HOD	10.199.50.100	Dell optiplex	Dell	Epson m100		internet	ssd 224gb	G3240	monitor complaint
30	Medical college	1	Lecture hall III	10.199.50.32	Assembled				internet	ssd 120gb	G2030	
31	Medical college	B	Lecture hall I	-	Assembled				-	ssd 250gb	celeron® j1800 2.41ghz	cable unplugged
32	Medical college	B	Lecture hall II	10.199.50.17	lenovo neo				internet	ssd 500gb	i3 121b 12100	
33	Medical college	1	Lecture hall IV	10.199.50.29	Assembled	Lenovo			internet	hdd 250gb	Penium® G2030	
34	Medical college	3	store	10.199.60.12	Assembled	dell	Epson m100		Both	hdd 1TB	G645	
35	Medical college	3	community medicine lab	192.168.1.20	Assembled	LG				ssd 128gb	G620	
36	Medical college	3	community medicine lab	192.168.1.15	Assembled	LG CRT				ssd 240gb	G630	
37	Medical college	3	community medicine lab	192.168.1.16	Dell 3046	LG CRT				hdd 500gb	G4400	
38	Medical college	3	community medicine lab	192.168.1.44	Assembled	Lenovo				ssd 128gb	celeron® j1800 2.41ghz	
39	Medical college	3	community medicine lab	192.168.1.15	Assembled	dell				hdd 250gb	G2030	
40	Medical college	3	community medicine lab	192.168.1.169	lenovo	lenovo				hdd 500gb	G4560	
41	Medical college	3	community medicine lab	192.168.1.66	Assembled	dell				hdd 500gb	core2 duo	
42	Medical college	3	community medicine lab	192.168.1.27	dell 3020	dell				hdd 500gb	G3250	
43	Medical college	3	community medicine lab	10.199.202.196	Assembled	dell				ssd 120gb	celeron® j1800 2.41ghz	
44	Medical college	3	community medicine lab	192.168.1.4	dell vostro	dell				hdd 500gb	G3260	
45	Medical college	3	IT (Software Development)	10.199.50.13	Lenovo	lenovo			internet	NVMe 512gb	i3 12100	
46	Medical college	3	IT (Software Development)	10.199.50.111	Lenovo	lenovo			internet	NVMe 512gb	i3 12100	



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47	Medical college	3	IT (Software Development)	10.199.50.204	Lenovo	lenovo			internet	hdd 1TB	i3 12100	
48	Medical college	3	IT (Software Development)	10.199.50.202	Lenovo	lenovo			internet	hdd 1TB	i3 12100	
49	Medical college	3	IT (Software Development)	10.199.50.103	Assembled	dell			internet	ssd 240gb	G630	
50	Medical college	3	IT (Software Development)	10.199.60.61	dell	dell			s/w	hdd 500gb	G3250	
51	Medical college	3	IT (Software Development)	10.199.60.65	dell	Lenovo			internet	hdd 500gb, ssd 240gb	i3 6100	
52	Medical college	3	IT (Software Development)	10.199.50.102	lenovo	Lenovo	epson m100		internet	ssd 240gb, NVMe 512gb	i3 12100	
53	Medical college	3	MICROBIOLOGY	10.199.50.24	dell vostro	dell	epson m100		internet	ssd 240gb	G3260	
54	Medical college	3	Molecular LAB	10.199.50.108	Assembled	Lenovo			internet	ssd 240gb	G630	
55	Medical college	3	Molecular LAB	10.199.50.33	Assembled	Lenovo			internet	ssd 128gb	G2030	
56	Medical college	3	Molecular LAB	10.199.50.42	Lenovo	dell			internet	hdd 1TB	G3260	
57	Medical college	3	Molecular LAB	10.199.50.44	Assembled	dell	Epson m100		internet	ssd 120gb	celeron® j1800 2.41ghz	
58	Medical college	3	Molecular LAB		Lenovo tablet m10	lenovo						
59	Medical college	3	Molecular LAB		Lenovo tablet m10	lenovo						
60	Medical college	3	Molecular LAB	10.199.60.63	Assembled	Lenovo			s/w	ssd 240gb	G630	
61	Medical college	3	Microbiology Library	10.199.50.228	Assembled	dell			internet		dual core	
62	Medical college	3	engineer's Room	10.199.50.26	Lenovo	Lenovo	Epson m100(10.199.50.6)		internet	NVMe 256gb	i3 12100	
63	Medical college	3	engineer's Room	10.199.50.205	Lenova	Lenovo			internet	512 nvme, ssd 500gb	i5 12100	
64	Medical college	3	engineer's Room	10.199.50.237	Assembled	lenovo			internet	ssd 120gb	G630	
65	Medical college	3	engineer's Room	10.199.50.46	Lenovo	lenovo	Epson L1300		internet	hdd 1TB, NVMe 256gb	i5 10500	
66	Medical college	1	Reception	10.199.60.67	dell 3020	lenovo			s/w	SSD NVMe 240gb	G3250 3.20ghz	
67	Medical college	1	Administrative block cabin 1	10.199.40.16	Assembled	lenovo	epson m100		internet		celeron® j1800 2.41ghz	monitor complaint
68	Medical college	1	Administrative block cabin 2	10.199.60.18	Assembled	dell	canon 2900B		s/w	ssd 240gb	G630	



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69	Medical college	1	Administrative block cabin 3	10.199.60.15	dell	dell	epson m100		both	ssd 250gb	G4400	monitor complaint
70	Medical college	1	Administrative block cabin 4	10.199.40.30	Assembled	lenovo			internet	ssd 240gb	G630	
71	Medical college	1	Administrative block cabin 5	10.199.10.12	dell optiplex 3046	dell	epson m100		s/w	hdd 500gb	G4400	
72	Medical college	1	Administrative block cabin 6	10.199.10.13	dell optiplex 3046	dell	epson m100		s/w	hdd 500gb	G4400	
73	Medical college	1	Accounts Manager	10.199.10.10	dell optiplex 3046	dell	epson m100		both		i3 6100 3.70ghz	
74	Medical college	1	Academic	10.199.40.17	dell optiplex 3050	dell	epson m100		internet	hdd 1TB	G4560	
75	Medical college	1	Cashier	10.199.10.14	dell vostro	lenovo	epson m100		s/w	hdd 500gb	G3240	
76	Medical college	1	Cashier	10.199.10.20	Assembled	dell			both	ssd 240gb	G620	
77	Medical college	1	Chief Administrative officer	10.199.40.68	Assembled	lenovo	epson L3210		internet	ssd 240gb	G630	
78	Medical college	1	office	61.1.188.219	Lenovo	Lenovo	epson m100		internet	NVMe 512gb	i3 12100	
79	Medical college	1	office	10.199.40.12	Assembled	AOC	epson m100		internet	ssd 128gb	G634	
80	Medical college	3	Exam Hall	130.1.0.212	Dell optiplex 3050	Dell			-	hdd 1TB	Pentium® G4560	
81	Medical college	3	Exam cell	130.1.0.211	Assembled	Lenovo	Canon Image class MF3010		-	ssd 240gb, hdd 1TB, External hdd	i3 9100F 3.60ghz	
82	Medical college	3	Exam cell	10.199.50.25	Lenovo neo5	Dell			internet	hdd 1TB, NVMe 128gb	i3 12100 12th	
83	Medical college	3	Exam cell	10.199.50.23	Lenovo neo5	Dell	Epson m100, Epson		internet	ssd 240gb, NVMe 128gb	i3 12100 12 3.30ghz	
84	Medical college	B	IQAC Room	Auto	Lenovo neo5	Dell			internet	ssd 240gb, NVMe 128gb	i3 12100 12 3.30ghz	
85	Medical college	1	CAFÉ		Lenovo neo5	Dell	TVS Termal		internet	ssd 240gb, NVMe 128gb	i3 12100 12 3.30ghz	
86	Medical college	2	Community medicine HOD	192.168.15.107	dell 3060	dell 3060	epson m100		internet	ssd 240gb	i3 12th 12100	
87	Medical college	2	Community medicine Seminar room	auto	lenovo neo5	lenovo neo5			internet	ssd 240gb	i3 12th 12100	
88	Medical college	G	IQAC ROOM		HP	HP			internet	ssd 240gb	i3	
89	Medical college	G	IQAC ROOM		HP	HP			internet	ssd 240gb	i3	
90	Medical college	3	AI Lab		Assembled	Assembled			internet	ssd 240gb	i3	

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91	Medical college	3	AI Lab		Assembled	Assembled			internet	ssd 240gb	i3	





