

Global FMCG leader enhances user experience by managing network infrastructure proactively

Reduces reactive incidents down to 59% and increases proactive interventions to 105%

About the Client

A global top three FMCG company, the client is a Fortune 100 enterprise with hundreds of health and wellbeing brands.

Goals

BUILDING A PROACTIVE IT INFRASTRUCTURE MANAGEMENT MODEL BY BOOSTING DATA AVAILABILITY AND STREAMLINING PROCESSES

The management of the client's IT network infrastructure spread globally across 140 sites and 20,000 devices was highly decentralized and dependent on local vendors, resulting in inadequate user experience. To add to it, reactive incidents were high, and high impact events remained unresolved in the absence of adequate controls on tools, processes, and local support teams. Also, reporting mechanisms were inadequate and escalation processes inefficient. The absence of proper documentation, KPI reporting, and knowledge management enhanced the risk of dependence on individuals and reduced the efficacy of the service management tool. Moreover, the client could not enforce process improvements because data was not available to all vendors at all times.

Tools used

- ipanema
- SolarWinds
- Aruba Airwave
- CACTI
- BT Monitoring Tools
- Riverbed
- Bluecoat

The client required:

- An effective centralized team for seamless multivendor management
- Efficient service management processes to handle incidents, changes, queues, and escalations
- Accurate and unified report generation
- Break-fix contract management

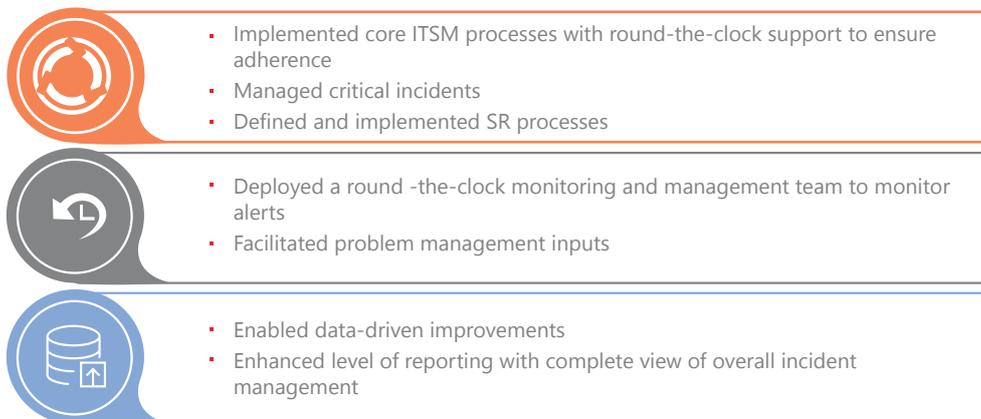


Figure 1. Enabling centralization for effective incident management

Microland

PROVIDING DEEP NETWORK INFRASTRUCTURE EXPERTISE AND SERVICES

Microland provides next-generation infrastructure services tailored to client requirements. We deploy resources skilled in techno-commercial roles to enable high quality, cost effective, and optimal network infrastructure solutions. Our SLA-based project management team that manages the end-to-end project lifecycle requests helped position us as the ideal partner for the client. With our services, the client moved from a primarily reactive model of incident management to a proactive model.

Outcomes

ENHANCING USER EXPERIENCE, PREDICTABILITY, AND RESOURCE UTILIZATION

Microland deployed people, tools, and centralized processes, enabling the client to easily scale its IT infrastructure to changing requirements, without negatively impacting operations and performance. We moved more

Transformation

ENABLING CENTRALIZATION FOR EFFECTIVE INCIDENT MANAGEMENT

We implemented a phased solution as shown in Figure 1. The solution brought all devices across the globe under the same tool with a common set of best practices, and set up centralized processes and monitoring systems in a sequential manner across regions. Our team also introduced analytics and process-driven reporting for transparency and continuous improvement of efficiencies.

than 4,000 devices to remote offshore management in the first phase. Near real-time reports and documentation of the IT infrastructure environment helped reduce the workload on client operations teams.

Client benefits included:



Enhanced user experience

- Reduced reactive incidents 59% and increased proactive interventions by 105% over a two-year period
- Enabled a data-driven, always-on, responsive model network monitoring infrastructure



Enhanced predictability

- Increased visibility into load and resource deployment through centralized control



Improved manpower use

- Decreased workload on client's operation team

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.

