

## Helped a fertilizer company reduce 3 year TCO for managed services of a Data Center

Our client is an Indian cooperative society that manufactures fertilizer, mainly urea. They have been promoting the use of bio-fertilizers since many years. They have three units to manufacture bio-fertilizers. They also run campaigns to train farmers on how to get better yields from their land.

Their Data Center is based in north India and is managed by the third party vendor. They use multiple modules of SAP such as SAP ECC, SAP EP and solution Manager for their operations. The servers used for the ERP are HP-UX based; in addition the customer has Windows and Linux servers. The network is primarily based on Cisco.

### Company Overview

**2nd** Largest Urea  
Manufacturer at Single  
Location in India.

**8,54,355** - Number of  
Cooperative, 390 State  
Level Cooperative

**290.06** Million  
Membership of  
Cooperatives

### IT Environment

Server & OS  
43 (Physical 12, Virtual  
31), HP-UX 6, Linux -4,  
Windows-33

Backup – MSL-4048,  
Tape Library, HP Data  
Protector

Database – Oracle,  
Application -SAP



### CHALLENGES



Existing Vendor was  
demanding incremental  
price hike every year



Lack of standard  
processes & continuous  
improvement



To reduce the cost of  
managing the DC over a  
period of time.

### SOLUTIONS



Proposed to manage their  
existing DC with lower  
cost.



24\*7 support personnel  
placed at the customer  
site.



Many processes were then  
automated by writing  
scripts for various tools by  
DCM expert engineers.

### IMPACT



Reduced TCO over a 3-year  
period, with fixed price for 3  
years and increasing  
workloads.



The base price is lower than  
what they were paying in the  
earlier contract.



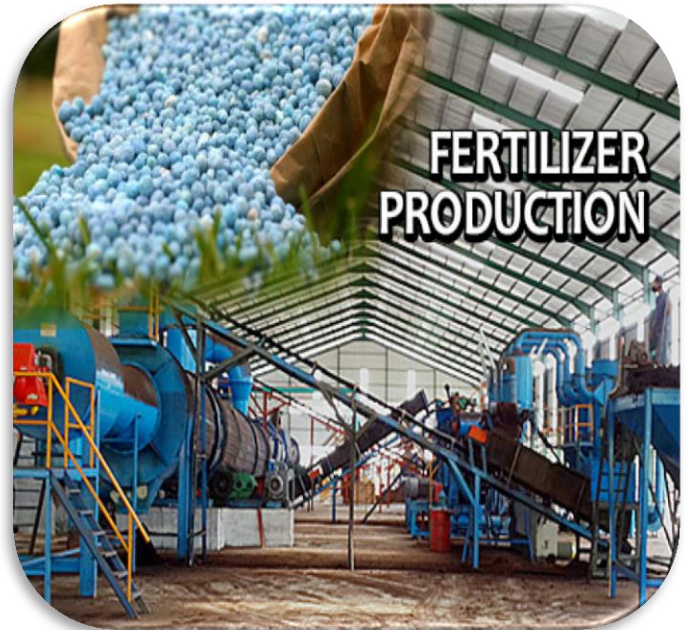
SLA driven operations to  
ensure service delivery is  
ensured.

## Case Study | DC Management

### MANAGING DATA CENTRE WITH REDUCTION OF TCO CONSTANT

DCM has a well-developed managed services practice, managing Data Centers for some of the largest customers in Delhi/NCR. With this customer we assessed their existing Data Center set-up, the challenges faced and proposed them methodologies to help them managing their IT infrastructure better and with lower cost.

These methodologies have been proven with several customers in multiple countries. These things impressed the customer and they gave us the order.



#### CHOOSING THE RIGHT SOLUTION AND MEETING THE DEADLINES

Since we handle global projects we have a complete process for doing transitioning without impacting the operations.

We assigned a transitioning manager on this project. Along with him, there were specialists from multiple areas – HP-UX, SAP, Oracle DB - 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 now have 24\*7 support personnel placed at the customer site. All these engineers are specialized for managing DCs and are multi skilled to ensure coverage for all shifts in all technologies.

Since we have been managing these kind of environments for multiple years for different industries bring in the best practices like standard automation scripts, standard FAQs etc. After taking over all the shifts as a part of continuous improvement our team is now involved in finding processes which can be automated.

These engineers ensure that 90% of the day-to-day challenges are addressed and solved by them and SLAs ensured. Wherever they face challenges in specialized areas they take support from the core team stationed in our NOCs in Gurgaon and Hyderabad.