

# Fortune 20 conglomerate saves 50 million dollars over 5 years through excellence in LAN, WAN management

**Reduces average incidents per device by 70%, MTTR by 60%, and improves service compliance of key telecom operators by 20%**

## About the Client

The client is a Fortune 20 American multinational conglomerate offering services and products across various segments including Power and Water, Oil and Gas, Energy Management, Aviation, Healthcare, Transportation, and Finance. The client operates in more than 100 countries and employs over 300,000 people.

## Goals

### STANDARDIZING SERVICE AND PROCESS MANAGEMENT

Being a large global organization, the client's IT environment is complex with a large number of data centers, network devices, and global telecom circuits. The diverse number of global telecom providers, lack of centralized asset repository and configuration standards, posed challenges in terms of mounting coordination and service issues. A regional Network Operations Center(NOC) structure and non-alignment of vendor SLAs with expected business SLAs further added to the complexity. Moreover, the business was also facing significant pressure to reduce its cost base. The box highlights the client's scale of operations.

## Microland

### DELIVERING INDUSTRY-PROVEN NETWORK MANAGEMENT SOLUTIONS

The client chose Microland on account of our exhaustive industry knowledge and the success of our past engagements with them. We have been managing their email ecosystem since 2000 and played a pivotal role in setting up an advanced shared services entity for them

## Scale of Operations

- Management of 30,000 devices – 40% WAN, 50% LAN/WAP, 10% security devices
- Coordination with over 145 global telecom vendors
- Service management for over 120,000 circuits

that lowered TCO, improved productivity, and ensured high availability. The client now wanted Microland to replicate earlier engagements and significantly improve the performance of its network services – LAN and WAN.

## Transformation

### IMPLEMENTING EFFICIENT LAN AND WAN MANAGEMENT PROCESSES

We capitalized on our expertise and employed a service level approach to efficiently manage enterprise network LAN and WAN for the client across all locations. Figure 2 highlights the details of Microland's solution for network management.

IMPROVED EFFICIENCY OF THE INFRASTRUCTURE MANAGEMENT PROCESS	ENHANCED THE INCIDENT RESOLUTION EFFICIENCY	ALIGNMENT WITH BUSINESS OBJECTIVES AND COMPLIANCE REQUIREMENTS
<ul style="list-style-type: none"> <li>Implemented a customer-aligned and integrated global service model</li> <li>Consolidated telecom bandwidth vendors from 140+ to less than 100</li> <li>Rationalized different billing models across multiple vendors to a simplified single per device / per port model</li> </ul>	<p>Created a SWAT team that completed 100% telecom circuits and asset mapping to improve knowledge management and service responsiveness</p> <p>Ensured continuous process alignment for the development of B2B services</p> <ul style="list-style-type: none"> <li>Automated processes such as automatic resolution of circuit flaps and creation of operations dashboards</li> <li>Streamlined troubleshooting process to address delays in issue resolution</li> <li>Opening tickets directly in the helpdesk tool of telecom vendor to improve resolution time</li> </ul>	<ul style="list-style-type: none"> <li>Aligned support team KRAs to client's business goals and conducted annual review of the same</li> <li>Invested heavily in a service governance team that ensured compliance to stringent customer SLAs and automation- driven process improvement</li> </ul>

Figure 2: Details of Microland's solution for network management

**Outcomes**

**INCREASED AGILITY AND PREDICTABILITY OF THE CLOUD INFRASTRUCTURE**

Our association with the client now spans over a decade wherein we have been helping them focus on their core business while we manage the technology that drives it.

Some of the key benefits delivered during this engagement include:



- Reduced TCO by garnering savings of USD 50 million over a span of five years through off shoring. This includes initial cost out plus year-on-year productivity



- Enhanced performance by achieving 60% reduction in MTTR, 70% reduction in average incidents per device, and 20% improvement in service compliance of key telecom operators



- Improved IT to business alignment by enabling the client to offer a standardized shared service model to the global business with a responsive support team that delivered on SLAs

**About Microland**

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

