

# CASE STUDY FOR IMPLEMENTATION OF ITIL BASED PROCESSES AND CREATION OF CENTRALIZED REPORTING

## For a leading health care company

### SNAPSHOT

#### Industry

Health Care

#### Business Challenge

To establish centralized management of IT infrastructure

#### Omnitech Solution

- Omnitech's team deployed ITIL based processes and standard operating processes as a part of its Transition Management activity
- Implemented Central HelpDesk to attend and record the incidence at single desk which resulted in total ownership of incidence management.
- Deployed 'Call Management Tool' giving users the liberty to log calls on web portal.
- Deployed delivery teams at all facilities creating a single window for operations being driven by the Central Team at their corporate office

#### Business Benefits

- Highly satisfied end-users due to availability of single desk for all kind of IT related assistance.
- Automation in the 'Call Management' ensured recording of all incidences with their updated status and historical data was made available for the future analysis and MIS purpose.
- Centralized control over complete IT infrastructure because of single window operations; saving cost and time.

### Company Overview

The client is a leading healthcare company with over 45 years existence engaged in manufacturing of Generics, APIs and Bio-Similar. Their approx. 60% business is contributed by India operations and rest by export of APIs and Generics in more than 40 countries.

### Business Challenges

The company plans to grow in terms of manufacturing facilities and further expansion of its worldwide operations. However, during their planning stage the client realised that the centralized management of IT infrastructure was not in place due to the lack of processes and guidelines on incident management. Personnel from third party vendors were made solely responsible for the specific infrastructure and applications which led to person dependency. Unavailability of these personnel would lead to havoc since infrastructure specific knowledge was limited to these people.

Since, the centralized management was lacking, so IT management related history, reports and documentation on incident management was also missing. In addition, the client was facing challenges in multi vendor management due to different service providers at different facilities.

### Solution

- Omnitech's team deployed ITIL based processes and standard operating processes as a part of its Transition Management activity where the due diligence and stable state management were implemented with the help of customer's core IT team. The knowledge base of the existing infrastructure and current operating processes were understood and the same were fine-tuned as per industry standards. The documentation and SOPs thus created helped the delivery team to manage the set-up independently.
- Omnitech's team implemented Central HelpDesk to attend and record the incidence at single desk which resulted in total ownership of incidence management. The Central Helpdesk was made responsible for the incidence management by delivering telephonic and mail responses to the end-users along with call logging, call assignment, follow-up and coordination between end users and delivery team. This helped the

customer in minimizing the delivery team's direct interactions with the end-users allowing more time on the incidence resolution. User comfort was created by providing centralized control and ownership on all the incidences informed to the Helpdesk.

- Omnitech deployed 'Call Management Tool' giving users the liberty to log calls on web portal. All users including corporate, roaming and users at customer's manufacturing plants were informed to use the new facility. This resulted in centralized information of the incidences logged along with the assignment of the same to the delivery team and reporting of the resolution/escalation to the end-user and IT Management team. This has helped in tracking the daily activities with the response/resolution status of the incidences with auto-escalations and historical data being available for records as well as for analysis. As a result, it reduced the telephony cost of the customer since all users are logging the calls directly on the web portal.
- Omnitech deployed its delivery teams at all facilities creating a single window for operations being driven by the Central Team at customer's corporate office. The central team took control of IT Service management at all locations by providing remote responses/resolution to critical IT infrastructure along with addressing the desk-side support requirement. This resulted in centralization of the IT services to single vendor with minimization on transactions and operations costs.

## Result:

- Person dependency in IT Service Management was minimized.
- Highly satisfied end-users due to availability of single desk for all kind of IT related assistance.
- Automation in the 'Call Management' ensured recording of all incidences with their updated status and historical data was made available for the future analysis and MIS purpose.
- Centralized control over complete IT infrastructure because of single window operations; saving cost and time.

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### About Omnitech InfoSolutions :

Omnitech InfoSolutions is an ISO 9001-2000 certified technology services and solutions provider company in the Business Availability and Business Continuity space. The Business Availability services include Infrastructure Management, Application Management and Performance Management services whereas Business Continuity services include Disaster Recovery Consulting and Management, Data Vaulting and Workplace Recovery Services.

Omnitech InfoSolutions is also a world-class provider of turnkey IT solutions like Server & Storage Consolidation, Virtualization, Network Integration Solutions and Data Center Management Solutions, Omnitech provides end-to-end support with guaranteed SLA (Service Level Agreements) in order to optimize infrastructure management and align IT with business goals.

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Contact Omnitech InfoSolutions today for free consultation

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