MEDICAL COLLEGE BUILDING

SL NO:	COM.NAME	STATION NAME	MAKE & MODEL	IP	RAM	OS	N/W	PRINTER
1	COM000001	CENT. LIBRARY INTERNET ROOM	DELL VOS 3250	10.199.20.15	4GB	WIN 10 PRO	INTERNET	SCANNER LIDE 120
2	COM000002	CENTRAL LIBRARY KOHA SERVER	DELL OPTI 3020	10.199.20.16	4GB	WIN 10 PRO	INTERNET	
3	COM000003	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.17	2GB	WIN 10 PRO	INTERNET	
4	COM000004	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.18	2GB	WIN 10 PRO	INTERNET	
5	COM000005	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.19	2GB	WIN 10 PRO	INTERNET	
6	COM000006	CENT. LIBRARY INTERNET ROOM	WIPRO	10.199.20.20	1GB	WIN 10 PRO	INTERNET	
7	COM000007	CENT. LIBRARY INTERNET ROOM	DELL OPTI 3046	10.199.20.21	4GB	WIN 10 PRO	INTERNET	
8	COM000008	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.22	2GB	WIN 10 PRO	INTERNET	
9	COM000009	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.23	1GB	WIN 10 PRO	INTERNET	CANON LIDE 120
10	COM000001	CENT. LIBRARY INTERNET ROOM	DELL VOS 3250	10.199.20.24	4GB	WIN 10 PRO	INTERNET	SCANNER LIDE 120
11	COM000002	CENT. LIBRARY INTERNET ROOM	DELL OPTI 3020	10.199.20.25	4GB	WIN 10 PRO	INTERNET	
12	COM000003	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.26	2GB	WIN 10 PRO	INTERNET	
13	COM000004	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.27	2GB	WIN 10 PRO	INTERNET	
14	COM000005	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.28	2GB	WIN 10 PRO	INTERNET	
15	COM000006	CENT. LIBRARY INTERNET ROOM	WIPRO	10.199.20.29	1GB	WIN 10 PRO	INTERNET	
16	COM000007	CENT. LIBRARY INTERNET ROOM	DELL OPTI 3046	10.199.20.30	4GB	WIN 10 PRO	INTERNET	
17	COM000008	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.31	2GB	WIN 10 PRO	INTERNET	
18	COM000009	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.32	1GB	WIN 10 PRO	INTERNET	CANON LIDE 120
19	COM000001	CENT. LIBRARY INTERNET ROOM	DELL VOS 3250	10.199.20.33	4GB	WIN 10 PRO	INTERNET	SCANNER LIDE 120
20	COM000002	CENT. LIBRARY INTERNET ROOM	DELL OPTI 3020	10.199.20.34	4GB	WIN 10 PRO	INTERNET	
21	COM000003	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.35	2GB	WIN 10 PRO	INTERNET	
22	COM000004	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.36	2GB	WIN 10 PRO	INTERNET	
23	COM000005	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.37	2GB	WIN 10 PRO	INTERNET	
24	COM000006	CENT. LIBRARY INTERNET ROOM	WIPRO	10.199.20.38	1GB	WIN 10 PRO	INTERNET	
25	COM000007	CENT. LIBRARY INTERNET ROOM	DELL OPTI 3046	10.199.20.39	4GB	WIN 10 PRO	INTERNET	
26	COM000008	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.40	2GB	WIN 10 PRO	INTERNET	
27	COM000009	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.41	1GB	WIN 10 PRO	INTERNET	CANON LIDE 120
28	COM000001	CENT. LIBRARY INTERNET ROOM	DELL VOS 3250	10.199.20.42	4GB	WIN 7 PRO 64	INTERNET	SCANNER LIDE 120
29	COM000002	CENT. LIBRARY INTERNET ROOM	DELL OPTI 3020	10.199.20.43	4GB	LINUX	INTERNET	
30	COM000003	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.44	2GB	WIN 7 PRO 64	INTERNET	



31	COM000004	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.45	2GB	WIN 7 PRO 64	INTERNET	
32	COM000005	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.46	2GB	UBUNTU 12.04	INTERNET	
33	COM000006	CENT. LIBRARY INTERNET ROOM	WIPRO	10.199.20.47	1GB	WIN 7 PRO 64	INTERNET	
34	COM000007	CENT. LIBRARY INTERNET ROOM	DELL OPTI 3046	10.199.20.48	4GB	WIN 7 PRO 64	INTERNET	
35	COM000008	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.49	2GB	WIN 7 PRO 64	INTERNET	
36	COM000009	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.50	1GB	WIN 7 PRO 64	INTERNET	
37	COM000001	CENT. LIBRARY INTERNET ROOM	DELL VOS 3250	10.199.20.51	4GB	WIN 7 PRO 64	INTERNET	
38	COM000002	CENT. LIBRARY INTERNET ROOM	DELL OPTI 3020	10.199.20.52	4GB	LINUX	INTERNET	
39	COM000003	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.53	2GB	WIN 7 PRO 64	INTERNET	
40	COM000004	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.54	2GB	WIN 7 PRO 64	INTERNET	
41	COM000005	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.55	2GB	UBUNTU 12.04	INTERNET	
42	COM000006	CENT. LIBRARY INTERNET ROOM	WIPRO	10.199.20.56	1GB	WIN 7 PRO 64	INTERNET	
43	COM000007	CENT. LIBRARY INTERNET ROOM	DELL OPTI 3046	10.199.20.57	4GB	WIN 7 PRO 64	INTERNET	
44	COM000008	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.58	2GB	WIN 7 PRO 64	INTERNET	
45	COM000009	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.59	1GB	WIN 7 PRO 64	INTERNET	
46	COM000001	CENT. LIBRARY INTERNET ROOM	DELL VOS 3250	10.199.20.60	4GB	WIN 7 PRO 64	INTERNET	
47	COM000002	CENT. LIBRARY INTERNET ROOM	DELL OPTI 3020	10.199.20.61	4GB	LINUX	INTERNET	
48	COM000003	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.62	2GB	WIN 7 PRO 64	INTERNET	
49	COM000004	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.63	2GB	WIN 7 PRO 64	INTERNET	
50	COM000005	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.64	2GB	UBUNTU 12.04	INTERNET	
51	COM000006	CENT. LIBRARY INTERNET ROOM	WIPRO	10.199.20.65	1GB	WIN 7 PRO 64	INTERNET	
52	COM000007	CENT. LIBRARY INTERNET ROOM	DELL OPTI 3046	10.199.20.66	4GB	WIN 7 PRO 64	INTERNET	
53	COM000008	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.67	2GB	WIN 7 PRO 64	INTERNET	
54	COM000009	CENT. LIBRARY INTERNET ROOM	ASSEMBLED	10.199.20.68	1GB	WIN 7 PRO 64	INTERNET	
55	COM000001	CENT. LIBRARY INTERNET ROOM	DELL VOS 3250	10.199.20.69	4GB	WIN 7 PRO 64	INTERNET	
56	COM000002	CENT. LIBRARY INTERNET ROOM	DELL OPTI 3020	10.199.20.70	4GB	LINUX	INTERNET	
57	COM000069	PATHOLOGY OFFICE	DELL OPTI 3046		4GB	WIN 7 PRO 64	INTERNET	EPSON M100
58	COM000070	PATHOLOGY LIBRARY	ASSEMBLED	10.199.50.110	2GB	WIN XP SP2	INTERNET	
59	COM000071	CLINICAL PHARMACOLOGY	ASSEMBLED		1GB	WIN 7 PRO 64	INTERNET	EPSON M100
60	COM000072	LECTURE HALL 4	ASSEMBLED		2GB	WIN 7 PRO 64	INTERNET	
61	COM000073	LECTURE HALL 3	LENOVO - PC		4GB	WIN 7 PRO 64	INTERNET	
62	COM000074	LECTURE HALL 2	ASSEMBLED	10.199.50.136	2GB	WIN 7 PRO 64	INTERNET	
63	COM000075	LECTURE HALL 1	DELL VOS 3800		4GB	WIN 7 PRO 64	INTERNET	





64	COM000076	DR. BETSY	ASSEMBLED	10.199.60.14	2GB	WIN 7 PRO 64	INTERNET	CANON 2900
65	COM000077	PRINCIPAL ROOM	DELL VOS 3800	10.199.50.6	4GB	WIN 7 PRO 64		
66	COM000078	PRINCIPAL ROOM	RDP	10.199.50.228	1GB	WIN XP SP2	INTERNET	EPSON M100
67	COM000079	PRINCIPAL ROOM	INSP 3647		2GB	WIN 7 PRO 64		EPSON M100
68	COM000080	PRINCIPAL ROOM	DELL OPTI 3046	10.199.60.12	4GB	WIN 7 PRO 64		
69	COM000081	IQAC ROOM	DELL OPTI 3046		4GB	WIN 7 PRO 64		EPSON M100
70	COM000082	IQAC ROOM	DELL VOS 3800	10.199.50.3	4GB	WIN 7 PRO 64	INTERNET	EPSON M100
71	COM000083	IQAC ROOM	DELL VOS 3250		4GB	WIN 7 PRO 64		
72	COM000084	ETHICS ROOM	DELL VOS 3800	ww	4GB	WIN 7 PRO 64	INTERNET	
73	COM000085	DR. JOBY	DELL OPTI 3020	10.199.30.13	4GB	WIN 7 PRO 64	INTERNET	EPSON L3210
74	COM000073	ADMINISTRATION	LENOVO - PC		4GB	WIN 7 PRO 64	INTERNET	
75	COM000074	ADMINISTRATION	ASSEMBLED	10.199.50.136	2GB	WIN 7 PRO 64	INTERNET	
76	COM000075	ADMINISTRATION	DELL VOS 3800		4GB	WIN 7 PRO 64	INTERNET	EPSON M100
77	COM000076	ADMINISTRATION	ASSEMBLED	10.199.60.14	2GB	WIN 7 PRO 64	INTERNET	
78	COM000077	ADMINISTRATION	DELL VOS 3800	10.199.50.6	4GB	WIN 7 PRO 64		CANON 2900
79	COM000078	ACCOUNTS	INSP 3647	10.199.50.228	1GB	WIN XP SP2	INTERNET	EPSON M100
80	COM000079	ACCOUNTS	INSP 3647		2GB	WIN 7 PRO 64		EPSON M100
81	COM000080	ACCOUNTS	DELL OPTI 3046	10.199.60.12	4GB	WIN 7 PRO 64		EPSON M100
82	COM000081	ACCOUNTS	DELL OPTI 3046		4GB	WIN 7 PRO 64		
83	COM000082	ACCOUNTS	DELL VOS 3800	10.199.50.3	4GB	WIN 7 PRO 64	INTERNET	
84	COM000083	FORENSIC DEMO	DELL VOS 3250		4GB	WIN 7 PRO 64		EPSON M100
85	COM000084	FORENSIC HOD ROOM	DELL VOS 3800	ww	4GB	WIN 7 PRO 64	INTERNET	EPSON M100
86	COM000085	FORENSIC OFFICE	DELL OPTI 3020	10.199.30.13	4GB	WIN 7 PRO 64	INTERNET	EPSON M100
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


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





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ADDENDUM

Sl.No.	Section No.& Page No.	Details of the Addendum	Reasons	Signature of the preparatory authority	Signature of the approval authority
1.					
2.					
3.					
4.					
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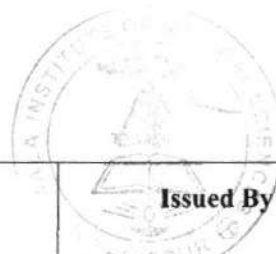




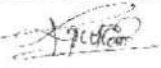

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AMENDMENT SHEET

Sl. No.	Section No. & PageNo.	Details of the Amendment	Reasons	Signature of the preparatory authority	Signature of the approval authority



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


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
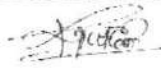

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should acknowledge the same and he /she should return the obsolete copies to the IT Lead.

