



# Infrastructure Services

## A Leading Industrial Engineering Company

The client is a leading American multinational and world leader in diversified industrial engineering and manufacturing, providing advanced power transmission and fluid transfer solutions for a wide variety of applications.

## Project / Service Category

End-to-end IT Infrastructure Services

### Benefits

- Per annum cost savings of over \$ 1 million
- Optimized TCO
- Efficient business performances powered by better collaboration, seamless communication, knowledge transfer and incident management procedures
- Enhanced control through service levels and reporting metrics

## Background

The client had engaged a prominent IT service provider to manage their IT infrastructure services. Over a period, they started having trouble with the provider in terms of communication, knowledge transfer, issues escalation, and cost overrun. The spiralling costs and persistent knowledge gaps forced the client to look out for a more cost effective IT services provider. They also were looking to ensure optimum funds and IT resources utilization and drive more strategic business initiatives.

After a thorough selection process, the client chose HTC to provide global IT infrastructure support services for their users in North America, Europe, and Asia Pacific.

HTC initiated the engagement take over by forming a transition team. Once in place, the team performed necessary due diligence and developed a detailed transition plan. Then, the same was revised in collaboration with the client and the incumbent vendor. This ensured forming a fool-proof plan where upfront commitment from all the required stakeholders was acquired in time, which paved way for a smooth rollout.

## The Strategic Partnership

HTC engagement with the client started with the following objectives:

- Take decisive actions to deliver cost savings and quality within the first year of engagement
- Improve quality of service by allowing greater focus on value added processes
- Ensure total customer satisfaction through timely service

Today, with its cost effective and customer focused service, HTC teams are an integral part of the client's IT team. Throughout the 6+ years of partnership, HTC has focused on providing best in class solution and service, achieving customer delight, delivery excellence, building strong relationships at all levels.

HTC's dependable IT services have made the client look at HTC's other offerings including BPCS, ERP Implementation, Oracle E-Business Implementation and Support, and CRM upgrade services.

## Solution

Within a short span of six weeks, HTC took over the operations and management of the infrastructure support service from the incumbent vendor. The first step the company took was to conduct an exhaustive study on the client's businesses, the supporting IT infrastructure environment and technologies, besides, current performance and utilization levels so as to build a roadmap for transitioning various infrastructure support areas.

Using the global delivery model, HTC started with Technical Helpdesk Support Service and Monitoring of Servers and Databases. Over a period of three months, HTC created a service catalogue with clearly defined scope of services and SLAs, aligned robust process definition and industry standards like ITIL and set up single-window service desk for end users for all infrastructure service requirements.

Based on HTC's recommendations, the client invested in a large secure Network Operations Center and implemented a service oriented architecture that met the needs of cost control and consistent delivery.

Currently, HTC's offshore infrastructure team supports the varied needs of client's global users (in North America, Europe, and Asia-Pacific).

With HTC's Infrastructure Services and ongoing support, the client has saved multi-million dollars. Thanks to HTC's proactive monitoring and problem solving approach, the client had the opportunity to improve reliability and availability of their systems and scale ahead.



- Extensive experience in providing cost effective and innovative IT and Business Process Services and Solutions across domains for global customers since 1990
- 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