DCM Infotech

Case Study

Managed Service

Helped a gas utility company reduce 3 year TCO for managed services of a Data Center

Our Customer is 'India's leading clean energy solution provider through customer centricity, innovative technology and diversification, with international presence'. And it is India's one of the leading natural gas distribution companies which supplies natural gas for cooking as well as vehicular fuel.

The customer continues to augment its infrastructure so as to meet the increasing demand of CNG arising out of growing number of CNG vehicles in Delhi.

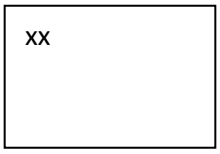
Company Overview

Company has mainly 2 products – Compressed Natural Gas (CNG) and Piped Natural Gas (PNG).

74% of the total revenue comes from CNG and remaining **26%** from PNG.

Their operation runs in NCT with **652** CNG stations

IT Environment



CHALLENGES

Customer's existing vendor was demanding incremental price hike every year for their managed services.

Lack of standard processes

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.

MANAGING DATA CENTRE WITH REDUCTION OF TCO CONSTANT

While it's a monopoly operation the amount of margin provided is quite low. They therefore need to continuously figure out ways to cut costs so that they can grow their operations.

Their Data Center is based in north India and is managed be the third party vendor. They use multiple modules of SAP for their operations. The servers used for the ERP are HPUX based in addition the customer has Windows and Linux servers. The network is primarily based on Cisco. They have a strong web application through which customers can interact and know the status of their bills, connections etc.

Customer had a mature and stable environment and had already outsourced the management of the DC to a service provider.

CHOOSING THE RIGHT SOLUTION

DCM has a well-developed managed IT services practice, managing Data Centers for some of the largest customers in Delhi/NCR. With the 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.

We assigned a transitioning manager on this project along with the specialists from multiple areas – HP-UX, SAP, Oracle DB, IBM Websphere and Weblogic - 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 managing DCs and are multi skilled 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 whois 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 labour 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.