

# Reduced 30% of IT infrastructure & operations costs by automating infrastructure monitoring for a global wireless distributor



## Our Customer

One of the world's largest distributors of mobile phones, supporting the global wireless telecommunications and data industry by providing quickly deployable, flexible and cost effective solutions.



## Challenges

Our customer has presence in over 25 countries with over 2700 employees working from distributed locations. Their Global Service Desk (GSD) is set up in Dubai providing IT Infrastructure and Application Support for systems and business applications respectively. Few reasons that prompted our customer to look at outsourcing options for their Infrastructure management needs:

- 01 Our Customer's recent acquisition provided them abundant IT resources at higher costs. They wanted to reduce the team to manageable size and achieve cost optimization. Some of the options that were being explored includes – 1) Optimized cost IT center at any of the East European countries 2) Offshore outsourcing
- 02 They did not have a centralized IT support system and had about 25 support people distributed in different locations. There was a need to streamline the support process
- 03 IT team were operating on silos resulting in downtime
- 04 They wanted to move their current team to provide Level 3 support and form a low cost offshore team for Level 1&2 and 3 support



## Solution Offered

After a long evaluation process in areas of Microsoft technologies & IT Infrastructure management, Aspire became the chosen strategic partner for our customer. Aspire is providing level 1&2 and 3 support through dedicated 18 member offshore team

### Level 1 Support

- GSD used service-now, IT service management tool for handling service requests globally
- Incident management process involving detection, investigation, resolution and closing of incidents which hinder quality of a service
- User identification management in active directory
- 9 people dedicated team for regular assignment of incidents
- Incidents assigned within 10 minutes of its detection
- Follow up on the incidents until closure – within 5 days of the incidents