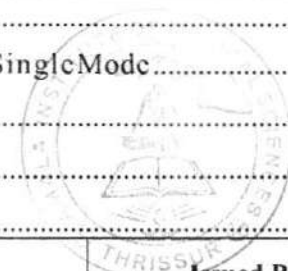
If an amendment regarding any point is required, the person who prepared the manual should contact the Quality Coordinator, prepare the amendment, and get approval from the approval authority. It should be attached to the Master Copy, and details must be entered in its amendment sheet. The Quality Coordinator is responsible for issuing a copy of the amendment(s) to the controlled copyholder, and he/she should acknowledge the same. The Quality Coordinator should also enter the amendment details in the amendment sheets provided in the controlled copy. The manual is reviewed once a year and is updated as relevant to the hospital policies and procedures. Review and amendment can also occur as corrective actions to the non-conformities raised during self-assessment or assessment audits by NABH.


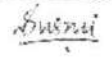


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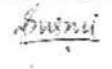


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INTRODUCTION

The IT Department aims to provide the highest degree of IT services and support to staffs in various departments. These services aim to help ensure that the best patient care is always available and that staff productivity is maintained at the highest level.

To achieve this mission IT Department is organized into the following sections.

- Hardware & Networking Support
- Software Development & Support

ABBREVIATIONS:

IT: Information Technology
HMS: Hospital Management System
DVR: Digital Video Recorder
CCTV: Closed Circuit Television
PC: Personal Computer
UTP: Unshielded Twisted Pair
STP: Shielded Twisted Pair
OFC: Optic Fiber Cable
DICOM: Digital Imaging and Communications in Medicine
ICU: Intensive Care Unit
HIS: Hospital Information System

LIST OF SERVICES PROVIDED:

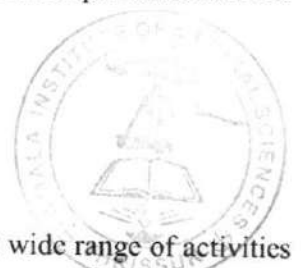
Computer Services


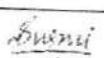
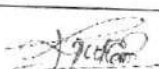

The IT Department offers its users access to a wide variety of Information Technology applications and services based on a comprehensive and modern IT networking infrastructure. These services range from hospital administration systems to specialized clinical databases. All of these systems are provided and managed by the IT Department and support the normal day to day working of the Hospital. Increasingly, Hospital staff have come to rely on these IT systems to be able to carry out their normal duties so it is important that the IT team ensures that these systems are reliable and available on a 24/7 basis.


Services under this section are:

- Technical Support

This includes support via phone or online system and also supports a wide range of activities that are undertaken to improve the Information Technology service generally and to ensure that the hardware infrastructure is robust and kept up to date.





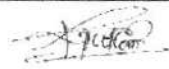
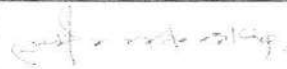
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- **Hardware support**
This includes hardware support for Servers, Computers, Laptops, Printers, Security Equipment (CCTV System, Access Card System), PC Interfaced Biomedical Devices (Lab Machines, ICUs Monitoring Devices, and other DICOM Devices)
- **Networking**
Assuring Network connectivity to various departments & Sections using different types of technologies (OFC, UTP, Wireless etc.)

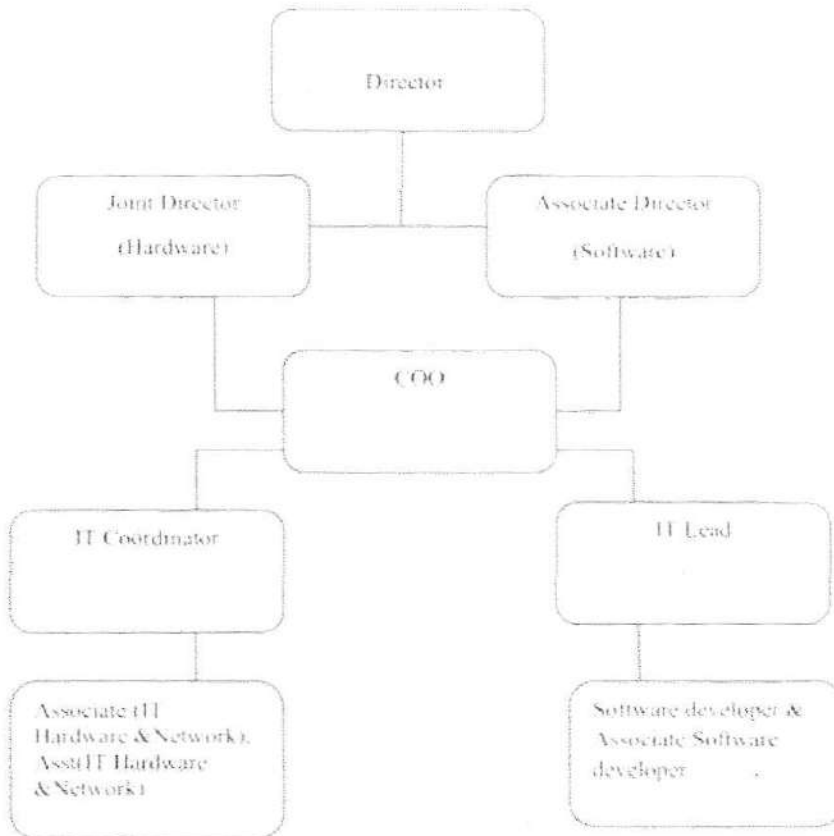
Each of these three areas work in close cooperation to ensure that the right amount of support and expertise is available to the Hospital users.







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DEPARTMENTAL HIERARCHY:



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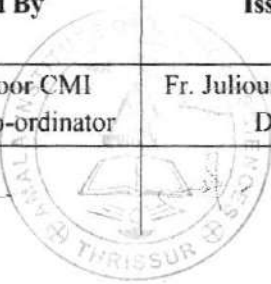
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COMPETENCY MATRIX:

Sl. No.	Name	Designation	Qualification	Experience
1	Sujith K Surendran	ITLead	MCA, Advanced Certificate Program for AI in Health Care(Thoery&Practical)	17 Years
2	Clint Baby	ITCoordinator	BSCHardwareSystemand NetworkAdministration	11 Years 5Months
3	Sanju Baby	Associate (IT Hardware&Network)	Diploma in computer hardware network engineering. NCVT certificateininformation andcommunication technology.	11 years 9months
3	JomyJose	Associate (IT Hardware&Network)	DiplomainComputer Hardware and Maintenance	10Years
4	AkshayKumar TS	Associate (Softwaredevelopment)	DiplomainElectronicsand Communication	9 Years 10 Months
5	Sreekanth CA	Associate (IT Hardware&Network)	BTechElectronicsand Communication	7 Years
6	Lakshmipriya Sajeevan	Software Developer	MCA	3 Years 10 Months
7	NivyaKS	AssociateSoftware Developer	BCA , Diploma in ComputerEngineering	6 Years 10 Months
8	Gilton Joseph	Asst(IT Hardware&Network Support)	BCA, Diploma in ComputerHardware &Networking	8Years 6 Months
9	Shejin Johnson	Asst(IT Hardware&Network Support)	Diploma in ComputerHardware &Networking	6 Years

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Quality CoordinatorFr. Deljo Puthoor CMI
Accreditation Co-ordinatorFr. Julious Arakkal CMI
Director

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10	Aljo Varghese	Associate(T)	Diploma in Computer Hardware Engineering	4 Years Months
11	Prince Davis	Asst(IT Hardware&Network Support)	Diploma in Electronics Engineering	1 Year

STAFFING PATTERN:

Sl.No.	Designation	Working Hours	Number of Staff
1.	IT LEAD	8Hrs	1
2.	IT COORDINATOR	8Hrs	1
3.	SYSTEMSUPPORTENGINEER	8Hrs	7
4	SOFTWARE DEVELOPER,ASSOCIATE SOFTWARE DEVELOPERS	8Hrs	3


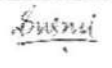


DUTIES AND RESPONSIBILITIES:


IT LEAD

- Track all the IT issues reported to work with vendor for timely closure
- Work very closely with vendor for the enhancements and its implementation
- Identify the new enhancements and work to formalize the requirements
- Identify and develop internal applications
- Ensure that users are adequately trained for IT applications.
- Provide proper communication to the users
- Review institutions' websites and identify the changes required
- Review IT network and servers, and work with the network admin and support team for enhancement and resolving critical issues.

IT COORDINATOR

- Instituting protocols for the use of IT across departments and projects

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- Providing advice on the most suitable IT solutions and practices
- Evaluating and recommending software purchases to management
- Providing technical support for systems and networks
- Acting as a link between end users and higher-level support for installing and configuring software and hardware
- Working together with other professionals to maintain IT standards and functionality
- Monitoring and managing hardware and networking section duties
- Planning and implementing IT-related areas in new construction projects
- Maintaining licenses and upgrade schedules
- Monitoring and managing inventory for IT assets

SOFTWARE DEVELOPER, ASSOCIATE SOFTWARE DEVELOPERS

- Understand the current application and its functions
- Prepare user documents for the applications
- Train all new users regarding the application usage
- Train new functionalities to the users
- Attend any user issues/clarifications regarding the application usage. If there are application issues, please redirect the issues to vendor team. Accordingly update the issue tracker.
- Work with IT lead for any development activities
- User creations and access controls
- Understand the user requirements and communicate this with the development team

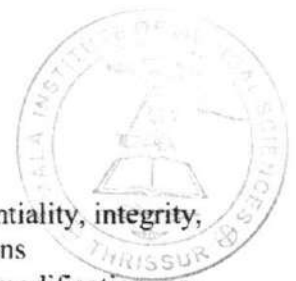
SYSTEM SUPPORT ENGINEER




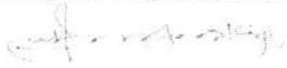
- Installation and maintaining all Desktop/Server systems
- Handle issues related to application, OS, network, and hardware, providing efficient support
- Perform servicing of various peripherals like dot matrix printers, laser printers, scanners, etc.
- Installation and regular updating of applications and patches
- Provide support for database administration and IT asset management


POLICIES AND PROCEDURES (APPLICABLE):

SECURITY POLICIES

- To provide a set of rules, measures, and procedures aimed at ensuring confidentiality, integrity, and availability throughout the Trust in line with Trust standards and obligations
- To ensure that information is protected from unauthorized access, disclosure, modification, or loss, and that above all, confidentiality of patient data is not compromised
- Each user will be issued with a unique network login identification and password. This will allow access to the Hospital Management System
- Each user's access is limited to specific modules in the Hospital Management System and will be



