

## CASE STUDY - Remote Desktop Management (RIMS)

### for a leading Non-Banking Credit company

#### SNAPSHOT

##### Industry

Banking & Finance

##### Business Challenge

- Onsite / physical support for their desktops / laptops
- Dedicated in-house resources
- Direct connectivity for all the devices
- Security
- Performance tracking of the engineers

##### Omnitech Solution

- Hardware trouble shoot management
- Application management
- Assets tracking

##### Business Benefits

- Faster response time
- Better call resolution
- Dedicated and skilled team
- 100% SLAs
- Quality services delivery

#### Company Overview

The client is the largest and oldest apex business organization in India. A non-government, not-for-profit organization, it is the voice of India's business and industry. The client has direct membership from the private as well as public sectors, including SMEs and MNCs, and an indirect membership of over 83,000 companies from regional chambers of commerce. It serves as the first port of call for Indian industry and the international business community.

#### Business Challenges

The business of our client is all about reach. Having an approx 800 locations across the country for their various business operations, our client was finding it difficult to manage these thousands of desktops across so many geographically dispersed locations, especially with the limited in-house resources that they had. In addition, they could not afford to have a dedicated in-house systems engineer at each of their locations due to an expensive proposition.

Although our client followed a centralized desktop management policy and every desktop connected to the WAN was controlled centrally, when it came to on-site user support it was these engineers that interfaced with local users. For any remote management service, a direct connectivity for all the devices was required under the scope of work, which was difficult for all the locations.

One of the key issues faced by our client was that there was no way of tracking how those engineers were performing as there was no formal reporting mechanism leading to high downtime and productivity loss for the company. Security too was a major concern.

## Solution

A team of experts from Omnitech analyzed the customer challenges and devised a methodology with right tools to cater to their requirements. The methodology made it simpler to access the remotely places desktops/ laptops as and when required and that too without any direct connectivity. Omnitech's Remote Management services were provided through skilled, qualified and dedicated team of professionals with the below mentioned:

- Hardware trouble shoot management
- Application management
- Assets tracking

## Benefits

- Faster response time
- Security related concern have also been addressed to a large extent
- Better call resolution
- Dedicated and skilled team working on 2 rotational shifts in a day from Monday to Friday
- 100% SLAs are met beyond than expected and required
- Surpassed their expectations with the quality services delivery

### Other details:

- No. of desktops / laptops handled: 1500+
- No. of locations: 225
  - From Northern India: 115
  - From Western India: 110

More than 80% call resolutions through remote management and remaining 20% onsite i.e. through ASPs and brother vendors.

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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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