CMS
IT SERVICES
Reliable | Robust | Secure

CMS IT Services´ outsourced Facility Management Service provides high availability of IT resources across the country for a large oil PSU

CUSTOMER

The customer is one of the largest PSUs in the country, in the business of exploration and production of Oil. An internationally reputed organisation, the customer has sites in remote locations and difficult terrains. The technology environment is extremely diverse with infrastructure running across departments of Research, Geology, Production and Workflows.

THE CHALLENGE

The Customer has offices all over the country and some of them are in difficult terrains. CMS IT had the responsibility of carrying out the comprehensive enterprise-wide IT Infrastructure Maintenance and Management services comprising of Maintenance Support Services (MSS) and Facility Management Services (FMS) of their entire existing and upcoming IT infrastructure of Local Area Networks/ Wide area networks, Networking equipment, Servers, Laptops & PCs, Printers, UPS, other Peripherals, Operating Systems, Office Automation Software, UTP cables, OFC etc, on 24x7 days basis as per ITIL service support and delivery processes, to ensure overall system availability of at least 99%.

The main features of the contract are:

- Services and manpower to be provided across 39 locations.

- Provision of separate MSS and FMS

- MSS included managing all the AMC contracts of Hardware, Software and Applications

- Complete Data Centre and NOC Management Services

- Mail Administration and Management Services

- Microsoft Active Directory and Windows 2008 R2 Domain Services

THE SOLUTION

CMS IT Services deployed a Centralised Helpdesk and a dedicated Program Governance desk. Over 400 personnel in all the locations were equipped with a Service Desk at a central location. An ITMS Ticketing System and a spare parts Inventory Management System was implemented. Analytics was used to determine the replacement pattern of spare parts and consumables so that carrying the spares became more efficient.The following are the highlights of the solution :

- Average of   1000+   calls are handled by the Service Desk

- The number of breakdown calls handled on a daily basis is 100+

- The total uptime provided is more than 99%.

- Alerts were created 3 months before the expiry of AMC contracts to ease renewals

- Coordination with over 20 OEMs supplying various products to the customer was centralised.

BENEFITS

The customer recorded substantial long-term benefits from the implementation of CMS IT's centralized Service Desk solution :

Reduction in number of tickets.

Improved MTTR and enhanced user experience.

Optimum uptime of the devices and networks

Optimum resource-utilization

Increase in availability of applications to end-users.

We are a leading System Integrator and Managed Services provider. As one of India's top IT Services firms, we offer an integrated portfolio of products, solutions and services, built around Automation, Cloud, Cybersecurity & Digital. Currently, CMS IT Services has over 6500 employees and serves more than 300 leading enterprises across key industries.

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