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Mr. Sujith K Surendran IT Lead	Ms. Susmi Alphonsa Kurian Quality Coordinator	Fr. Deljo Puthoor CMI Accreditation Co-ordinator	Fr. Julious Arakkal CMI Director
			

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given sufficient access rights to undertake their job functions

- Users are prohibited from disclosing password information, whether it be accidentally or purposefully given to another user. In the event that access details are disclosed (either deliberately or accidentally), the owner of that access information must immediately change their password.
- It is essential that only authorized equipment is connected to the network. The reasons for this are to ensure that only tested and accredited equipment that meets performance, resilience, and security criteria is installed on the network. It is expressly forbidden for staff (other than IT Department staff) to connect any non-authorized equipment to the network. Examples of non-authorized equipment include: staff personal computing equipment (laptops, printers, scanners, etc.).
- Staff and others are prohibited from connecting or inserting any type of external electronic devices (e.g., pen drives, CD/DVD) into hospital workstations.
- For cybersecurity, we are using a firewall named **FortiGate**. The **FortiGate 100D series** delivers next-generation firewall protection. It protects against known exploits, malware, and malicious websites using continuous threat intelligence provided by FortiGuard Labs security services. It identifies thousands of applications, including cloud applications, for deep inspection into network traffic. It detects unknown attacks using dynamic analysis and provides automated mitigation to stop targeted attacks. It also provides industry-leading performance and protection for SSL-encrypted traffic.
- Operations Department will deactivate a userID when an employee resigns from their position

Procedure for network and data security

- Security of the physical environment. In HOSPITAL IT Department servers and data storage is in locked rooms.

Storing And Retrieving Of Data

- All applications required Employee Id and Password to access the database. The password rule ensures each employee need to reset their password periodically.

DataBackup


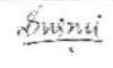


- Database-Daily, Weekly, Monthly, Yearly and Financial Year Backup


Contribution To External DataBase

- External database contribution is not available



Preventive Maintenance Activity	Frequency	Auto/Manual
Scan for viruses	Daily	Auto
Backup data	Daily	Auto
Clean LCD screen	Daily by Users	Manual
Defragment harddisks	During Preventive Maintenance- Quarterly / On-demand	Manual



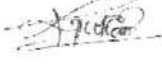

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Clean mouse	Daily by Users	Manual
Check for full hard disk volumes and remove unnecessary files	Monthly	Manual
Update virus definition files	Monthly	Manual
Check processor temperature, inspect the at sink and fan to ensure they are working	During Preventive Maintenance-Quarterly / On-demand	Manual
Check hard disk for temperature and vibration	During Preventive Maintenance-Quarterly / On-demand	Manual
Clean exterior of case	During Preventive Maintenance-Quarterly / On-demand	Manual
Clean exterior of monitor	Daily by users	Manual
Check and clean interior, motherboard and expansion cards if necessary	During Preventive Maintenance-Quarterly / On-demand	Manual
Check internal connections and cables	During Preventive Maintenance-Quarterly / On-demand	Manual
Clean keyboard	Daily by users	Manual
Printer and scanner	Bi annually	Manual

VALIDATION AND AUTHENTICATION DETAILS OF HMS

- All modules of HMS Application Validation and Authentication is UserWise/DepartmentWise
- The authentication is user defined password, and users recommended changing the password at least once in sixty days.
- Daily verification of daily database backup and ensure that the backups are copied to external media.
- The Systems Personnel reporting in regular timing are expected to check the above noted process is executed.
- Check the emails received during the previous night and forward them to the concerned departments
- Daily review of pending complaints and take necessary actions
- Verify the attendance of the department staff and take necessary actions in case of any deviations in shifts

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- Periodic rounds to the user departments.
- Periodic meeting to review for smooth functioning of the departments.
- Provide application training to the new staff in each department.
- There is no specific schedule for training; however every new recruit were trained in their respective fields.
- Each and every staff in HOSPITAL has their own Respective Department wise Training at the time of their appointment. The periodical updating in IT environment like hardware and software changes, how to manage and use them in work location – the details will be notified to the staff periodically.
 - Coordinate with the Head of Department for any new Hardware and Software requirements.
 - Periodic Review of Applications, Database, Network, Servers, Firewall, Security, Backup, Communication, and Video Network (TV / Retreat Auditorium).
 - Periodic reports on mail from patients that have not been responded by the Chief, Chairman Office and other department.
 - Periodic reminder to the respective department about email replies.

APPLICATION & SOFTWARE DETAILS





RDBMS : Microsoft SQL Server 2012
 Development Tools / IDEs : Power Builder
 Vendor : SAS, Microsoft
 Operating Systems of Production Database Environment : MS-Windows 2012 Standard 64bit
 Operating Systems of DICOM Server Environment : MS Windows 2012 Standard 32bit.
 Operating Systems used in Deployment (Client Side) Environment : MS-Windows 2012 Standard 64bit / XP Professional Service Pack 2


HOSPITAL MANAGEMENT SYSTEM-HMS

Hospital Management System that includes all the principal and important modules for a super-multi-specialty hospital. The various important modules as follows:

1. Front Office
2. Nursing Station
3. Laboratory Information System
4. Clinical Systems and Reports
5. Billing/Debtors Management
6. Creditors Management



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7. Account Management
8. Purchase Management
9. Inventory Maintenance
10. HR and Payroll Systems
11. Marketing Management System
12. MIS/Decision Support System (DSS)

SOFTWARE UPDATION POLICY

If any departments need to update their existing software, they should first fill out the request form and forward it to the Head of the Department. After verification, the request form should be forwarded to the Department Priest In-charge. Subsequently, the request form should be forwarded to the IT Head through the IT Priest In-charge. The IT Team will analyze the requirements in discussion with the IT Priest In-charge and proceed accordingly.

LAN Details

The LAN of the HOSPITAL is an Ethernet LAN. IT team has used star topologies. The LAN consists of approximately 300 nodes. Most of the nodes have been categorized under the DOMAIN 'amalaims' and few are in workgroup.





HOSPITAL Backbone switches are connected using OFC cables Single Mode / Multimode.


Tail End Switches are connected using CAT6 Cables. The following peripherals have been used in the LAN.

1. Switches
2. OFC Converter
3. Access Points
4. Modems

INTERNET

The LAN environment consists mostly of PC's working on Windows 7 operating systems. Most of the printers are Dotmatrix Printers and LaserJet (mono). While the LAN is used for shared printer sharing etc., Internet connectivity for the LAN is through a Linux Proxy Server. This server is installed with Microsoft server OS. **Aware about the fire and occupation safety aspects (refer HIC and Safety manual).**

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Mr. Sujith K Surendran IT Lead	Ms. Susmi Alphonsa Kurian Quality Coordinator	Fr. Deljo Puthoor CMI Accreditation Co-ordinator	Fr. Julious Arakkal CMI Director
			

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GENERAL POLICIES


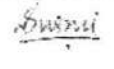


Refer employee guidebook


OneAmala → Hospital → Updates → Quality Updates → **Employee guidebook**

LIST OF EQUIPMENT

Sl.No.	Name of Equipment
1	Server(HMS)
2	Server(DICOM)
3	Backup Server
4	Network Storage Cloud
5	Switches
6	OFC Converters
7	Modems
8	Access Points



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Mr. Sujith K Surendran IT Lead	Ms. Susmi Alphonsa Kurian Quality Coordinator	Fr. Deljo Puthoor CMI Accreditation Co-ordinator	Fr. Julious Arakkal CMI Director
			

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8. Purchase Management
9. Inventory Maintenance
10. HR and Payroll Systems
11. Marketing Management System
12. MIS/Decision Support System (DSS)

8.2.3 SOFTWARE UPDATION POLICY

If any departments need to update their existing software, they should first fill out the request form and forward it to the Head of the Department. After verification, the request form should be forwarded to the Department priest in charge. Subsequently, the request form should be forwarded to the IT head through IT priest in charge. IT Team will analyze the requirements in discussion with IT Priest In-charge and proceed.

8.2.4 LAN Details

The LAN of the HOSPITAL is an Ethernet LAN. IT team has used star topologies. The LAN consists of approximately 300 nodes. Most of the nodes have been categorized under the DOMAIN 'amalaims' and few are in workgroup.

HOSPITAL Back bone switches are connected using OFC cables Single Mode / Multimode.

Tail End Switches are connected using CAT6 Cables.

The following peripherals have been used in the LAN.


1. Switches
2. OFC Converter
3. Access Points
4. Modems

8.2.5 INTERNET

The LAN environment consists mostly of PC's working on Windows 7 operating systems. Most of the printers are Dotmatrix Printers and LaserJet (mono). While the LAN is used for shared printer sharing etc., Internet connectivity for the LAN is through a Linux Proxy Server. This server is installed with **Microsoft server OS**.

Aware about the fire and occupation safety aspects (refer HIC and Safety manual).

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Mr.Sujith K Surendran IT Lead	Ms.Susmi Alphonsa Kurian Assistant Quality Coordinator	Fr. Deljo Puthoor CMI Accreditation Co-ordinator	Fr. Julious Arakkal CMI Director
			

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9.0 GENERAL POLICIES

Refer employee guidebook

One Amala → Hospital → Quality & DTC updates → **Employee guidebook**

10.0 LIST OF EQUIPMENT

Sl. No.	Name of Equipment
1	Server (HMS)
2	Server (DICOM)
3	Backup Server
4	Network Storage Cloud
5	Switches
6	OFC Converters
7	Modems
8	Access Points


Dr. BETSY THOMAS
 MD, FRCOG, DNB, MICOG
 PRINCIPAL
 AMALA INSTITUTE OF MEDICAL SCIENCES
 AMALA NAGAR, THRISSUR-680 555

Prepared By	Verified By	Approved By	Issued By
Mr.Sujith K Surendran IT Lead	Ms.Susmi Alphonsa Kurian Assistant Quality Coordinator	Fr. Deljo Puthoor CMI Accreditation Co-ordinator	Fr. Julious Arakkal CMI Director
			



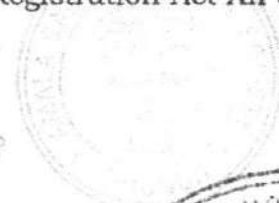
കേരളം കേരള KERALA

24AA 100350

THIS AGREEMENT is made on this the 1st day of April Two Thousand Twenty Five between Info Connections, Thrissur represented by its Proprietor, Mr. Jemmu Arangassery as on the First Part and hereinafter referred to as service provider and **Amala Cancer Hospital Society** registered under Travancore - Cochin Literary, Scientific and Charitable Societies' Registration Act XII of 1955 having its registered Office at Amala Nagar, Thrissur 680 555, represented by its Director, Fr. Julious Arakkal CMI, which expression, unless repugnant to the context, shall be deemed to include its successors and permitted assigns) on the Second Part and herein after referred as Client and the service provider and client shall hereinafter be referred to as such or wherever the context so permits it shall individually be referred to as "**Party**" and collectively as "**Parties**".

