

Enhancing Operational Efficiency with Remote Infrastructure Management

IT infrastructure is the back-bone of an organization on which all sources of sustainable competitive advantage are based. To derive optimal performance, it is not enough to design your IT Infrastructure and applications to provide the desired business outcomes. You must also ensure high availability, high performance and high service levels from it.

Infosys' [Infrastructure Management](#) services ensure that your IT infrastructure and applications are designed, managed and operated on a 24x7 basis, ensuring that you have a highly available and secure environment for transactions. The Infosys Global Delivery Model (GDM) ensures that all this is done within your time and budget constraints.

Chemical manufacturer improves service availability to 99.85% with revamped data center

The client, one of the most trusted names in chemical manufacturing, was unable to meet business service levels due to its disparate, heterogeneous IT infrastructure and the lack of standard infrastructure management processes.

To deliver consistent services to its growing and demanding global user community, the client needed to improve the reliability, availability and serviceability of its infrastructure and data centers. It also needed to maximize predictability, reduce operational cost, enable long-term service processes and procedures, and improve business satisfaction.

An experienced service provider had been managing the client's IT infrastructure for six years. However, its services were unsatisfactory due to:

- Inflexible operations
- Lack of transparency in pricing
- Lack of service level commitment
- Person-dependent operations and decentralized tools to support them
- Frequent failure of systems and services
- Lack of Disaster Recovery (DR) solution for critical systems

Infosys role

Infosys took over the operations and management of the client's data centers from the existing service provider within a short time span of eight weeks. Infosys conducted an exhaustive study of the client's business requirements, technologies and current utilization levels on backup and storage infrastructure to build a technology lifecycle framework and a roadmap. A formal Service Level Agreement with an inbuilt Risk & Reward Framework was put in place and periodically reviewed and enhanced on mutual agreement.

Three data centers were migrated and consolidated into a single third-party facility on-time and on-budget, with [zero service downtime](#). Infosys implemented DR solutions for all ERP and Finance systems, a single CA Service desk ticketing tool across all units, and Change and Release Management processes within the IT organization.

With Infosys' solution and ongoing support, the client achieved multi-million dollar savings. The improved reliability and availability of supply chain systems increased production hours for its manufacturing plants.

Benefits

Enhanced productivity/efficiency

- Proactive monitoring and problem solving led to additional 200+ hrs of production uptime
- 400% efficiency increase on storage, seamless upgrade of storage frames, and re-organization of storage based on tiers for business justification
- 5% increase in server availability, leading to additional 41,000 productive hours

Cost savings

- Disaster recovery mechanism for businesscritical systems saved US\$ 6 mn in costs
- Improved reliability and availability of supply chain service yielded cost benefit of US\$ 1.60 mn

Improved services/operations

- Well-defined SLA improved business-critical service availability from 97.6% to 99.85%
- Well-defined ITIL processes and framework guide support and delivery of services
- ISO 20000 certified processes and centralized asset database and documentation

Telecom major enhances productivity by 36% with remote network management

A leading telecom player providing services to enterprise and end-user customer segments faced multiple challenges - lack of scalability, multiple support centers, coordination issues and inconsistency of service/SLA. Despite continuously increasing top-line, the client was under immense cost pressure.

Partnering with Infosys, the client invested in a large secure Network Operations Center and implemented a service architecture that met the needs of cost control and consistent service delivery. Infosys designed and implemented a unique transition framework. The Infosys team delivered solution design, implementation, commissioning and provisioning for the client's new business opportunities. Infosys now provides ongoing support and effective operations management and has helped transform two significant functions of this life cycle – service assurance and service provisioning — while changing metrics from operational SLAs to business-driven metrics.

Benefits

- Client's end customers reported greater satisfaction
- Significant reduction in time to roll out new customer/ service
- Increase in new orders won and renewed due to better solution design and enhanced support
- Increased productivity and addressed 36% additional volume
- Cost savings from Infosys' Global Delivery Model

Allied Services

Business Process Outsourcing

We offer business process outsourcing solutions to our global clients by leveraging process, domain and people management expertise. At Infosys, we have built our organization around managing risk for our clients through a scalable, cost-effective and predictable delivery platform.

Packaged Application Solutions

Our Packaged Application Solutions help you automate your value chain using off-the-shelf packages. Our solutions span ERP, CRM, Supply Chain Management and Enterprise Application Integration. They help you to mitigate your risks, achieve faster returns and lower TCO.

Technology Consulting

We work with you to develop and deploy architecture and technology solutions that help you leverage technology to enable business strategy. Our solutions help you make your IT more effective and better aligned to business.

Application Development & Maintenance

We help you develop turnkey solutions with a faster time to market and a lower Total Cost of Ownership. Our services range from building a business case to assessing your application portfolio to designing solutions to building and implementing the solutions.



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About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit www.infosys.com.