

White Paper



Infosys Partners with

Telecom Major REACH to Transform End User Computing Platform

Abstract

REACH, a Hong Kong based telecommunications provider was looking at revamping its End User Computing Platform to create a best-in-class computing environment that was high on speed and efficiency. Besides upgrading its Operating System to Windows 7, REACH wanted to empower its people with some of the latest tools and technologies available. Infosys partnered with REACH to implement a comprehensive IT transformation program across 21 locations in North America, Europe, Asia and Australia.

Overview

REACH is a leading provider of international voice and satellite services in Asia. It has relationships with more than 400 carriers across the globe, facilitating access to more than 240 countries and territories. In order to ensure quality service to its customers, it is important to constantly upgrade its systems to newer technologies and provide its employees with a high performance computing environment. REACH wanted to upgrade and standardize its Operating System to Windows 7 and introduce other new technologies required to make its systems more efficient. REACH sought the services of Infosys for a complete transformation of its End-User Computing (EUC) environment. Infosys provided initial detailed transformation roadmap introducing new technologies such as SCCM 2007 R2, Symantec EV, Acronis Backup & Recovery, OWA 2007 etc. as part of the proposed solution and later executed the Transformation Program.

The Challenges

Some of the key challenges that had to be addressed through this transformation program:

- **Infrastructure Management:** The existing IT environment was not standardized with clients running both Windows 2000 and XP. Apart from Operating Systems, there were ad-hoc installations of applications and customizations by users. This led to more support calls, higher resolution time thus leading to higher operating costs.
- **Storage & Security:** In the absence of a centralized storage, business data was being stored locally on users' PCs and laptops, which could pose data security issues. There was a need to enhance enterprise security at the users' end with the latest features of Microsoft OS Windows 7 and other products.
- **IT Support:** There was total dependency on IT support for PC crash recovery, which adversely impacted productivity & also proved particularly difficult for remote sites. REACH was also looking at integrating its IT management & support systems.
- **Speed and Efficiency:** The legacy systems running on old hardware were slow in speed and efficiency, which affected user productivity and performance.

Infosys' Role

Infosys partnered with REACH to undertake the EUC Transformation program (encompassing Windows 7 & other technology integration). A detailed assessment of the existing infrastructure was done to identify improvement areas and an infrastructure upgrade roadmap was created. All other projects in this program were driven through this recommendation.

Infosys team conducted several workshops to demonstrate the benefits that could be achieved by introducing new technologies such as App-V, SCCM 2007 R2, Symantec EV, Acronis Backup & Recovery, OWA 2007 etc. along with Windows 7. REACH was convinced with the efficiency and effectiveness of these tools and agreed to the recommendations. Infosys, with its capabilities and experience in implementing these technologies, was entrusted with the implementation of the entire program. REACH was among the early adopters of Windows 7 and bundling of so many other new technologies along with it made the transformation initiative unique in its own way. Infosys team conducted exhaustive testing to ensure that new technologies were compatible and didn't result in conflicts. A Build-and-Ship deployment approach was adopted to avoid overloading network for remote locations. The project schedule was kept flexible to incorporate any changes dynamically. Regular reviews were planned with Microsoft to ensure an optimal solution.

Solution Snapshot

- About 460 PCs deployed with Windows 7 in 21 office locations across North America, Europe, Asia and Australia
- App-V, MSI Packaging, XP Mode and Citrix identified as means of application deployment
- Microsoft System Center Configuration Manager 2007 SP2 R2 (SCCM) for server management
- Acronis Backup and Recovery for comprehensive PC data backup and restoration
- Symantec Endpoint Protection to provide multiple layers of security. Access and control policies reviewed and revised.
- Symantec EV for archiving Outlook emails to a central storage
- Outlook Web Access provided anywhere, anytime access to mails

Business Benefits

The transformation program resulted in several benefits to REACH:

Business Benefits

Performance & Productivity: Standardization of IT infrastructure resulted in significant improvements in the speed and time to productivity for employees.

Reduced Downtime, Faster Recovery: The new system has enhanced the availability of the infrastructure required by business users and reduced the potential downtime. The self-driven PC backup and recovery system has reduced the dependency on IT support. As a result, recovery time has reduced from 2-3 days to 2-3 hours.

Improved IT Management: Improved systems and processes have also impacted the overall management of the IT infrastructure. For instance, problem resolution time, especially related to hardware issues, has improved from 1-2 days to about 3-4 hours.

Access to Mails: Implementation of new technologies such as OWA 2007 has reduced the dependency on Citrix and VPN connections to access mails. Business users, who are generally on the move, can now access their official mails anytime anywhere.

Streamlined Applications: The program has helped rationalize the number of applications from 2180 to 140 applications. The new image and application deployment process has reduced the deployment time, thereby enhancing business productivity.

User Experience: With availability of faster and improved systems and access to the best technologies, the overall user experience has significantly improved. This has positively impacted the overall performance of the organization in the long term.

Customer Voice
Customer Voice

“ Combination of technology, thought leadership and deployment process from our partner was instrumental for the transformation's success.

- Sundi Balu, CIO, REACH



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