WHEREAS

The Service Provider is engaged in Hospital Information system product and the client is a charitable Society engaged in the sector of education, culture, and health care and education researches and is registered under The Travancore - Cochin Literary, Scientific and Charitable Societies' Registration Act XII of 1955.



No. 38017 Value 100/-

11-11-24

Amala Cancer Hospital
Society

Amala Nagar

No. 3 Dist. Court vendor
Leena Thekkakkara TCC





കേരളം കേരള KERALA

24AA 100351

WHEREAS

Client intends to avail End User Annual Maintenance Contract services of the HGMS (Hospital Online Management Empowering System) implemented by the Service Provider.

And Whereas

The Service Provider agrees to give his services to the Client in accordance with the terms and conditions mentioned hereinafter.

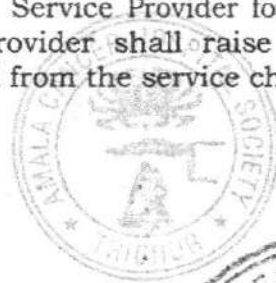
NOW THIS DEED OF MOU BY AND BETWEEN THE PARTIES HERE TO WITNESS AS FOLLOWS:

TENURE 1 year

The tenure of this contract will be starting form 1-April-2025 till 31-March- 2026

SERVICE CHARGE

The Client shall pay Rs.10,00,000/per year to the Service Provider for as per the schedule hereunder and for which the service provider shall raise an invoice excluding GST. All applicable taxes will be deducted from the service charge.



38018 1007

[Handwritten signature]
11-11-24

Amala Cancer hospital
society
Amala regar

No. 3 Dist. Court Vendo
Leena Thekkkara TCS



Payment Schedule

Date	Amount
1-Apr-2025	Rs.4,00,000/-
1-Aug-2025	Rs.3,00,000/-
1-Dec-2025	Rs.3,00,000/-

1. The Service Provider shall furnish the Bank details for the purpose of transferring the Service Charge.

Obligations of the Service Provider

1. The Service Provider shall do all support to the HOMES application and make necessary bug fixes needed by the Client within the specified time period mentioned by the Client in each work.

2. The Service Provider shall maintain absolute confidentiality with respect to any confidential information received from the Client. The Service Provider shall not disclose any information about the client which may adversely affect the interest of the client, without obtaining the client's written consent, otherwise than in compliance with statutory requirements.

3. The Service Provider or his staff appointed for the purpose of this MoU is not entitled to claim any type of benefit or privilege from the client. The client is not liable for providing any benefit or privilege to the staff of the service provider during the period of this agreement or after the termination of this agreement.

4. The Service Provider shall share a valid mobile number & Email ID inclusively for the purpose of communication with the Client and shall be available at all reasonable time. All communications send to this number and mail is deemed to be delivered in personal.

5. The service provider shall be available at the client's office at any time for fixing any issue related to the software HOMES APPLICATION.

6. The Service Provider shall submit invoice from time to time as fixed in the schedule mentioned above.

Obligation of client

1. The client shall permit the Service provider to enter into the departments with prior written consent of the authorized person on reasonable time ,if required, for the purpose of any work entrusted with the Service provider without effecting the normal duties of the client or its departments.



2. The client shall give proper direction and information to the Service Provider through whatsapp/e-mail to the authorized person and the staff deployed to do that works, from time to time.

3. The Client shall not tamper or modify or share with any of the agencies information, product or content without the permission of the Service Provider.

4. The client shall make the payment within 30 days of the receipt of the invoice.

Confidentiality

1. During and after the term of this MOU, the Service Provider and client shall protect and keep confidential about the contents of this MOU and all other matters related to the parties unless otherwise with the written consent of the other party.

2. The Service Provider shall not disclose any information that infringes the interest of client directly or indirectly to a third party otherwise required by law. If the Service Provider is required by any law to disclose any data about client, the Service Provider shall inform client in writing about the same at the earliest before providing the data to the statutory authority.

Reporting

The Service Provider shall report Fr.Antony Mannummel CMI, Associate Director, In-charge of IT software, about the works, invoice and other communications to the, Email IDantonymannummel32@gmail.com.

Meetings

The Service Provider shall schedule an Annual meeting with the client, one month before the expiry of this MoU for evaluating the work. The service provider shall give a detailed report of the works he had done during the period of the MoU when and where required by the Management or authorized person of the Client.

Intellectual Property

Any intellectual property of client used by the Service Provider with the consent of client or created by the Service Provider for the purpose of this MoU will be the property of the client and he will not have any authority upon the same even after the termination of this agreement.

Indemnity

In the event of any claim, loss, or damage caused to the client due to any breach of the obligations mentioned in this MOU or due to any willful negligence, omission or act of the service provider the Service Provider shall indemnify the client to the extent of such claims, losses and damages and vice versa.



Termination

1. Either party can terminate this MoU before the expiry of the tenure of this MoU with three months' notice in writing.
2. Both parties shall settle their claims before the termination of the agreement.
3. This MoU will automatically terminate upon the expiry of this MoU, if not otherwise renewed in writing with the mutual consent of the parties.
4. The Client can terminate this MoU at any time for the breach of any terms and conditions of this MoU by the Service Provider.
5. The client has the right to deduct an proportionate amount from the service charge of the service provider, in the event of the early termination of the agreement by the service provider, without any proper/genuine reason.

DISPUTE RESOLUTION

In the event of any dispute between the parties in respect of any rights or liabilities arising out of this agreement, the same shall be referred to a sole Arbitrator appointed by mutual consent and the proceedings shall be conducted in accordance with the provisions contained in the Arbitration and Conciliation Act, 1996. The seat of Arbitration shall be at Thrissur.

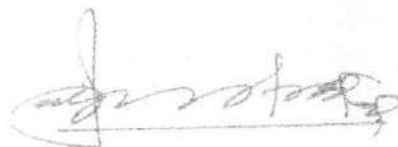
GOVERNING LAW:

This MOU shall be governed by and construed according to the prevailing laws of India, without reference to its principles of conflict of laws. Both Parties agree to submit to the exclusive jurisdiction of the courts in Thrissur.

IN WITNESS WHEREOF, the parties have caused this MOU to be executed by their representatives duly authorized.





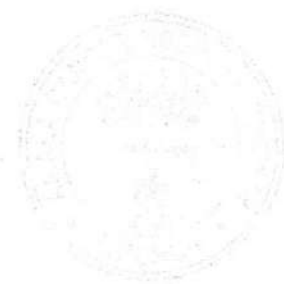
Mr. Jemmu Arrangassery
Proprietor
Info Connections, Thrissur



Fr. Julious Arakkal CMI
Director
Amala Cancer Hospital Society

Witnesses:-

1.  Amerin Davis
2.  Bongid Louis



NUTANIX SVR.

SERVICE AGREEMENT AND THE SERVICE LEVEL AGREEMENT (SA-SLA)

Timenet Solutions Pvt Ltd

And

Amala Institute of Medical Sciences



Effective Date: 15-09-2023

Expiry Date : 14-09-2028



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Contact Information

Please feel free to contact the following individuals for information about this document:

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Branch Manager	IT Technical Manager
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T: 7510666610	T: 9562922055
rasheed@timenetindia.com	subin@timenetindia.com

Corporate Address

Timenet Solutions Pvt Ltd
Door No: 27/1175, D1,
First floor, Peters Enclave,
Panampilly Nagar, Kochi
682036

Tel: 9778428300
www.timenetindia.com



COVER LETTER

Amala Institute of Medical Sciences

Amala nagar, Thrissur

It is with great pleasure that we submit the commercial proposal for Nutanix HCI solution for a five year subscription module with supporting 3 node Lenovo appliances.

TIMENET SOLUTIONS PVT LTD, a leading network solution provider in South India, with its inception in 2004, delivers a portfolio of IT solutions and also helps support complex scalable operations, by providing Customized Solutions, Expert Consulting, and Strategic Integration. Led by our technology experts with market experience, we are handling all infrastructure solutions. We, an ISO 9001:2015 and ISO 27001:2013 Certified Company make Organisations aware of ways to enhance the performance of their IT assets and to meet and exceed their business objectives with the right solution considering confidentiality and security of customer data. We also help in simplifying and refining the process flow of an Organisation, to optimize and align IT infrastructure to generate the desired revenues.

We hold up the responsibility to instruct and support our clients, throughout all phases of their projects from the "beginning" until the "end". We strive hard to build technical competencies to provide the best and most updated service to our clients and accomplish customer satisfaction.

If you decide to invest on the following request, we can assure you the rest that the company and its offering afford consistent performance, longevity and stability. Please let us know if there is anything more that we can do to support your decision process. We look forward to working with you on this project.

Finally, if you have any questions after reviewing this proposal please contact us.



IT SERVICE AGREEMENT

This Services Agreement and the Service Level Agreement ("SA-SLA" or the "Agreement") is entered on this days of 18th November ,2023 (the "Effective Date") by and between:

1. **Timenet Solutions Pvt Ltd** , an individual establishment existing and organized under the laws of India, having its registration number 1010239690 whose principal place of business is located at Door no: 27/ 1175, D1, First Floor, Peters Enclave , Panampilly Nagar P.O ,Kochi,Kerala, India, 682036 (hereafter referred as the "Service Provider" or "NAF") And
2. **Amala Institute Of Medical Sciences** , existing and organized under the laws of India, located at Thrissur,Kerala,India (hereafter referred as the "Customer" or "CUSTOMER NAME") : Amala Nagar Po , 680555, Kerala ,India

The Service Provider and the Customer are referred to individually as a "Party" and collectively as the "Parties" in the sections that follow document.

