A renowned electrical equipment and white goods brand has grown its operations by 5.2 times while keeping the Data Center management costs constant

Customer is an Indian brand which started with trading of electrical equipment. The company decided to invest in manufacturing of various electrical equipment and white goods and create a brand.

They wanted to put polices, systems and factories in place and wanted to implement the SAP in their environment and set up data center with IBM p-series servers, IBM Storage and IBM Tivoli Storage Manager. The customer was aspiring to make their IT as an enabler for their business to be more agile.

Company Overview

India's trading of electrical equipment.

International workforce of more than **74,000**

Global revenue of over KRW **80 trillion** in 2022
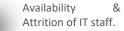
IT Environment

20 nos physical IBM P-series servers

IBM SAN Storage, IBM Tivoli Storage Manager

SAP running on Oracle Database

CHALLENGES

Availability & Attrition of IT staff.

IT staff want to continuously be exposed to new

Manufacturing companies do not have such a dynamic and fast growing environment.

SOLUTIONS

Specialists from multiple areas: IBM AIX implementation, IBM Tivoli Storage Manager, IBM V7000 Storage systems

24*7 support personnel placed at the customer site.

Onsite and offshore teams, if need specific interventions of specialists.

IMPACT

Resulted in reduction of more than 30% manual labor in monitoring activities.

Business growth- from 2 factories it increased to 5 factories.

From 3 TB of data, its crossed 300TB. Servers being managed have gone up by more than 16 times.

MANAGING DATA CENTRE WITH COSTS CONSTANT

CHALLENGES

Availability & Attrition of IT staff – this was one of the biggest challenges that our customer faced. IBM AIX and TSM are both niche products with very little availability of capabilities. IT staff want to continuously be exposed to new technologies. They want to be able to showcase the ability to work on multiple technologies and projects. However, manufacturing companies do not have such a dynamic and fast growing environment. IT companies on the other hand in India are constantly looking for skilled resources. So the customer's environment was becoming the launching pad for the IT staff, who would learn and then leave within a couple of years.

CHOOSING THE RIGHT SOLUTION AND MEETING THE DEADLINES

Being in a remote location where telecommunication would become an issue, it was essential that we have a clearly defined escalation matrix so that decisions can be taken fast and without ambiguity.

We assigned a transitioning manager on this project along with the specialists from multiple areas – IBM AIX implementation, IBM Tivoli Storage Manager, IBM V7000 Storage systems - to understand the nuances of the customer's site in detail. Then the team shadowed the existing personnel to understand the operations and documentation.

Once there was clarity on how the processes are run and the escalation matrix on both sides, we deployed our team to slowly takeover shifts while the incumbent vendor worked in the shadows to give support in case needed.

We have 24*7 support personnel placed at the customer site. All these engineers are specialized for DC management and are multi skilled in various IBM technologies to ensure coverage for all shifts in all technologies. There is a team lead at site who manages the shifts and is involved in the routine interactions with the customer. The team leader in turn reports to a delivery manager who is based out of our NOCs. On a quarterly basis the Delivery head and the marketing head meet the customer leadership teams to see if there are any challenges which need to be addressed on either side.

DCM has 2 NOCs – one in Gurgaon and another in Hyderabad. These NOCs have a pool of Subject Matter Experts(SMEs) in multiple technologies. Onsite and offshore teams access these resources in case there are problems which need specific interventions of specialists.

After taking over all the shifts as a part of continuous improvement our team was involved in identifying processes which were routine. These processes were then automated by writing scripts for various tools. This has resulted in reduction of more than 30% manual labor in monitoring activities.

These engineers ensure that 90% of the day-to-day challenges are addressed and solved by them and service levels which are much better than the customer's SLAs.

Being an IT company we were able to ensure that attrition was taken care of since we always had a bench of people. In addition, from the employee's point of view we were able to give them exposure to multiple environments, hence they preferred to stay with us and therefore also the attrition was curtailed.

Having our own competency center, we continuously keep enhancing the technical and soft skills of our team. We have the latest subscriptions on a lot of infrastructure software. This ensures that our engineers are enabled with the most advanced skills that the customers need.