

CMS IT Services' outsourced Infrastructure Management Services provides high availability of IT resources across the country for a large automobile manufacturer



CUSTOMER

The customer is a large automobile manufacturer with a dealer network across the country. They have a distributed IT infrastructure across the country with a centralised data-centre. They have DR and also have SAP as their ERP.

THE CHALLENGE

The Customer has offices and a dealer network all over the country. They rely on real-time information for sales and distribution to manage their inventory and spares across the country. Their integrated ERP and Supply Chain applications need high availability for an optimised manufacturing process. The customer outsourced maintenance & management of DC, DR and their Applications.

The main features of the contract are:

Data Centre Support Services

- Remote Monitoring Services L1 – Network, Security, Server, Storage, Backup, Database and Active Directory
- Management Services L2 (Operations) – Network, Security, Server, Storage, Backup, Database and Active Directory

Application Support Services

- SAP Basis – Onsite Resource deployment
- Application Support (Java, .Net Technologies) -Onsite Resource deployment

THE SOLUTION

CMS IT proposed Hybrid Service Delivery model with competent resources skilled in various service lines operating out of CMS IT NOC premise on a 24x7 basis and few resources at DICV premises.

Additionally :

- The hybrid model also ensured cost optimization and increased efficiency because of L2/L3 resources available at CMS IT NOC and only a few L1 resources on-premises.
- The SAP Basis support was provided from the NOC.
- Regular Security audits, as well as Infrastructure and Application audits, are conducted for the integration of tools, network, applications and infrastructure to track their health and efficiency.
- A DR drill is conducted every quarter to monitor preparedness of a BCCP.

BENEFITS

The customer was also able to provide high availability of applications in order to run the efficient manufacturing and distribution of their vehicles.

Some substantial benefits from the implementation of the solution include :

Effective utilisation of existing hardware

Improved MTTR and enhanced user experience.

Infrastructure and Application audits enabled a refresh/update decision before any major breakdown.

Regular security audits ensure end to end secure network.



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