A leading professional services provider and first time outsourcer achieves predictability and agility in global collaboration service management

Achieves seamless migration of over 330 servers and 1000 mobility accounts/day in the first six months and builds extensive country-specific IT service catalog.

About the Client

The client is a leading multinational professional services firm providing financial and audit assurance, taxation, consulting, and advisory services to worldwide clients.

Goals

IMPROVE PRODUCTIVITY, SCALABILITY AND COLLABORATION ACROSS A GEOGRAPHICALLY DISPERSED WORKFORCE OF A RAPIDLY GROWING ORGANIZATION

The client wanted to orchestrate real-time collaboration across its geographically dispersed business teams by incorporating cutting-edge technologies. It wanted to achieve a five-fold increase in revenue by 2020 through a maximum of three-fold expansion of workforce, and needed a minimum of 50% increase in productivity using enterprise collaboration tools. In addition, the client was looking to enhance user experience by efficiently and rapidly resolving complex problems with deep insight. However, it lacked the necessary technological expertise and in-house capabilities to execute and manage the project on its own.

The company was therefore looking to outsource the deployment and management of the technology solution. It primarily needed an extensive IT service catalogue that

would offer a spectrum of technological services suited to each country. This catalogue also had to address strict data security guidelines across countries with respect to capturing business information.

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DELIVERING A COLLABORATIVE ENTERPRISE ECOSYSTEM

The client was considering fully outsourcing a business-critical service for the first time and needed a reliable partner who could meet its requirements of scalability, faster time-to-maturity, and high security. It chose Microland as its preferred vendor based on our; expertise in collaboration technologies, mature operational processes and ability to deliver superior SLAs. Figure 1 provides an overview of Microland's services and capabilities.

Transformation

ENABLING SEAMLESS TRANSITION TO A HYBRID ENVIRONMENT

With a singular focus on providing superior service management, we collaborated with the client to understand their challenges and deliver a customer-centric solution.   Figure 2 highlights the salient features of the solution:
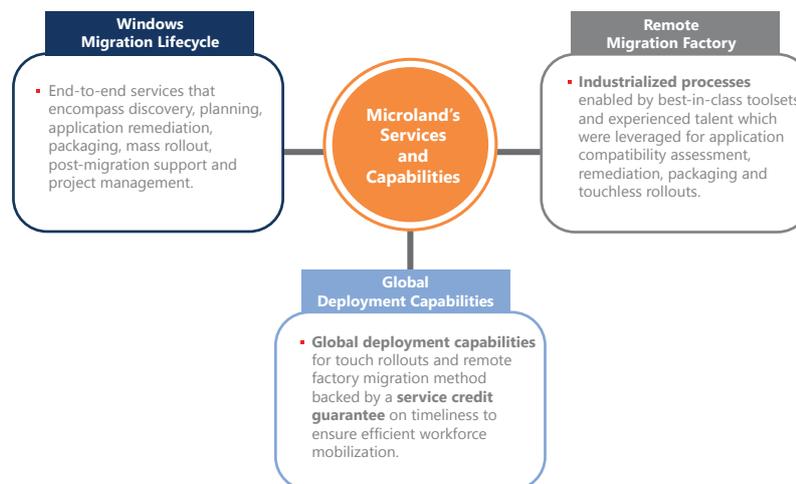

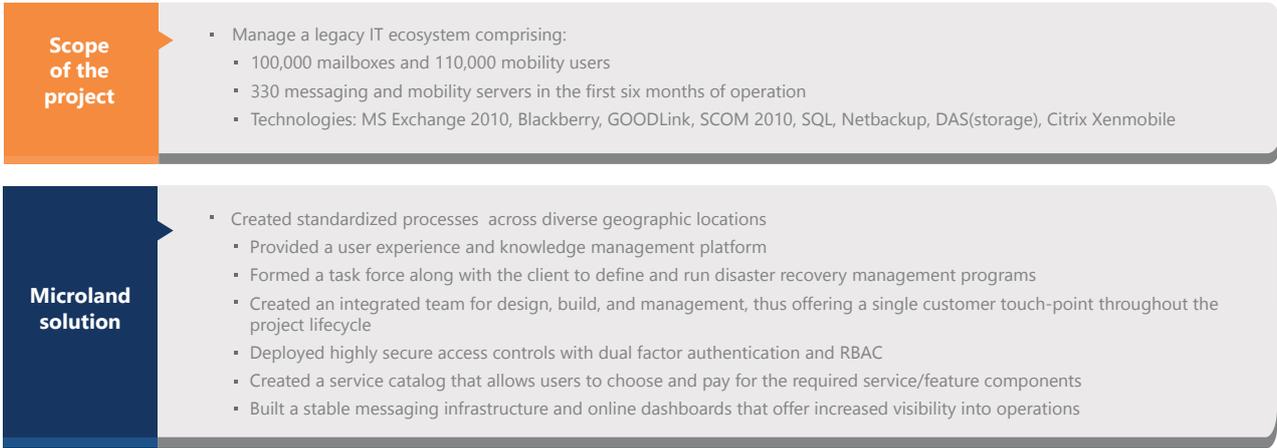Figure 1: Overview of Microland's Services and Capabilities

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Scope of the project	· Manage a legacy IT ecosystem comprising:
	  · 100,000 mailboxes and 110,000 mobility users
	  · 330 messaging and mobility servers in the first six months of operation
	  · Technologies: MS Exchange 2010, Blackberry, GOODLink, SCOM 2010, SQL, Netbackup, DAS(storage), Citrix Xenmobile

Microland solution	· Created standardized processes across diverse geographic locations
	  · Provided a user experience and knowledge management platform
	  · Formed a task force along with the client to define and run disaster recovery management programs
	  · Created an integrated team for design, build, and management, thus offering a single customer touch-point throughout the project lifecycle
	  · Deployed highly secure access controls with dual factor authentication and RBAC
	  · Created a service catalog that allows users to choose and pay for the required service/feature components
	  · Built a stable messaging infrastructure and online dashboards that offer increased visibility into operations

Figure 2: Project scope and solution features

Outcomes

CREATING A MULTI-FUNCTION SHARED SERVICES BACKBONE

Our team successfully implemented the client's vision to create a highly scalable shared services platform capable of supporting up to 500,000 users over the next five years. By partnering with us, the client was able to build a high performance team of experts and realize the following key business benefits:

AGILITY

- **Achieve world class maturity in a complex environment in less than two years**
- **Improve the Mean Time to Repair (MTTR)** defects and major incidents by updating knowledge-based articles and operation manuals for all incidents
- **Ensure hassle-free transition to a highly efficient hybrid environment with adherence-to managed services SLAs right from day one**

COST EFFECTIVENESS

- **Reduce support cost per device** by harnessing standardized and process-driven tasks from offshore locations

PREDICTABILITY

- **Migrate around 1000 mobility accounts each day** with zero data loss over six consecutive months by harnessing our Messaging Factory Migration Framework
- **Seamless and error-free migration of about 330** servers in the first six months through early detection and resolution of configuration differences by leveraging a well-defined Hand Over to Support (HOTS) methodology

USER EXPERIENCE

- **Improve Customer Satisfaction (CSAT)** scores on transaction handling from 4.3 to 5 and from 4.6 to 5

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.

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