



A well organised DR site and Data center deployment services by the I IPL helped nation's leading Telecom Company to attain process efficiencies.

BUSINESS OBSTACLES | SOLUTION | RESULTS

Overview

The Client

One of the largest Telecom Indian Company.

Business Obstacles

High Computing Multi Tech deployment, stringent timeline, AT and multi-year support.

Solutions by I IPL

Establishing the services connect by deploying high-end technology resources for Oracle, Veritas, and HP, Load balancers, High-speed Storages and Networking equipments.

Client Brief

Our Client is India's most trusted telecom firm with world-wide network. With latest technology and customer loyalty, the company has managed to build a base of 30M+ subscriber's. The prime data center is cluster of high profile tech equipments and involves positioning of highly skilled engineers and IT admin facility. This DR site manages breakdown loads from main centers quite efficiently. It has the fastest serving time operations. The client's IT infrastructure was managed by both in-house employees and outsourcing partners and expanded in the domains of centralized monitoring, availability of replacement parts and strong backup system.



Business Obstacles

The business is flourishing and client would love to serve their new and existing customers with the seamless services. The timely service delivery without delays was the client's requirement and a challenge as well. The great infrastructure requires centralization and efficiency in server's communication. The client deployed complex IT processes but managing their automation was strenuous. Other key challenges were removing redundancy and managing huge customer database without loss.

- » **High compute multi tech deployment** - The high end equipments were installed which requires expert supervision. Due to complex nature of servers and communication devices, the troubleshooting and near to zero downtime was a challenge.
- » **Stringent timeline** - The quick turnaround time was the need of the hour to have environment up and running 24/7/365 as under the agreed SLA's.
- » **AT** - This critical test was carried out with every new module developed by the company. Failure in AT test delayed the whole project and ultimately monthly business targets.
- » **Multi-year support** - The number of sites were several in number and for achieving consistency in services the AMC partner a must have requirement for long-term (3 years). Controlling and monitoring performance for multiple vendors was a tedious job.



Solution offered by IIPL

IIPL team-up to offer a complete solution for management of data center and its allies. The entire activities comprised of site survey, relocating the racks, uniform numbering/tagging, auditing of power supply and AC services.

- » The key to success lies in the positioning of high-computing tech resources. The application load balancers were arrayed to increase reliability and capacity. Non-performing equipment's were replaced by latest. Multi-skilled resources were stationed on the critical locations to manage multi-technology issues.
- » High-speed storages and networking was improved for quick service delivery.
- » IIPL accepted the challenge to provide consistent O&M service for 3 years with remarkable YOY growth support.



Results by IIPL

IIPL was able to provide the encouraging figures to the client, after the meticulous planning and timely implementation:



- » 10% of OPEX reduction was recorded in the first year and 7%-8% of the OPEX reduction in subsequent second and third year.
- » The project implementation was done in the record time which benefitted the overall operation and service delivery.
- » TCO was brought down by establishing the IIPL's service and support methodology.
- » The installation and commissioning of platforms, storages and network equipment's were done with near-zero defects ensuring smooth operations.