

# CASE STUDY - End to End Managed IT Infrastructure Services

## For largest Micro Finance company in India

### SNAPSHOT

#### Industry

Non-Banking Finance Companies (NBFC)

#### Business Challenge

- Quick Response to customers queries across India
- Profitability management through reduction in cost on YoY basis
- Increasing internal productivity
- Onsite / physical support for desktops / laptops
- Dedicated in-house resources  
System uptime for remote locations

#### Omnitech's Proposed Solution

- End to End Facilities Management
- Deployment of a centralized service desk with remote resolution capability
- On-call, On-site and remote support round the clock

#### Business Benefits

- Improved service quality
- Faster Response Time & Better call Resolution
- Substantial Cost Savings by total operational ownership
- Reduction in escalations
- Scalable availability of skilled resources
- Regular reporting for better Governance Framework

### Company Overview

The Client is one of India's leading Non-Banking Finance Company (NBFC). The mission of the company is to bridge the gap between inclusion and access to financial services in the mass market segment. It's a wholly owned subsidiary of the over US \$100 Billion Group, based out of Singapore.

The Client launched its commercial operations in India on January 2007. Since then it has established itself firmly in the country's financial landscape. With a network of over 425 branches and over 8000 employees across the country, they reach out to the mass market customers over 400 towns and cities providing them financial solutions at their doorstep.

### Business Challenges

The client being into the Micro Finance Business requires agility at customer service. With existing setup, client was facing various operational challenges pertaining to management of infrastructure and supporting their increasing IT network across the country. With maximum of rural branches, the client required better support and integration between branches and Mumbai office, which consisted majority of critical users. The Business Challenges faced while driving maximum customer satisfaction and improving the quality of services were.

- Quick Response to customers queries across India
- Profitability management through reduction in cost on YoY basis.
- Increasing internal productivity
- Onsite / physical support for their desktops / laptops
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- System uptime for remote locations

## Solution

The client identified the IT management needs to support their business model and decided to outsource their IT management support to Omnitech as majority critical users are at Mumbai and 70% of the infrastructure is operating from their Branch Offices.

Omnitech being geographically diversified organization took a challenge to support their Regional and Branch offices throughout the country. The solution offered to the client covered -

- Omnitech offered its Facility Management Services at Mumbai, 8 Regional Offices and over 290 Remote locations
- Omnitech deployed a centralized service desk with remote resolution capability along with skilled certified FM Engineers at 9 locations along with On-call support for 290 branch offices. The operations supported Mumbai and all the locations in West & North region.
- Omnitech with its native domain expertise in system integration and IT management services offered support on: Network Planning, User Management, Application Support, Asset Management, Vendor Control, Technology Consulting and AMC.
- Omnitech held the management of their large infrastructure base and overall supported -
  - No. of desktops / laptops handled: 2400+
  - No. of locations: 290+
- More than 60% call resolutions were through remote management and remaining 40% onsite i.e. through ASPs and partner vendors.

Omnitech FM team ensured that user satisfaction are met and exceeded with efficient support offered throughout 365 days with defined processes and superior governance.

## Benefits

Omnitech become an indispensable partner for the client. With excellent support services and delivery governance, client realized numerous benefits over the time which manifested the value Omnitech brought to the client operations.

- Technology expertise from best partners
- Improved business performance
- Competitive advantage
- Faster Response Time & Better call Resolution
- Substantial Cost Savings by total operational ownership
- Reduction in escalations due to process based approach
- Regular reporting for better Governance Framework

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### About Omnitech InfoSolutions :

Omnitech is a global IT solutions and services provider company in the areas of business availability, business continuity and business enhancement services. With over 23 years of fostering client relationships, we at Omnitech are agile to establish the best global credentials through world class quality certifications. Besides the conduct of ISO 9001:2008 for quality management, we have also gained ISO 20000, ISO 27001 and BS 25999 standards.

As an intensely technology focused company, Omnitech banks upon its ability to anticipate and address IT requirements across business in a cost effective manner. Omnitech InfoSolutions helps customers to align their IT with their business goals and offers value added services at different phases of their IT planning and deployment cycle. We help them to derive optimum utilization of their IT resources and lower their cost of operations. Within the broad direction, Omnitech innovates in order to compete successfully. Emerging as a pioneer in business continuity services, Omnitech introduced first of its kind disaster recovery centre in India meeting all the global standards, thereby demonstrating both its knowledge of technology and skills of implementation.

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Contact Omnitech InfoSolutions today for free consultation

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