

Remote Monitoring and Management for One of India's Largest Steel Manufacturers

Network Monitoring and Management

Case Study



CUSTOMER BACKGROUND

The client is one of India's largest manufacturers of steel, with operations in other industries such as Energy, Infrastructure, Cement and Sports. The client wished to outsource the Network Monitoring & Management operations of their national network spread across 49 cities and 90+ sites across India.



Challenges

- No standard operating procedures leading to difficulty in detecting and isolating faults across the network
- Cost of managing with own on-site teams in multiple locations was increasingly rapidly
- Poor track record of SLAs against increasing expectations of business users leading to dissatisfaction



Solution

- Designed the Network architecture for 90+ locations
- Configured the devices and links for centralized monitoring and management from InKnowTech Shared Remote Management Center
- Implemented ITIL compliant processes across Incident, Change and Configuration Management
- Responsibility for vendor coordination for resolution of issues with telecom vendors
- Regular reports to compare and analyze the business impact
- In depth analytics to derive insights on IT operations and identifying opportunities for incident reduction, improve capacity utilization and cost optimization



Deliveries

Centralized Network Monitoring and management

- Delivery of IT Services with the defined ITIL processes and reporting
- Software utilization tracking and reporting
- Link Monitoring and Management
- Asset Inventory Management
- Patch & Service Pack Management
- Backup, Restore and Archival Related Services
- Onsite hands and feet support
- AMC vendor coordination

Service Desk Management

- Detecting incidents, recording them and coordinating the activity required for timely resolution and prevention of future incidents

Resident Engineer

- Onsite Resident Engineer for service and vendor coordination



Business Impact

- Exceeded SLA expectations of 98%
- Reduced manual errors through standardized processes, reduced incidents using root-cause analysis
- Improved internal customer satisfaction across all locations