



**India's Top IT Company Amplifies Production through IIP's analytical and resource management services.**

**BUSINESS OBSTACLES | SOLUTION | RESULTS**

## Overview

### **The Client**

Large scale. Top IT Company of India.

### **Business Obstacles:**

Lack of presence in north-east part of India, cost optimisation and has a large no of employees - management and compliances. Sublet projects for HR was a challenge.

### **Service/Solution offered by IIP**

Deployment of 300+ resources in 45 Days, in turn to achieve "Go Live" on time.

### **Benefits/Result by IIP**

Time lines achieved for the Project "Go live" with 10% Cost reduction. Creating presence "as a partner" among the esteemed organizations of the North-East region.

## Client Brief

The client is recognized as one of the leading IT firms with large network of business centres world-wide. Being the pioneers' in hybrid technology implementation across its diverse customer bases they have 200+ business centres and 140+ delivery centres, spread across 20+ countries.

The major part of services consists of application development, enterprise solutions, BPO and IT infrastructure. With the help of owned resources and outsourcing partners, they are able to deliver quick services in IT infrastructure contributing to the business growth.



## Business Obstacles

The client has invested a large market capital for efficient business operation and growth. With their excellent track record of seamless deliveries across all the centres there was an increase in the expectations for even better services by the existing and new customers. Our client desired to serve all requirements, however combining current loads and new loads, the volume was tremendous and challenging. Even latest application modules, fast servers, competent workforce and monitoring centres couldn't elicit a 100% automation of deliveries. The main reason for non-compliances was wide spread customer sites and the inability to handle equipments. Here are some grey areas that needed immediate attention:

- » Workforce management and compliances – Being a big enterprise the job volume was tremendous. Every employee was performing multiple tasks. Compliance in terms of job efficiency was difficult to record. In case of job failures, nobody took responsibility. The HR policies and employee management were not implementable due to a huge employee count.
- » Cost optimization – A large number of employees means greater overhead expenses apart from salaries. Some expenses remained unexplained due to inefficient employee tracking system.
- » Lacking presence in the north-east India – The work distribution categorically in the north-eastern part was worst. There was no branch of the company and the project expenses for hiring people 'as per requirement' in this place was high.
- » Preparation of resources to go live – The installation and preparation of resources to go live in a short period of time was another challenge.



## Service/Solution offered by IIPL

The IIPL expert team surveyed the current workload & workforce. Based on the management decision we deployed 300+ resources in record 45 days to achieve the target of 'Go Live' at all locations.

- » The existing on-job accountability of the resources needed to be tracked and monitored daily. We designed an application module to define the role of the complete workforce and monitor their activities. Re-deployment and job assignment were done in the real time. At the end of the month, performance can be reviewed and accordingly improvised.



- » For the 'Go Live' project the biggest challenge was time. To meet the project timelines and prevent any production loss we had to shortlist and deploy an additional workforce to execute the tasks. Therefore, 300+ workforces were deployed and managed with desired performance level. Being a core IT Company we had to take HR task as a challenge.
- » Equipment upgrade and spare management services were also offered at cost effective rates to support the workforce as a complete unit for optimum service delivery.

## Benefits/Results by IIPL

IIPL consistently worked with the client's operational team to map the existing resources and utilize it effectively to achieve the final target.



- » The proper planning and implementation helped in meeting the project timelines.
- » All the additional work build up was done in the planned way thus cutting down the previous unexplored expenses. The overall cost monitoring helped in cost reduction by 10%.
- » The client was able to operate from north-east part of India since we provided all support for delivery as a long term partner.