WHEREAS this Agreement defines the parameters of the covered resource Outsource responsibilities to provide the Services agreed upon and service level agreement (SLA) of such services as mutually understood by the parties hereto.

WHEREAS the Service Provider and CUSTOMER NAME desire to execute the agreement for the smooth implementation,functioning and post-sales support for the contract period of 60 months

The Service Provider's business consists of providing the necessary IT services and the qualified sources to support and maintain the product or service.



Based on the Service Provider's expertise and qualifications, the Customer agrees to hire the Service Provider to perform specific services (as defined herein and in accordance with this Agreement).

- Accordingly, the Parties wish to memorialize the terms and conditions of this Agreement;
- **Services** - Services refers to the technical support provided to the Customer about hardware, HCI and Network support for the IT Infrastructure.

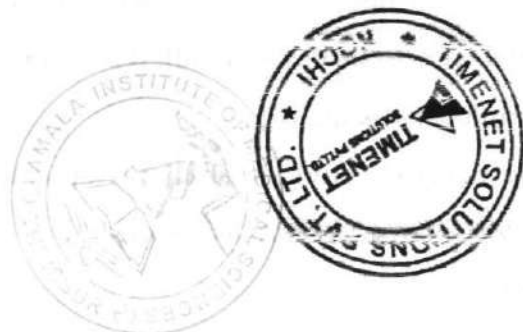
2: GOALS AND OBJECTIVES

This Agreement is intended to ensure that the Service Provider acknowledges that it has the necessary elements, qualified resources, and commitments in place to provide consistent Support service and delivery to the Customer. The objective of this Agreement is to the provision of the required IT services by this Agreement's terms by the Service Provider(s) to Customer(s).

- the provision of HCI and related network services and support for CUSTOMER NAME's network infrastructure through the qualified and sufficient IT and Networking Engineers of Timenet Solutions Pvt Ltd.
- Provide a distinct reference to service ownership, accountability, and/or roles and responsibilities.
- Provide the consumer with a clear, concise, and quantifiable description of service delivery (SLA).
- Align perceptions of anticipated service support and delivery with actual service support and delivery.

Services Provided

- Delivering three Lenovo servers
- Delivering 2 Cisco TOR Switch
- Delivering 42 U Netrack server rack
- Stacking servers and Switches
- Configuring Nutanix HCI Solutions
- Creating VMs as per requirement



3. STAKEHOLDERS

- The following Service Provider(s) and Customer(s) will serve as the Agreement's foundation and are the primary stakeholders for this SA-SLA:
- Service Provider(s): Timenet Solutions Pvt Ltd.
- Customer(s): Amala Institute Of Medical Sciences

4. PERIODIC REVIEW

The Sales Manager (the "Document Owner") is responsible for ensuring that this document undergoes regular evaluations. This document's contents may be modified as necessary, provided that consensus is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner is responsible for

- incorporating all subsequent revisions and obtaining all necessary agreements/approvals.
- Sales Manager :- Abdul Rasheed (Timenet Solutions Pvt Ltd.): Update this field with respective Sales manager
- Period for Review: once a year (12 months).

5. SERVICE MANAGEMENT AND MAINTENANCE

The Service Provider is responsible for the following specific service parameters for the duration of this Agreement.

- In accordance with the current IT infrastructure of the Customer and its subsidiaries -as defined in hereof-, the Service Provider shall provide on-site engineer HCI and related Networking services to all the aforementioned locations and support for the products complete satisfaction.
- The Service Provider shall provide technical support for HCI and related Networking services and on-call assistance to the Customer in accordance with the terms of this Agreement.



IN WITNESS WHEREOF, executed on the Effective Date by the Parties.

Authorized Signatory for Timenet Solutions Pvt Ltd

Name - Abdul Rasheed

Position - Sales Manager

Date -

Signature -



Authorized Signatory for -Amala Institute Of Medical Sciences

Name -

Position -

Date -

Signature -

- In the event of any defect in the provision of services, the Service Provider shall make commercially reasonable efforts to remedy / correct the defect on a priority basis and provide urgent solutions and maintenance service.
- Response with remote support will be in 30 minutes, OEM support will be based on support priority of the issue raised (minimum 30-40 minutes)
- For supporting our on-site Network engineer, the Service Provider will offer remote technical support in response to a support request from the Customer. On urgent support requests, the Service Provider must provide onsite technical assistance within four hours. Here mention the support model . Onsite or remote
- Any Hardware or its peripheral replacements will be as per the OEM replacement policy.

6. AGREEMENT VALUE AND PAYMENT TERMS- UPDATE PAYMENT TERMS AS AGRRD WITH CUSTOMER

- The total value for the products and services rendered by the First Party to CUSTOMER NAME under this agreement for a period of 60 months shall be (INR 5900000.00) Indian Rupees Fifty Nine Lakhs Only.
- All payments under this agreement to the Service Provider must conform with the payment terms as detailed in this Agreement

GOVERNING LAW AND DISPUTE RESOLUTION

- This Agreement shall be interpreted and governed according to Indian law.
- Any and all disputes, differences, or claims ("Disputes") relating to this Agreement or arising out of this Agreement and/or in accordance with the terms of this Agreement shall be settled amicably by mutual discussion. In the absence of such an agreement, the Dispute shall be resolved by the Indian Courts.
- The Parties agree to submit to the exclusive jurisdiction of the courts in Ernakulam, India for any claims or disputes originating out of or relating to this Agreement terms and conditions.



ANNEXURE A

Location:

- Amaia institute Of Medical Sciences Company Holding (CUSTOMER NAME) Head Quarters Thrissur

ANNEXURE B

Services:

Service	Agreement Period
Provision of the Agreed Services under this Agreement (HCI and related Network Services to all CUSTOMER NAME and its Subsidiaries locations and support for the products) including IT and Network Engineers - On Site	15-09-2023 To 14-09-2028

Costing :

The Services	Unit Price	Qty.	Total Cost (INR)
Lenovo ThinkAgile HX5531 with Nutanix Certified Node, Nutanix Cloud Platform Pro software license with Mission Critical Support, Subscription, NCI, Starter Software License	Rs 16.67 Lakh	3	Rs 50 Lakhs
Tax @ 18%			Rs 9 Lakhs
GRAND TOTAL of the Services Rendered for 60 months inclusive of Taxes is: INR Fifty Nine Lakhs Only			Rs 59 Lakhs





An ISO 9001 : 2015 Certified Company
Exploring Technologies

CIN No. U52392KL2004PTC017054

Terms and Conditions :

- The above rate is inclusive of taxes, transportation, freight, installation, etc.
- Subscription and Warranty for software and hardware for 5 years
- Payment of 30% advance and 70% balance only after the successful installation and DR completion.
- Delivery and installation within 6-8 weeks, if delayed, 1% per day will be deducted from the total value.
- Training and all certifications like Installation Qualification, Performance Qualification, and Operational Qualification will be given by the Service Provider free of cost
- We hereby agree to set the DR setup with the existing Lenovo Servers, Veeam backup and replication costs will be extra
- All the legal disputes will be settled at Thrissur jurisdiction
- One number of 42U Rack (Make: NetRack) will be provided free of cost
- Billing address: Amala Cancer Hospital Society, Medical College Division, Amala Nagar, Thrissur.
- GST No : 32AAATA4065B1ZH. Delivery address: Amala Hospital, Central Store, Chavara Block
- E-Way Bill, Part A & B is compulsory if the invoice amount is exceeding Rs 50,000/- or above
- Do Not bill the invoice from 26th to end of the month

Payment Terms: advance on PO for every 3 months.

Payment Mode: Cheque in the name of "TimeNet Solutions Pvt Ltd " OR Account Transfer to **TimeNet Solutions Pvt Ltd** bank account as follows:

Contractor's Name: TIMENET SOLUTIONS PVT LTD

Bank Name : UNION BANK OF INDIA

Account Number: 361205040050190

IFSC Code : UBIN0536121



Commencement Date:

The date on which services under this Service Agreement (SA-SLA) shall begin is
15-09-2023.

The Effective date, Renewal date and Expiry date of this Maintenance Agreement shall be as follows;

Effective date: 15-09-2023

Expiry date: 14-09-2028

Period of contract: 60 Months

Managed Services

- The following Services are covered by this Agreement;
- Service Provider shall provide an onsite Engineer/Remote Engineer for managing scoped cyber security and infrastructure.
- In the event of any defect in providing Services at any time, the Service Provider shall take commercially reasonable efforts to repair / rectify the defect on priority basis and provide urgent Maintenance Service
- The Service Provider shall provide L2 remote technical assistance upon support call from the Customer for escalated issues.
- The Service Provider shall ensure that Services provided shall not have a material adverse effect on the Customer's business operations.
- The Service Provider shall ensure to obtain approvals and maintain proper documentation for the changes on the scoped systems and infrastructure.



Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components

Service Availability & Contact Details

Escalation Matrix

1 st Level Escalation	Abdul Rasheed Sales Manager Mob: +91 97784 28300 Email: rasheed@timenetindia.com
2 nd Level Escalation	Subin Raj IT Technical Manager C: +91 95629 22055 Subin@timenetindia.com
3 rd Level Escalation	Kishore Ramakrishnan Nair Chief Business Officer Mob: +91 94477 22055 Email: Kishore@timenetindia.com

Betsy

DR. BETSY THOMAS
 MD, FRCOG, DNB, MICOG

PRINCIPAL



SERVICE LEVEL AGREEMENT

Name and address of Customer : Amala Cancer Hospital Society
Hospital Division, Amala Nagar, Thrissur

Agreement No.: 023

SECURE SOLUTIONS agrees to provide and CUSTOMER agrees to avail from SECURE SOLUTIONS, services for remedial maintenance of equipment described hereinafter, on the terms and conditions (as per **Annexure-II**), commencing from the effective date.

Description of Equipment : Fortiswitches124F -1no
Fortiswitch 148F-2nos
FortiAP231F-5nos

Location of Equipment : Thrissur

Type of Agreement : Installation and Maintenance of devices



Description of Support:

The detailed support / service level details are as per – *Annexure-I*

Annexure-I

DESCRIPTION OF SUPPORT

A. Appliance Maintenance Services

- Configuration and setup of Fortigate devices.
- Online support for rectification of hardware and software problems.
- Preventive maintenance checks.
- 24/7 enhanced support includes return and replace hardware with 24/7 support (Once the unit get complaint, will raise ticket and the customer will get replacement unit initially. After that only complaint box need to be send to Fortinet).
- Quarterly checking of device.

