

# Unified Threat Management & Helpdesk Services for a Global Consumer Electronics Brand



UTM Management & Helpdesk Services

## Case Study

### CUSTOMER BACKGROUND

The client is a large global manufacturer of Consumer Electronics and Electronic Appliances. The client wished to outsource the monitoring and management of their Huawei UTM devices across 21 cities in India on a 24x7 basis.



#### Challenges

- Each network is different, and getting the right combination of settings can be confounding
- Hiring and retaining advanced talent for managing the UTM device base; With increased cost and reduced availability of talent, meeting business requirements was a big challenge



#### Solution

- Use of InKnowTech's shared services providing remote monitoring and management of the UTM devices
- Implementation of ITIL based processes for standardized operations
- Reporting on Health of UTM devices and analysis of operational data
- Maintain Logs and Backup Management



#### Deliveries

##### UTM Devices Development

- InKnowTech NOC engineer would log in remotely into the UTM devices and configure it as per the configuration details shared by the client

##### UTM Devices Monitoring and Management

- Incident, Change and Configuration Management, change request management for devices
- Provide device up/down status, bandwidth utilization and generate reports
- Maintain logs and record of the major incidents, changes in configurations of the UTM device with reasons
- Troubleshoot, debug and restore failed services of UTM device as soon as possible to minimize impact to the business

##### Service Desk

InKnowDesk Global Service Desk tool will be positioned and use cloud-based access to open incidents and service requests



#### Business Impact

- Shared centrally managed monitoring and management services helped to achieve SLAs expectations for 98% and provide uniform service levels across all locations
- Analyze root cause issues and to remove the problems that cause recurring incidents and implementing proactive monitoring and ITIL based process