

# Robust Infrastructure of IS For Client's Smooth Business Functionality

## CASE STUDY

### DATA CENTER SOLUTIONS

## The Client

The client provides gas connection services to the national pipeline infrastructure on behalf of other giant. They introduce around 130,000 new domestic and industrial customers to the network each year. The client provides work management and delivery services for new gas connections. It provides complete gas connections service from design and quotation through to planning, scheduling and works delivery, with expertise in housing, customer, industrial and commercial customers.

## The Challenge

The client wanted to have a robust infrastructure of IS (Information Services) for their smooth business functionality. They wanted a dedicated resource that can build the infrastructure and manage as per their requirements and expectations.

## The Solution

Zensar had expertise in Infrastructure Management domain since the days of Fujitsu/ICIM. Zensar provided the system support covering the areas of Unix Operating System, Windows Operating System and DBA support after hardware division was hived off. Zensar was the obvious choice for technical support based on its expertise and professionalism of managing large Infrastructure domains as well as its own in-house facilities.

## The Benefits

- Single point of contact for any Infrastructure related solutions, problems and issues.
- Cost reduction by implementing specialty skilled areas using existing team resources.
- Increased support duration hours by providing support from 2 different time zones.
- Improved response time for any issues / problems.
- Improved service uptime for the business.

## About Akibia

Akibia, a Zensar company, provides innovative Infrastructure Management solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help IT organizations reduce costs, increase efficiencies and manage risk in the data center. For more information visit [www.akibia.com](http://www.akibia.com).

## About Zensar Technologies

Zensar Technologies is among the top 20 software services providers from India. Zensar's industry expertise spans across Manufacturing, Retail, Media, Banking, Insurance and Connected Services - Government, Education, Healthcare and Utilities. Zensar has more than 6000 associates with sales and operations presence across the US, UK, Germany, Sweden, Middle East, South Africa, Singapore, China, Australia and Japan. The company delivers comprehensive services in mission-critical applications, enterprise applications, e-business, BPO and knowledge services. The company has developed tools and methodologies, including the proprietary Solution BluePRINT (SBP), which enables its clients with innovative business solutions and a rapid 'go-to-market' capability. The company supports Fortune 500 clients with software business solutions that help them in the digital economy. Visit [www.zensar.com](http://www.zensar.com) for more information.