

CASE STUDY - TO PROVIDE REMOTE INFRASTRUCTURE MANAGEMENT SERVICES (RIMS)

for a leading Life Insurance Company

SNAPSHOT

Industry
Insurance

Business Challenge

- Their infrastructure to be available at all times with the highest level of SLA's
- They wanted their vendor should help them in their rollout plans and also provide user training and L1 & L2 level of support.

Omnitech Solution

Remote Infrastructure Management Services (RIMS)

Business Benefits

- Improved support turn-around time for customers.
- Remote rollout of operations of its location across India.
- Overall cost reduction due to Outsourcing.
- Easy access to skilled engineers with the ability to ramp-up or ramp-down requirements to need.
- Off-loading of service request load from branch support engineers
- Resultant increased availability of applications.
- Improved customer satisfaction.

Company Overview

Our well known client has pioneered the unique Unit Linked Life Insurance Solutions in India. Within 4 years of its launch, our client has cemented its position as a leading player in the Private Life Insurance Industry.

They have its primary site in Mumbai and is supported by 281 sites secondary sites having 7000 user on support. The above infrastructure is used as back bone for its core business of Insurance and related services to its customer be in external or internal.

Business Challenges

Having such a large infrastructure and importance of IT support for its core business our well known client wanted the infrastructure to be available at all times with the highest level of SLA's from the support vendor.

Core business being Insurance, it made it logical for them to outsource the entire activity to third party and concentrate on their main business activity.

Our client was in process of rolling out its operations at 200 plus location across India. They were looking for vendor who will help them in their rollout plans and also provide user training and L1 & L2 level of support.

Solution

Omnitech along with the client used a phased approach to reach the steady state, at which Omnitech teams took over the complete responsibility clients Infrastructure to offer remote management services.

The key activities that were carried out to ITIL based remote management support included the following :

- Remote Monitoring of critical assets
- Virtual Helpdesk
- Service Desk,
- Asset Administration,
- Data Centre Administration ,
- Data Centre Operators,
- Facilities Management to local offices
- Server and Network Administration

The team at Omnitech carefully chalked the Rollout plan and was able to successfully rollout to 200 plus locations across India remotely in span of 2 months, which considerably saved time and money for the client.

Team also detailed the training to be provided to its internal users. The average number of incidents Omnitech recorded from BSIL for month was 5500. With such large average incidents Omnitech is able to achieve a Standard Average response time of 10 minutes and a Standard Mean Time to Repair (MTTR) of 20 minutes.

Omnitech with its rich experience of ITIL based Infrastructure Management Services and certified people established the following services for Birla Sun Life which was critical to support its services :

- Incident Management,
- Problem Management,
- Change / Release Management,
- Asset Management;
- Facilities Management;
- Vendor Management

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.

Contact Omnitech InfoSolutions today for free consultation

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