

CMS IT Services' outsourced IT Infrastructure Management Service provides high availability of IT resources across the country for a large consumer company



CUSTOMER

The customer is a very large consumer company with a large distribution network across the country. They have IT infrastructure set up all over the country with a centralised data centre. Their technology environment is extremely diverse from Desktops to Hand held devices and POS terminals.

THE CHALLENGE

The Customer has offices all over the country and some of them are in difficult remote and upcountry locations. The Customer outsourced maintenance & management of its complete IT Infrastructure to CMS IT Services, which include comprehensive enterprise-wide IT Infrastructure Maintenance and Management services. There was a centralised data centre with more than 8000 users and more than 9000 end user devices including handheld and POS devices. These services were to be provided over 95 offices across the country.

The main features of the contract are :

- Consolidation of services within the centralised Helpdesk
- Skill availability for short intervals at sudden notices
- Pan India support capability
- Robust and effective support

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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