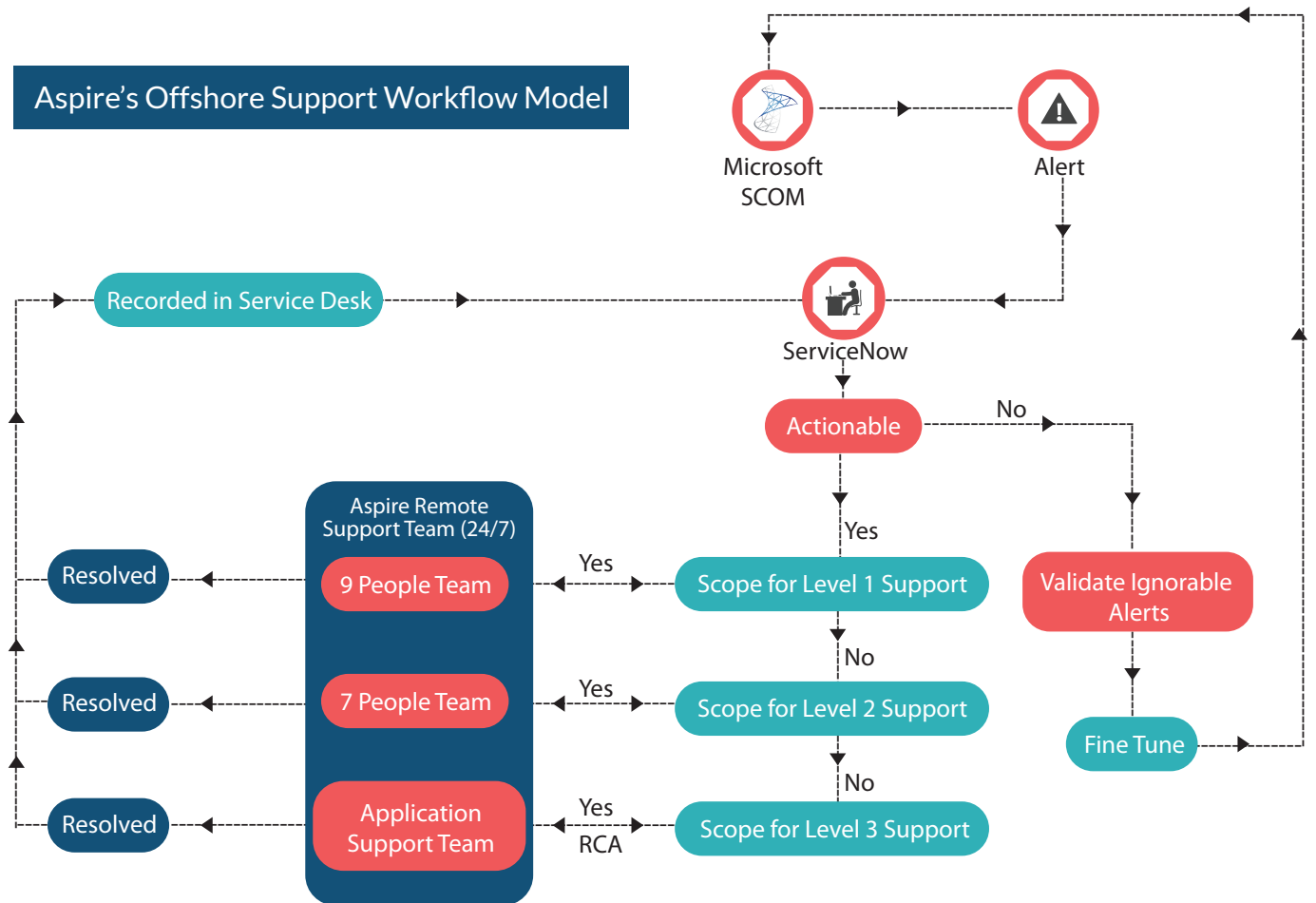
### Level 2 Support

- Handling mailboxes in exchange account
- VPN backups on servers, monitoring activities & troubleshooting VPN issues
- Printer issues and any other desktop applications
- 7 people dedicated team

### Level 3 Support

- 1 SCOM Administrator managing about 375 Servers using SCOM as Primary Monitoring Tool.
- Troubleshooting SCOM alerts
- Monitor the Performance OpsMgr, OpsDb, OpsDW
- Daily health status check on business critical server group
- CPU/Memory usage in OpsMgr, OpsDb, OpsDW
- Management of servers performance check
- Day to day SCOM Tickets/Issues analysis
- Creating custom monitors/rules based business request
- Periodic back up custom management

## Aspire's Offshore Support Workflow Model



### Support Tools

Monitoring Tool  
Service Desk

Microsoft SCOM  
ServiceNow

### Remote Support Team

Level 1 Support  
Level 2 Support  
Level 3 Support

9 People Team  
7 People Team  
SCOM Certified Engineers

Coverage  
Number of Incidents Handled

24 X 7  
1100 per day

### Server Details

Web Servers	205
Application Servers	75
Database Servers	95
Total Number of Servers	375



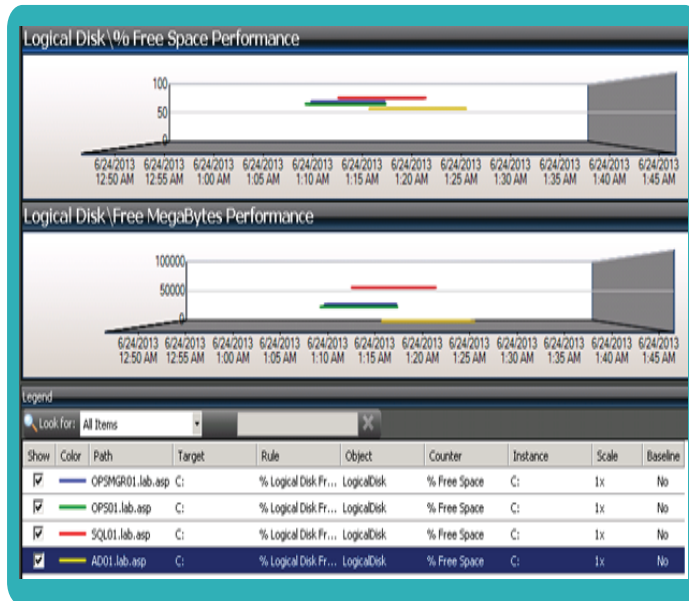
### Benefits

- 01 In addition to not having to worry about resource management, attrition, knowledge retention etc., our customer is realizing over 30% cost benefits by engaging Aspire for their Infrastructure management service
- 02 Our customer intends to outsource all the non-core IT competency areas and IT infrastructure operations to Aspire, which is critical to ensure their business continuity
- 03 Perfect understanding about client's infrastructure with the availability of dedicated 24\*7 support team
- 04 Reduce business impact of Incidents by timely resolution and increased IT infrastructure effectiveness by 30%

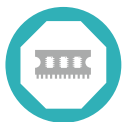
# SCOM - Sample Snapshots



## Disk Space Management

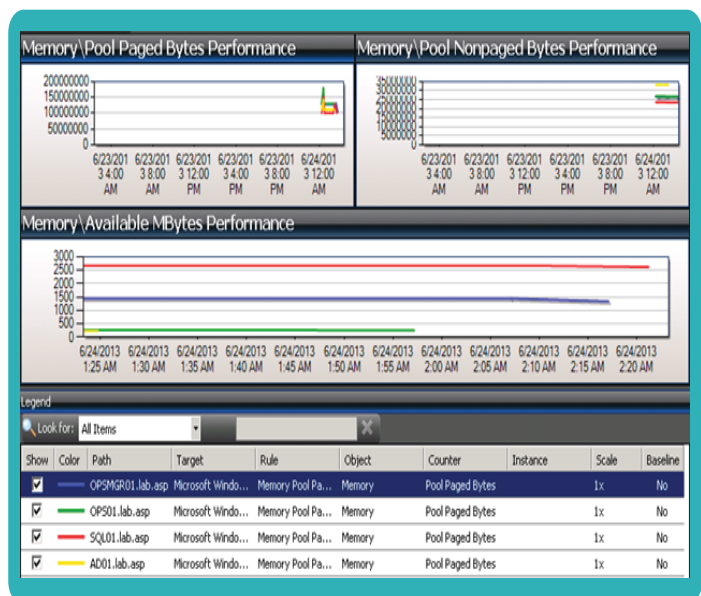


- Helps to identify server performance down due to disk usage or space
- Automatically raise SCOM alerts when disk space reaches the warning alert level



