



## Outsource Infrastructure Management – Reduce your IT Budget

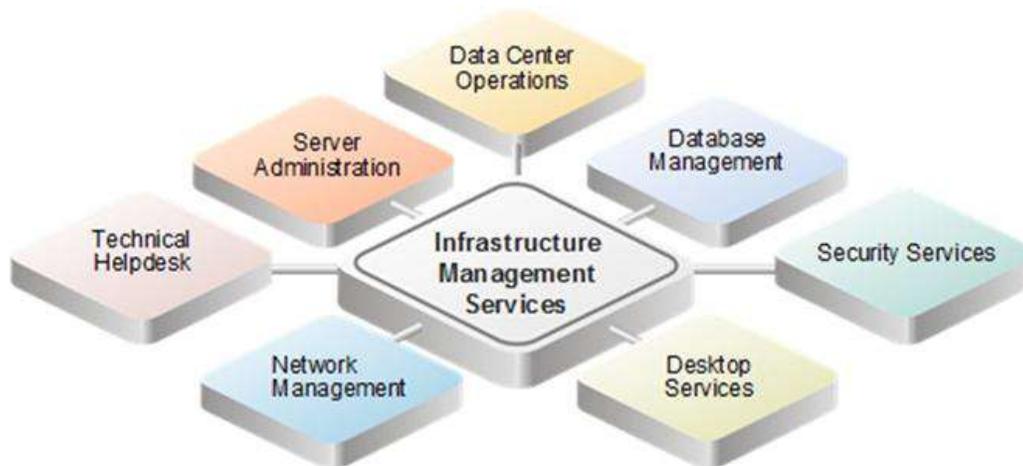


*Reaching out... through IT®*

## RIMS a key enabler to reduce infrastructure management cost

Today, technologies are becoming common across enterprises and businesses are forced to focus on optimizing their IT infrastructure and related operations to deliver high quality, secure, and enhanced service levels. The big challenge in this area is the huge investment - human and financial, as the cost of IT infrastructure management is increasing while the IT budget remains almost static. For the past few years, more and more enterprises have been shifting their focus on outsourcing IT infrastructure management to service providers as it reduces the burden of cost, permits resources to focus more on core business areas, while transforming the entire IT environment to keep pace with the changing business and technological demands. RIMS therefore provides benefits that effectively go beyond cost savings.

The services offered through RIMS include:



Remote Monitoring and Management is undertaken through global delivery centers, where skilled staff monitor and manage the infrastructure, ensuring uptimes and availability. Enterprises that focus on optimizing their infrastructure prefer outsourcing infrastructure management.

Remote Infrastructure Maintenance effectiveness depends on the network connectivity and communication between the client and service provider. So, enterprises focus on choosing a provider who can meet their requirements immediately.

## Key Drivers

Many service providers have vast experience in providing Remote Infrastructure services to clients at various location (across globe). Also, their experience gets them equipped to offer readily available services to their clients based on the requirements. Enterprises can opt for services of their needs and outsource the other requirements to the service provider. A few benefits of outsourcing infrastructure:

**Cost Effective:** Handling a separate IT department in-house incurs much cost than outsourcing maintenance to a remote infrastructure management service provider.

**Resource Utilization:** RIMS vendors provide 24/7 technical support with a team of dedicated resources. This frees the enterprises internal resources from infrastructure management tasks and they are utilized effectively for roles in other business areas.

**Tools and Technologies:** The service providers utilize the latest tools and technologies available in the market for infrastructure maintenance.

**Better Performance:** As a part of infrastructure management services, the service providers frequently perform analysis, which helps proactive identification of issues. Issues prevailing in the existing infrastructure are identified and eliminated immediately, which helps in better performance.

**Uninterrupted Availability of Network Access:** Remote infrastructure management service providers have tie-ups with multiple network service providers that helps them to ensure uninterrupted availability of network access.

**Performance Optimization:** Patches are managed and automatic upgrades are done on need basis which optimizes the performance management and upgrades.

## At a Glance

### Large Manufacturer saves over \$1 million annually

HTC has been offering its end-to-end remote infrastructure management services for a renowned manufacturing enterprise for several years. We set up a centralized service desk for the client's infrastructure support needs that is compliant with ITIL standards. Our services leverage standardized process which improves production and saves cost. With our services, the client enhanced their business value, lowered IT operational costs, and optimized IT assets utilization that annually saves them over \$1 million.

To withstand this dynamic and competitive market, enterprises are trying to lower their IT budgets whilst the overgrowing demands. Maintaining the infrastructure and applications 24/7 efficiently with a low budget is a challenge that they must overcome to be a leading performer. For improving the performance and business value, enterprises focus on developing their IT service management strategies. Outsourcing a part or the entire infrastructure management services would be one of the BEST solution to adopt for lowering the IT budget and excelling in business.

#### About HTC:

- Over 26 years of IT and BPO experience in providing cost effective and innovative services across domains for a wide spectrum of global 2000 customers
- Quality and information security processes compliant to SEI CMM Level 5, ISO 9001, ISO 27001 and PCI DSS standards
- Global presence, large delivery centers, talented professionals, capabilities across multiple technologies, platforms and domains

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