

## CASE STUDY OF PRINT MANAGEMENT SOLUTION

### for a well known Life Insurance company

#### SNAPSHOT

**Industry**  
Life Insurance

#### Business Challenge

Printing of Policies and Customer receipts are critical components of its daily business routine. The challenges was to ensure the printing uptime in case of any downtime.

#### Omnitech Solution

- SLA driven services to ensure printing uptime
- Centralized Spares and Logistics Management
- Call Management & tracking tool to monitor SLAs and reported incident by each location
- Print Monitoring Software to ensure and track
  - Quota assigned to the users depending upon the print requirement & type
  - Reports for MIS and Budget planning
- Centralized Help Desk at client's Premises to deploy the solutions remotely

#### Company Overview

The Client is one of the well known Life Insurance Company which offers a broad array of life insurance products to individuals, associations and businesses of all sizes, with a wide variety of additional coverage to ensure that their customers can find the insurance product as per their needs and requirements.

#### Business Challenges

The Client has been operating at PAN India locations with its branches spread across rural and interior parts of India. Printing of Policies and Customer receipts are critical components of its daily business routine. However, the client was facing challenges to ensure the printing uptime in case of any downtime. The option of keeping stand by printers for all locations would require resources to manage the inventories and stock spares for both calls for an additional CAPEX Investment. Looking at the usage patterns the client currently spends more than 3 Crore per year to manage the Printers and cost per print. The expenses needed to be curtailed to support an OPEX investment model. The solution was expected to ensure the uptime of printers, Spares & Logistics Management and reduce the current expenses incurred by them.

## Business Benefits

- The Client now experiences minimum or no printing downtime which ensures the business continuity
- Omnitech's Solution helped the client to reuse their existing assets (Printers) which brought in zero Capex Investment.
- The proper usage of the printers resulted more than 30% cost savings as compared to their the existing expenditure
- Support during the critical times with stand by printers to locations

## Solution

Omnitech planned and deployed a solution to support the expenses based on OPEX model. To meet the client's requirements, Omnitech introduced its Remote Infrastructure Management Services (RIMS) which worked on SLAs to ensure minimal or no Printing downtime. Omnitech's presence in 500+ locations added as full advantage for logistics and Spares Management services. A call management and tracking system was introduced to take care of the reported incidents & monitoring of the SLAs. Print monitoring software was proposed to allow HO with the flexibility to allocate Print Quota depending on the type and requirement of each user. This tool helped the client with various levels of reports based on City, Zone, Branch and User . This reports helped the client to understand that printer usage patterns by the users.

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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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