B. Software Maintenance Services

- Problem diagnosis and rectification on Software.
- Maintaining connectivity of Internet, LAN, Different Zones
- Installation / Reconfiguration / Reinstallation of Operating System.

SERVICE COVERAGE REQUIRED FROM CONTACTING HEAD OFFICE

- "Secure Solutions" shall provide said services on all working days and working hours
- Secure Solutions 's Working Days :- Monday through Saturday
- Secure Solutions 's Working Hours :- 9 AM to 8.00 PM
- Secure Solution's Shall provide "24/7 – telephonic & online support"

ANNEXURE II

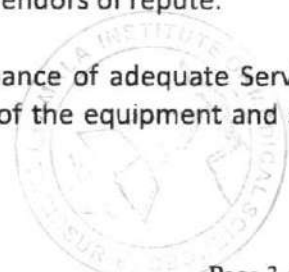
STANDARD TERMS AND CONDITIONS

4. CUSTOMER RESPONSIBILITIES

- 4.1 The CUSTOMER shall allow Secure Solutions personnel full access to the prescribed equipment, software and notify any potential safety or health hazards at the site.
- 4.2 CUSTOMER shall also provide suitable working space and storage facilities for the maintenance of equipment, documents, tools and spares.
- 4.3 The CUSTOMER shall promptly notify Secure Solutions of any changes in software products installed.
- 4.4 CUSTOMER will maintain current backup of operating systems software programs and data.
- 4.5 CUSTOMER will maintain the site condition within the common environmental range of all system devices as specified by Secure Solutions.
- 4.6 The "CUSTOMER" shall provide adequate working space for " Secure Solutions " personnel, adequate storage facilities for the test equipment and spares within the installation site and make the Product available for maintenance without any charge.
- 4.7 It is expected that the equipment would be used in the temperature, power and humidity ranges specified by manufacturer's of each equipment.

5. SECURE SOLUTIONS RESPONSIBILITIES AND STANDARD OF WORK:

- 5.1 " Secure Solutions " agrees to perform the Services to the standards normally expected of persons performing similar services and to do so in accordance with the guidelines of the Manufactures of the said equipment.
- 5.2 " Secure Solutions " undertakes to maintain adequate stocks of spares, accessories at SECURE SOLUTIONS office and other required goods and services as required in connection with the Services.
- 5.3 All materials and components/parts to be used to provide the said services shall conform with the latest specifications applicable thereto (or if there shall be no specifications, shall be of optimum quality) and shall be obtained from Manufacturers or Vendors of repute.
- 5.4 "SECURE SOLUTIONS" will ensure the proper maintenance of adequate Service records, (whether statutorily required or not) relating to the conditions of the equipment and setting out clearly the



work done, any adjustments made or repairs or replacements carried out and details of any further works considered necessary or advisable.

- 5.5 Services to be provided by "SECURE SOLUTIONS" covers periodic preventive maintenance (Including testing, lubricating and adjusting) and replacement of unserviceable parts or modules with working parts or modules. Corrective maintenance will be provided as and when required and includes carrying out necessary repairs and fitting of replacement parts.
- 5.6 In case of mission critical applications SECURE SOLUTIONS shall provide corrective maintenance support on Holidays/Out of working hours on mutually agreed prices.
- 5.7 Changes in the location of IT equipments under AMC shall be done with prior written approval of SECURE SOLUTIONS failing which the contract shall not be binding on us.

6. RECOMMENDED SITE ENVIRONMENTAL CONDITONS :

- 6.1 "The "CUSTOMER" shall be responsible for providing proper electrical power supply & air-conditioning at the installation site as prescribed below:
Voltage: 230V +/- 10V
 - b) Ground to Neutral Voltage: Not exceeding 5 volts
 - c) Ambient Temperature: Between 10 degree Celcius and 25 degree Celsius
 - d) Humidity: Between 10% and 80% non-condensing
 - e) Systems using multi-user operating systems: Need to be connected to Uninterrupted Power Supply.
 - f) Electrical loads like elevators should not be connected on the same phase as the one for the system.
 - g) General Room Condition: The room should be kept perfectly clean, dust free & rodent/ pest free.

SUPPORT ESCALATION MATRIX	
Secure Solutions (Head Office) 54/196A, Panorama Residency Lane Kumaranasan Road, Kadavanthra- 682020 Ph : 0484-4020803/4010492	Secure Solutions (Support Center) 54/196A, Panorama Residency Lane Kumaranasan Road, Kadavanthra-682020 Ph:0484-4051144/4051155
9.00 am to 8.00 pm Monday through Saturday	0484-4051144/4051155 Mail : onlinesupport@securesolutions.co.in
24 x 7 Hours x 7 days of the week	9846036802
Support Centre Head	Ms.Ancy Joseph Designation: Senior Manager-Services Ph: 9846036802 Mail ID: onlinesupport@securesolutions.co.in
Online Ticketing Service	ticket@securesolutions.co.in
Installations	<ol style="list-style-type: none"> 1. Mr.Harishankar.S Ph: 9846436802; Mail : nssupport@securesolutions.co.in 2. Ms.Mary Nivya T.J (Online support) Ph:9946136801; Mail: servicedesk@securesolutions.vco.in
L1 Support	Office Calls Registration@ 0484-4051144/4051133
L2 Support	Mr Rasil Jacob Designation: Senior Manager- Ph: 9072336801; Mail ID: epsg@securesolutions.co.in
L3 Support	Mr.Rejeesh John Designation: Senior Manager-Enterprise Group Ph: 9946511122; Mail ID: rejeesh@securesolutions.co.in
Complaints Registration	Ms.Greeshma P.A Designation: Customer Relation Executive Ph: 0484-4051144; Mail ID: cs@securesolutions.co.in
Escalation	Mr.Ronny Varghese Designation: Chief Executive Officer Ph: 9846236802; Mail : ronny@securesolutions.co.in



Secure Ticketing System

Method 1 : Register support calls through the mail ID : ticket@securesolutions.co.in

Method 2 : Through our Website : www.securesolutions.co.in

8. TERMINATION OF AGREEMENT

- 8.1 Either party may terminate this Agreement on one-month notice to the other for the following reasons:
- a) *If the other's financial circumstances so change that it becomes, or is in jeopardy of becoming, the subject of some form of insolvency administration. If the other ceases, or threatens to cease business there is a change in the ownership or control of the other, which is regarded, a material to the relationship established by this Agreement.*
 - d) If other is in breach of any terms of this agreement and fails to remedy the breach within fourteen (14) days notice ~~(or take appropriate action to start to remedy it if it is not capable of remedy within fourteen days provided it gives a written explanation to this effect)~~
- 8.2 Upon termination of this Agreement for any reason, "CUSTOMER" shall promptly and to the satisfaction of "SECURE SOLUTIONS" and without making any claims for compensation for the same, return to "SECURE SOLUTIONS" materials, spares, equipment and goods whatsoever in its possession which have been provided on loan/standby or otherwise not fully paid for by the "CUSTOMER"
- 8.3 Upon such termination, "CUSTOMER" may also purchase any hardware/software equipment, Spare Part or other items whatsoever from "SECURE SOLUTIONS" at mutually agreed prices.

9. ARBITRATION

- 9.1 Any disputes, differences, claims and demands arising under or pursuant to or touching this agreement between the parties which cannot be settled by mutual discussions shall be referred to the arbitration of a sole arbitrator to be appointed by the parties and failing such agreement, to two arbitrators, one to be appointed by each party to the dispute.
- 9.2 Such arbitration shall be held in Kochi subject to and governed by the provisions of Arbitration and Conciliation Act 1996 or any statutory modifications or re-enactments thereof in force at the time.
- 9.3 In respect of any matter connected with such arbitration or proposed arbitration, the Courts of law at Kochi will have exclusive jurisdiction.

10. EXCEPTIONS

"SECURE SOLUTIONS" shall not be liable for failure to perform any of its obligations under or arising out of this agreement if such failure relates from any force majeure, act of God, fire, earthquake, drought, floods, explosion, theft, accident, strikes, lockouts, industrial disputes, labor troubles, transportation embargoes, imminence or the existence of any state of emergency, war or war like conditions, civil commotion, riots, Governmental regulations which render it impossible or impracticable for

"SECURE SOLUTIONS" to fulfil its obligations under this agreement. "SECURE SOLUTIONS's" liability ceases under this agreement and the both the parties shall discuss the course of action to be taken afterwards.

11. NOTICES

- 11.1 A notice under this Agreement to be given by one of the parties to the other must be in writing (electronic transmission being considered a writing for this purpose) and may be given personally, or by leaving it at or sending it by registered post to the address of the party as shown in this Agreement or by sending it by facsimile or by sending it electronically.
- 11.2 All notices shall be deemed effective upon receipt by either party.

12. EXCLUSIONS

- 12.1 The coverage doesn't include any breakage or any other damage on account of physical mishandling of equipment or misuse of equipment.



Secure Solutions
54 196A Panorama Residency Lane
Kumaranassan Road Kochi-682020
Tel 0484-4010492 4020803
24 Hours Helpline 98460 36802
Email info@securesolutions.co.in

IN WITNESS WHERE OF the parties have caused this Agreement to be executed in duplicate on their respective behalf at the places and on the dates show below.

