



## CASE STUDY

### Remote server management

Remote server management for one of the world's largest Paint and Coatings companies and leading Chemicals Producer

#### The Idea: Executive Summary

Assist Business Units in complying with the twin objective of centralised server management and secure housing by offering remote management of applications servers that cannot be either consolidated or migrated to strategic datacenters because they are tied to local plant processes.

#### CLIENT

One of the world's leading Paints, Coatings and Chemicals companies based in Europe. They make and supply a wide range of Decorative Paints, Performance Coatings and Specialty Chemicals.

#### BUSINESS CHALLENGES : BEFORE

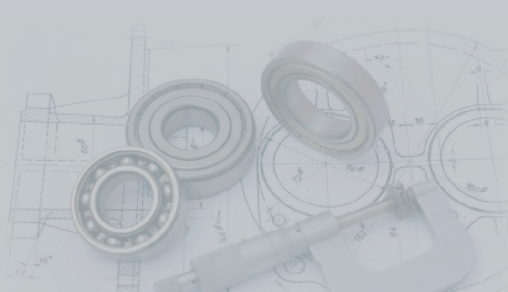
Customer's strategic objective was to consolidate and centralise server management to a small number of strategic datacenters and realise standardisation, predictability and economies of scale by migrating application servers from the regional office locations to these central datacenters.

In some cases it was not possible to migrate all

servers especially those that were tied to process controls at the site. These servers often only had break-fix support during business hours from a local provider. This posed a risk for the local business processes as well as a financial and security risk to the global business processes. As a result the business was exposed to high risk in terms of data protection and high cost of maintenance of tape drives and offsite protection.

#### WIPRO SOLUTION: HOW WIPRO HELPED

Wipro designed a globally uniform service offering including the complete portfolio of server management, with the same standard SLAs under the condition that all prerequisites are met (such





as local hands & eye support for local backup tape handling, local LAN monitoring & management, remote connectivity, sufficient bandwidth, etc.)..

Wipro conducted the following activities to improve the service levels:

- Analysed the feasible service scope and potential addressable volume of servers.
- End-End Approach for Remote offices right from provisioning, consolidation, operation and Data protection via remote backup.
- Developed several options that could be added to the base model, such as:
  - remote backup service for the centralised location which replaced the need for local backup and tape handling
  - SLA driven Disaster recovery capability for remote offices around the globe within 72 hours along with remote backup.
  - services on T&M basis to accommodate irregular support needs

### **BUSINESS RESULTS: AFTER**

The business units that signed up for this service have realized:

- Higher availability of the servers due to 24x7 remote monitoring.
- Reduced IT infrastructure operational cost due to introduction of remote backup and

management. For example, one of the many large remote offices has been able to save up to 60K Euros

- Improved security in the outlying branch offices as the server rooms could be locked down.
- Lowered the risk of outage as a result of an active patching & upgrade process
- Efficient resource allocations
- Remote office personnel now focus on Business needs rather than IT needs.
- Improved consolidation by introduction of Virtualization along with remote management which could run multiple OS instances on a single hardware and therefore resulting in the reduction of hardware footprint.
- Improved disaster recovery capability
- Enhanced end user experience with SLA driven services and 24x7 available support desk
- Contributed to the central IT objectives of centralised support and uniform processes across locations

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