



A renowned electrical equipment and white goods brand has grown its operations by 5.2 times while keeping the Data Center management costs constant

Highlights

- *Only few companies have the depth of capabilities of IBM technologies, while for DCM this is the key differentiator*
- *IT Infrastructure is core to DCM's offering whether on-prem or on cloud*
- *Transitioning methodologies and ability to build processes for smooth functioning*
- *Ability to scale - manpower as well as technology landscape*

The Client:

Customer is an Indian brand which started with trading of electrical equipment. The company decided to invest in manufacturing of various electrical equipment and white goods and create a brand.

They wanted to put polices, systems and factories in place and wanted to implement the SAP in their environment and set up data center with IBM p-series servers, IBM Storage and IBM Tivoli Storage Manager. The customer was aspiring to make their IT as an enabler for their business to be more agile.

Challenges:

1. Availability & Attrition of IT staff – this was one of the biggest challenges that they faced. IBM AIX and TSM are both niche products with very little availability of capabilities. IT staff want to continuously be exposed to new technologies. They want to be able to showcase the ability to work on multiple technologies and projects. However, manufacturing companies do not have such a dynamic and fast growing environment. IT companies on the other hand in India are constantly looking for skilled resources. So the customer's environment was becoming the launching pad for the IT staff, who would learn and then leave within a couple of years.

Suggested Solution:

Being in a remote location where telecommunication would become an issue, it was essential that we have a clearly defined escalation matrix so that decisions can be taken fast and without ambiguity.

We assigned a transitioning manager on this project along with the specialists from multiple areas – IBM AIX implementation, IBM Tivoli Storage Manager, IBM V7000 Storage systems - to understand the nuances of the customer's site in detail. Then the team shadowed the existing personnel to understand the operations and documentation.

Once there was clarity on how the processes are run and the escalation matrix on both

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sides, we deployed our team to slowly takeover shifts while the incumbent vendor worked in the shadows to give support in case needed.

We have 24*7 support personnel placed at the customer site. All these engineers are specialized for **DC management** and are multi skilled in various IBM technologies to ensure coverage for all shifts in all technologies. There is a team lead at site who manages the shifts and is involved in the routine interactions with the customer. The team leader in turn reports to a delivery manager who is based out of our NOCs. On a quarterly basis the Delivery head and the marketing head meet the customer leadership teams to see if there are any challenges which need to be addressed on either side.

DCM has 2 NOCs – one in Gurgaon and another in Hyderabad. These NOCs have a pool of Subject Matter Experts(SMEs) in multiple technologies. Onsite and offshore teams access these resources in case there are problems which need specific interventions of specialists.

After taking over all the shifts as a part of continuous improvement our team was involved in identifying processes which were routine. These processes were then automated by writing scripts for various tools. This has resulted in reduction of more than 30% manual labor in monitoring activities.

These engineers ensure that 90% of the day-to-day challenges are addressed and solved by them and service levels which are much better than the customer's SLAs.

Being an IT company we were able to ensure that attrition was taken care of since we always had a bench of people. In addition, from the employee's point of view we were able to give them exposure to multiple environments, hence they preferred to stay with us and therefore also the attrition was curtailed.

Having our own competency center, we continuously keep enhancing the technical and soft skills of our team. We have the latest subscriptions on a lot of infrastructure software. This ensures that our engineers are enabled with the most advanced skills that the customers need.

The Benefits:

- From the time we started the DC engagement, the customer's business has grown dramatically. Where there were 2 factories when we took over the operations, today there are more than 5. Where there was about 3 TB of data when we started, today its crossed 300TB. Servers being managed have gone up by more than 16 times.
- In spite, of all this expansion, costs of managing the DC have fallen dramatically on a per unit basis because most of the elementary tasks have been automated so there is no linear correlation to the number of servers being increased.
- Attrition and availability of skills is no longer an issue.