

How ITC Infotech Assisted a Cloud & Enterprise Services Company to Improve its Incident Management System & Fix Live Site Outages



SITUATION

A global services organization (GSO) is responsible for supporting and maintaining the infrastructure of one of the world's largest email and storage systems. As the organization's business grew organically by tens of millions of users, acquisitions, and new functionalities that increased its storage footprint, the GSO found its live site outages soar while its efficiency dropped dramatically.

IMPACT

As a result, the global cloud and enterprise services provider experienced an alarming increase in live site outages as it added capacity to support growth in its business. These outages adversely affected its brand and revenue.

RESOLUTION

ITC Infotech was engaged by the GSO to resolve this situation and deliver IM support with an immediate objective of restoring the operations center to normal service levels with minimum delay. We worked directly with the GSO's business teams to reduce the live site critical issues. We introduced a hybrid of on-site and offshore resources that increased coverage, improved efficiency and reduced costs, and customized a new IM tracking system

The Customer

The customer is a global services organization (GSO) in a leading multinational business software and computer technology company.

The Need

The GSO has responsibility to support and maintain the infrastructure of one of the world's largest email and storage systems. To do so, the GSO utilized a team of highly skilled systems engineers to manage the Incident Management (IM) process. The company's business grew organically by tens of millions of users and also through the acquisition of hundreds of millions of subscribers. In addition, it added new functionality that increased its storage footprint by an order of magnitude. This breakneck growth did not come without problems and the GSO found its live site outages soar to unacceptable levels while its efficiency dropped dramatically as it sought to contain the incidents. The parent corporation of the GSO is ITC Infotech's customer and has over \$50 billion in annual sales with operations spanning every major geography.

Some of the key challenges the GSO faced included:

- No strategy or plan to combat the incidents
- Too many live site outages, overwhelming the legacy IM processes
- Lack of a robust service management integration process

- Absence of IM by objective
- Ineffective service reporting
- Excessive number of incidents for some operations of businesses managed by the GSO
- No solution to provide a hardware health scan across all data centers
- Inadequate automated alarms for failed hardware or applications

The Solution

ITC Infotech was engaged by the GSO to resolve this situation and deliver IM support with an immediate objective of returning the operations center to normal service levels with minimum delay.

ITC Infotech brought to bear its solution experts to review processes, assess tools and perform multiple root cause analyses of the problems. We examined the customer's automation and work-in-progress. ITC Infotech's experts identified a project management tool that would dramatically decrease costs, yield time savings and free up critical resources for more important tasks. We produced reports and built models to show the customer that our recommendations would meet the projected business goals while staying in budget.

ITC Infotech stepped up to work directly with the GSO's business teams to reduce the live site critical issues. We instituted a system of proactive scanning for hardware health across the data centers. We then evangelized our



root causes analysis reports on repeated incidents. Complementing the analysis were deliverables such as documentation and the development of a knowledge base and troubleshooting guides. Overall, we championed and delivered process improvements and process discipline.

In addition, we introduced a dedicated operations team, with a hybrid of on-site and offshore resources that increased the coverage, improved the efficiency and reduced the costs. We customized a new IM tracking system; some of its important attributes include:

- 1) Recording: Upon reception, the incident is acknowledged
- 2) Classification: Incident is characterized in terms of type, impact and urgency, leading to a certain priority
- 3) Matching: A solution may already exist if the incident matches a known problem or error profile
- 4) Diagnosis: All available information about the incident is gathered in order to investigate and determine a solution or workaround
- 5) Resolution: Solution is applied in order to restore normal service or system operation
- 6) Closure: Incident is closed once the service has been restored

Business Benefits

ITC Infotech's engagement yielded immediate results. Proactive hardware scanning, a broader understanding of root causes and the new IM system reduced the number of incidents and live site outages by 41% in less than three months. Average ticket handling times were also reduced by 30%.

In addition, longer term benefits realized by the customer include:

- More efficient IM processes and tools
- Permanent reduction of common incidents
- Improved operations support coverage: 24 x 5
- Increased customer satisfaction
- Business insights arising from the ability to track the progress of incidents
- Development of a knowledge base that proved instrumental for incident resolution, identification of known errors and workarounds
- Documentation of entire IM support process

In this interesting case, ITC Infotech assisted a global customer in addressing its short term IM problems, refining its processes and building a foundation for long term improvements, thus facilitating its future growth.



ITC Infotech's IT Infrastructure Solution Practice

ITC Infotech possesses deep expertise in standard desktop management and has successfully been managing an estate of over 250000 desktops. We design, build, and sustain robust, secure, flexible and scalable infrastructures and ensure 24X7 availability of all business applications.

Our services have delivered consistent total cost of ownership (TCO) reduction across Fortune-100 class clients through multiple delivery models and service level agreement (SLA) based services, which guarantee the best solution for our customers.

For more information, please write to:

contact.us@itcinfotech.com

www.itcinfotech.com