Scenario 1
A leading IT company was using MS Exchange to send and receive mails across the organisation. As the organisation grew in size, so did the number of mail boxes. Until one day, unable to withstand the load, the mail server crashed — bringing all business to a standstill.

Scenario 2
A leading IT company engaged a Service Provider to undertake proactive monitoring and management of its IT infrastructure and applications. As the organisation grew in size, so did the number of mail boxes. Until one day, the service provider received an alert from monitoring tools deployed at the customer’s site that the mail server disc space had reached 70% capacity. The service provider immediately set about increasing the disc space, thereby preventing a server crash.

Which situation would you rather be in?

Businesses today demand always-on systems and applications, anytime- anywhere service, response time in seconds, not to mention consistency in quality of service rendered. But is this humanly possible, especially with businesses spread across the globe? With automation, YES. And if it is a shared service—at optimum costs as well !

GSMC for Proactive Remote Support

According to a Gartner report, IT management is currently chaotic and reactive in nature. However, it is set to mature to become more proactive, and service and process-based with focus on business and profit management.

As a leader in IT service management, Wipro Infotech presents the next-generation model today – Global Service Management Centre (GSMC). Wipro provides proactive, process-based monitoring and management of clients’ IT infrastructure and applications through GSMC located in Mysore, India.

Spread across 26,000 sq ft, the Wi-Fi facility is equipped with automated tools, modern telecom and communications systems, latest fire detection and suppression systems and redundant power supply to deliver round-the-clock services using secure connectivity.

The facility offers the highest levels of security through Biometric security devices, password vaults and data encryption so that each customer environment is protected and isolated from the other. The centre which is designed for scalability has a current seating capacity of 400 and capable of operating across three shifts.
Comprehensive Range of Services

- Service Desk, Monitoring, Administration, Diagnostics, Trend-based consulting for all IT infrastructure and applications
- Technology Domains encompassing Networks, Servers, Applications, Databases, Storage, Security, Voice and End-user Support
- “Always-on” (24x7x365) proactive services
- Adherence to ITIL process and security standards for service delivery

Building Blocks of GSMC

**Transition Management**
(Resource Planning, Knowledge Acquisition Phase, Service Baselining, Improvement Targets)

**Program Governance**
(Customer Interface, Escalation Management, Strategic Assistance, Operational Supervision, Quality Control)

**Service Delivery**
- Availability Management
- Service Continuity Management
- Financial Management
- SLA Management
- Capacity Management

**People**
(Talent Transformation, Comprehensive Skill Sets, Ramp up and Scale Down)

**Business Service Management**
- Application Management
- Data Centre Services
- Backup Services
- Web Management
- Server Management
- OS Management
- Database Management
- Mail Management
- Storage Management
- Network Management
- IT Security Management
- Managed Security Services
- Contact Centre Technology Management Services
- Dealer Management System Support
- End User Support Services
- Consolidated Service Desk

**Service Support**
- Incident Management
- Problem Management
- Release Management
- Change Management
- Configuration Management

**WECARE - Web Portal**
(Project Reports, Dashboards, Business Service Views, Operations Reporting, Advisories)

**Secure Operations**
(Password Vaults, Incident Based and Level Based Access, Audit Trials etc.)


**Tools & Technology:** HP, CA, Mercury, ArcSight, CF1, e-Helpline, Automated Workflows - Service Desk, Monitoring, Management, Configuration etc.

**Knowledge Management:** Standard Operating Procedures (SOP), Root Cause Analysis (RCA) Canned Solutions etc.

Why Wipro GSMC

- Comprehensive range of services for managing IT infrastructure and applications remotely
- Best-of-breed tools used in combination with in-house technology management tools
- Tool agnostic framework, virtualization of IT administration and online business impact reporting
Customer Benefits of Going Remote

1. Enhanced Services: Leverage on technology to monitor and manage IT environment; automation of Service Level Agreement metrics measurement; integrated quality frameworks ie., ITSM / ISO / 6 Sigma.

2. High Availability: Monitoring systems for threshold violations & trend data on utilization metrics; better capacity planning with access to rich operational data; leverage on cost effective shared pool 24 X 7.

3. Low Capex: No capital expenditure for tools (hardware and software) as this is the responsibility of the service provider; leverage on high-end monitoring tools; no risk of obsolescence.

4. Real Time Operational Information: Customer Portal available on internet – anywhere / anytime access; facility for customer to generate own reports; access to operation performance between reviews; executive views for top management.

5. Low TCO: Significant reduction in direct IT operation expenses ie., real estate, communication; reduced capital expenditure on tools ie., hardware, software, desktops etc.

6. Quick Rollout: Reduced cycle times due to readily available tools; quicker and smooth transition using robust transition framework with well defined milestones and Key Performance Indicators.
Clients Serviced from GSMC

Currently, over 60 clients are being serviced from GSMC of which five are international clients. Some of our prestigious customers are listed below:

- HDFC Bank
- Yes Bank
- Hindustan Unilever
- Maruti Suzuki
- Corporation Bank
- Optimix

What Our Clients have to Say About GSMC

We expect to achieve faster time to market in expanding our network across the country and optimising our IT costs. Wipro’s expertise across technology platforms, a nationwide support network and best-in-class processes will ensure consistent and geo-agnostic quality service delivery.

Mr. C.N. Ram
Head of IT
HDFC Bank

We thank Wipro for the excellent support from ExpertConnect, GSMC to fix the mirroring problem in our hard disks. This helped us to get back to production in record time.

IT Manager
Leading Manufacturing Company

Wipro Infotech helped us garner the requisite Six Sigma skills in order to make our systems and processes much more efficient in identified areas. They are taking a data oriented, analytical approach that is facilitating the application of Six Sigma within the bank.

Mr. A. Mohan Rao
General Manager - HRM
Corporation Bank

It was excellent. Our problem got resolved within 25 minutes of logging the call. I think this is the real use of technology.

IT Manager
Leading ITES company

About Wipro Infotech

Wipro Infotech is the trusted IT partner for corporates across India, Middle East and Asia Pacific. Providing integrated solutions spanning the entire IT life cycle, our services include Consulting, Business Solutions, Systems Integration, Availability services, Managed IT services, Total Outsourcing and IT infrastructure products. Headquartered in Bangalore, Wipro Infotech serves customers in India through a network of 22 offices and 170 service locations across the country. It has business offices in the Middle East and Asia Pacific.

Wipro Infotech is ranked No. 2 in Indian Domestic IT Services Market in 2005, according to IDC’s report Indian IT Services Market Analysis 2005-10.

Wipro Infotech is part of the USD 3.47 billion Wipro Limited (NYSE: WIT).