For Amala Cancer Hospital Society

For Secure Solutions

Signature:

Name: Saiju C. Edakkalathur

Designation: COO

Place: Amala Nagar

Date: 20-2-2024

Signature:

Name: Ronny Varghese

Designation: Chief Executive Officer

Place: Cochin

Date: 20-02-2024

Mr. Saiju C. Edakkalathur
Chief Operating Officer
Amala Institute of Medical Sciences
P.O. Amala Nagar, Thrissur - 680 555
Kerala. Ph : 0487-2304059, 2304000

Betsy
Dr. BETSY THOMAS
MD, FRCOG, DNB, MICOG
PRINCIPAL
AMALA INSTITUTE OF MEDICAL SCIENCES
AMALA NAGAR, THRISSUR-680 555



Amala Cancer Hospital Society

(Registered as a Society by SI No. 51/1978)

Amala Nagar P.O, Thrissur- 680 555, Kerala

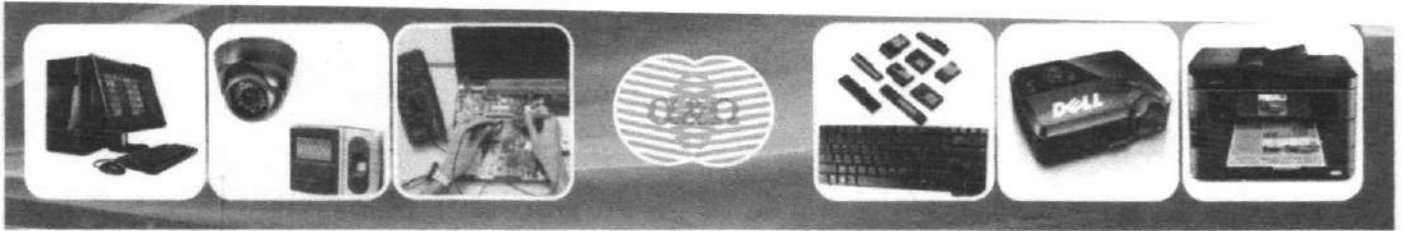
Server Maintenance Plan

- Verify Backups
- Manage Server Storage and workload
- Update Antivirus, Software and Systems
- Check Remote Utilities
- Clean and Inspect Hardware
- Review Server Security
- Check Server Logs
- Check Network Utilization
- Monitor Network
- Monitor Server room temperature and fire systems

Mr. Saiju C. Edakkalathur
Chief Operating Officer
Amala Institute of Medical Sciences
P.O. Amala Nagar, Thrissur - 680 555
Kerala, Ph : 0487-2304059, 2304000

IT CO-ORDINATOR





Quality service is never an accident, it is the result of our conscious effort.

Alpha & Omega Computers Pvt. Ltd.

TERMS & CONDITIONS FOR

NON-COMPREHENSIVE AMC

1. Maintenance services shall consist of corrective and preventive maintenance of UPS once in FOUR months which includes refitting of repaired parts. For cleaning services customer has to call us as per customer's convenience
2. A&O.CPL. will repair the parts with out any charges, if repairable.
3. A&O.CPL. will not be responsible for any parts which are not repairable.
4. A&O.CPL. shall provide basic maintenance services from 10 am to 6 PM on Monday to Saturday. Sunday is holiday. Call should be registered on customer care numbers : 0484-2801141/9388122625
5. A&O.CPL. assures a maximum response time of 24 working hours. Substitute-working arrangements will be provided in case down time exceeds.
6. The duration of this contract is only for a period of one year.
7. 20-12-2024 TO 19-12-2024.
8. Annual maintenance charges will be payable in advance. The basic maintenance charges are only in respect of features installed in the system. Additions if any will be charged separately.
9. The maintenance contract does not cover:
 - i) Any failure due to voltage variations and lightning
 - ii) Repair of damage resulting from accidents, neglect, misuse or other abnormal causes.
 - iii) Consumable items such as frequently handled plastic parts
9. We are not responsible for problems arising out of fire, earthquake, and storm. In such cases extra service charges will be levied.
10. The document together with attachments are to be signed by both parties and shall constitute the entire binding agreement between A&O.C and the customer. All disputes, differences, claims and demands arising under or pursuant to entering this agreement shall be referred to the arbitration of a sole by the provision or re-enactment there, for the time being in force.

NAME: AMALA CANCER HOSPITAL SOCIETY

NAME: Alpha & Omega Computers pvt ltd

ADDRESS:

Edappally, Kochi

Authorized signature.

(with stamp/seal)

Authorized signature

(with stamp/seal)

Betsy
BETSY THOMAS
MD, FRCOG, DNB, MICOG
PRINCIPAL
AMALA INSTITUTE OF MEDICAL SCIENCES
AMALA NAGAR, THRISSUR-680 555

#50/1112-D 4A, Muhammedhaji Building, Station Kavala, Cheranellor Road, Edappally P.O. Kochi - 682024, Kerala

Tel.: +91-484-2801141, +91-9388122625, +91-9371022625. Email: alfaomegakochi@gmail.com, josephjols@gmail.com

Head Office : Office No.10-14, Prasad Nagar, Vadgaon Sheri, Pune - 411 014. Email: alfaomega@vsnl.net Tel.: +91-20-27035366, +91-20-27035356

Tally HIKVISION Canon EPSON intel Aris hp lenovo ASUS LG SAMSUNG DELL SONY acer

Computer Hardware Projectors Maintenance Networking Computer Rentals Chip Level Repairing Routers / Switches CCTV Camera Finger Print Machine Laptop Repairing

Contingency Plan for IT

Contingency plan for IT is created in order to prepare the IT system in case for any events or issues listed below.

SL NO	Event/Issue	Preventive methods	Action Plan
1	Power Failure	UPS with fail over option, Power Generator	1. Inform Electrical Department
2	Network Failure	All network traffic is routed through firewall Back up Switch, Additional pair of Optical fiber	1. Through back up switch, ensure separate line is provided to registration counter and Pharmacy 2. Trouble shoot network issues
3	Server Failure	Back up server with mirrored data	1. Switch to fail over server
4	Data Loss	Data is being backed up in multiple storage locations.	1. Retrieve data from back up and restore as soon as possible
5	Virus attack	Anti Virus implementation and monitoring	1. Apply the anti virus patch. 2. Retrieve data from back up and restore as soon as possible

Betsy

Dr. BETSY THOMAS
MD, FRCOG, DNB, MICO
PRINCIPAL

S. Sujith K
Mr. Sujith K Surendran
IT Lead

AMALA INSTITUTE OF MEDICAL SCIENCES
AMALA NAGAR, THRISSUR-680 555

Saiju C

Saiju C Edakkalathur
Chief Operating Officer

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Your products

These are products owned by your organization that were bought from Microsoft or 3rd-party providers. Select a product to manage product and billing settings or assign licenses.

Products Benefits

A directive by the Reserve Bank of India began 30 September 2022, preventing the storage of actual card data. We can't store credit card details or allow automatic recurring payments without tokenization. [Learn more.](#)

4 items 5 filters selected

Software (4)

<input type="checkbox"/>	Product name ↑	Purchased quantity	Choose columns
<input type="checkbox"/>	SQL Server 2022 - 1 User CAL	5	
<input type="checkbox"/>	SQL Server 2022 Standard Edition	2	
<input type="checkbox"/>	Windows Server 2022 Datacenter - 16 Core	4	
<input type="checkbox"/>	Windows Server 2022 Datacenter - 2 Core	4	



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Your products

Licenses

Bills & payments

Billing accounts

Payment methods

Billing notifications

Setup

... Show all

Microsoft Open License Purchase Order A451726 Confirmation

8.9

- Authorization Number: 69924273ZZS1906
- License Number: 49955327
- Distributor Purchase Order Number: A451726
- License Date: 2017-06-20
- Agreement Information: Z Standard
- Reorder/Software Assurance End Date: 2019-06-30
- Indirect Reseller: SMARTSOFT

Licensee

- Amala Cancer Hospital Society
- Amala Cancer Hospital Complex Amalanagar, Thrissur KL 680555 India

Line Items

Product Description	Microsoft Part Number	Version	Quantity
Microsoft®Windows®ServerCAL 2016 Sngl OLP 1License NoLevel UsrCAL	R18-05123	2016	5
Microsoft®WindowsServerSTDCORE 2016 Sngl OLP 2Licenses NoLevel CoreLic	9EM-00124	2016	16

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The table below shows the effective quantity of licenses across all active and inactive Microsoft Licensing IDs for which you have authorization to view information. The Relationship Summary displays the specific Licensing IDs that are included in the License Summary below, prior to filtering.

 [License Summary FAQ](#)

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▶ Filter Licensing IDs included in this summary

Product Pool	License Product Family	License Version	Effective Quantity	Unresolved Quantity	Active SA Quantity
Applications	Office Professional	Plus 2013	83	0	0
Applications	Office Standard	2007	114	0	0
Applications	Office Standard	2003	10	0	0
Servers	SQL Server Standard Core	2012	12	0	0
Servers	Windows Server - Device CAL	2012	266	0	0
Servers	Windows Server - Device CAL	2008	108	0	0
Servers	Windows Server - Enterprise	2008	1	0	0
Servers	Windows Server - Standard	2012	1	0	0
Servers	Windows Server - Standard	2008	1	0	0
Servers	Windows Server - Standard	2003	1	0	0
Servers	Windows Server - User CAL	2003	10	0	0
Systems	Windows	8 Professional	0	17	0
Systems	Windows	XP	0	10	0
Systems	Windows	8.1 Professional Get Genuine	10	0	0
Systems	Windows	8 Professional Get Genuine	83	0	0
Systems	Windows	8	27	0	0
Systems	Windows	Vista Get Genuine	110	0	0



License Certificate

License ID: 1FCC-220425-100710-180-1848

Customer: Amala Institute of Medical Sciences
Amrita Nagar, Thrissur, Kerala. 680555, India

Product Name Kaspersky Endpoint Security for Business - Select
Localization South-Asia Edition
License Volume 530 User
License Description 530 Node
Issue Date of License 2022-04-25
Expiration Time 2025-04-27 00:00:00 UTC
License Type Renewal
Product Code KL48633AUTR

RESELLER : Total Net Solutions

Address: 62/697, Corporate Zone Annexe, Palliyil Lane, Kochi - Kerala, 682016

DISTRIBUTOR : Ecaps Computers India (P) Ltd

Address: 123, Ramalingam Colony, Near Avinashilingam Home Science College, Coimbatore-641043
Tamil Nadu, , 641043

Support Request: ksupport@caps.in & Customer care No.18604253425

SUPPORT CENTER : Ecaps Computers India (P) Ltd

Address: 123, Ramalingam Colony, Near Avinashilingam Home Science College, Coimbatore-641043
Tamil Nadu, , 641043

Support Request: ksupport@caps.in & Customer care No.18604253425

LOCAL OFFICE : Kaspersky Lab India Private Limited

Address: 1801, 18th Floor, Cyber One, Opp. CIDCO Exhibition Centre, Plot No. 4&6, Sector 30 A,
Vashi, Navi Mumbai, Maharashtra, 400703, India, Mumbai, 400059

Sales Contact: sales@kaspersky.com

Support Request: <http://support.kaspersky.com>