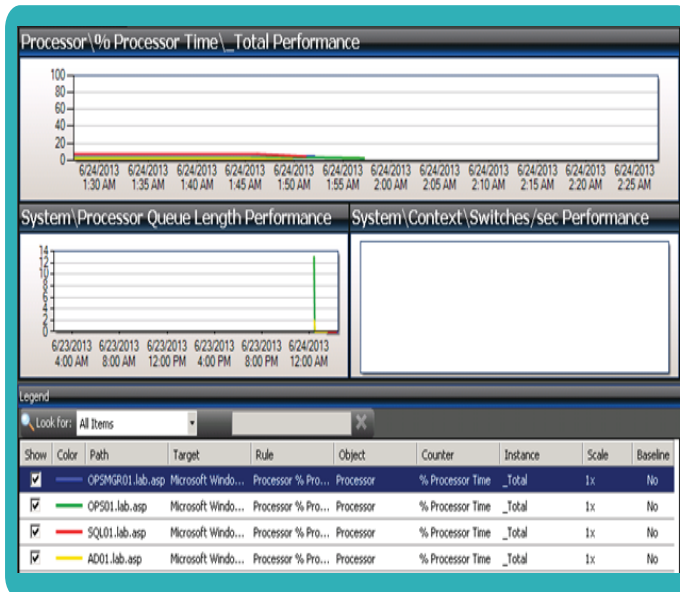
## Memory Utilization Capacity

- Memory Utilization monitoring is part of OS monitoring management pack and monitors memory utilization of servers
- Proactive & preventive monitoring of memory utilization of servers
- Automatically raise SCOM alert when memory is running out of space





## Processor Performance

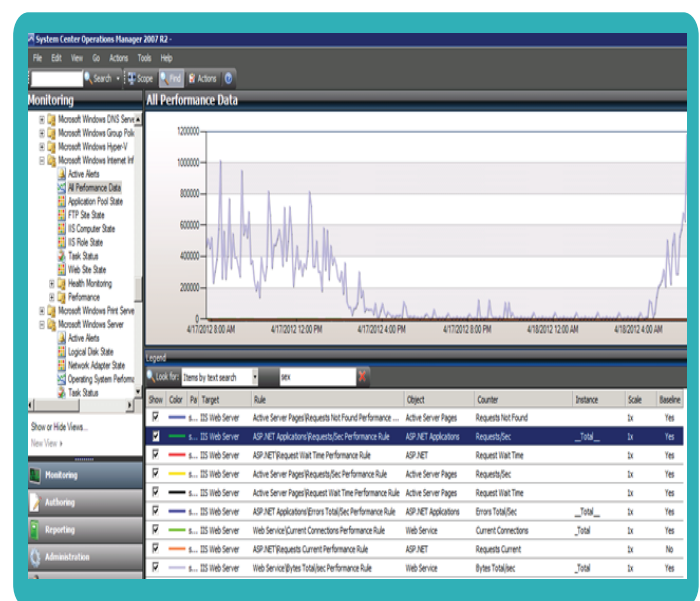


- Processor performance monitoring is a part of OS monitoring Management Pack
- Triggers SCOM alerts automatically when there is high CPU usage



## Application Performance Monitoring

- Raise SCOM alerts through proactive monitoring on page load times, server and network latency
- Monitoring the code execution of an application
- APM helps to see how a particular application is performing over a particular period of time





## About Aspire

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our services include Product Engineering, Enterprise Transformation, Independent Testing Services and IT Infrastructure Support services

Our core philosophy of "[Attention. Always.](#)" communicates our belief in lavishing care and attention on our customers and employees.

USA	INDIA	UK	UAE
Aspire Systems, Inc.	Aspire Systems (India) Pvt. Ltd.	Aspire Systems	Aspire Systems (FZE)
1735 Technology Drive	1/D-1, SIPCOT IT PARK	1, Lyric Square, Hammersmith	Executive Suite X2-20
Suite 260, San Jose, CA - 95110, USA	Siruseri, Chennai - 603 103	London - W6 0NB, UK	P.O.Box: 120725
Tel: +1-408-260-2076, +1-408-260-2090	Tamil Nadu, India	Tel: +44 203 170 6115	Sharjah, UAE
Fax: +1-408-904-4591	Tel: +91-44-6740 4000	E-mail: <a href="mailto:info@aspresys.com">info@aspresys.com</a>	Fax: +91-44-6740 4234
E-mail: <a href="mailto:info@aspresys.com">info@aspresys.com</a>	Fax: +91-44-6740 4234		E-mail: <a href="mailto:info@aspresys.com">info@aspresys.com</a>
	E-mail: <a href="mailto:info-india@aspresys.com">info-india@aspresys.com</a>		