

Remote Performance Management and Monitoring

CASE STUDY

DATA CENTER SOLUTIONS

The Client

The client provides solutions that help customers monitor, measure, and manage enterprise-wide business processes and IT performance. The client delivers configurable solutions that efficiently manage complex, cross-enterprise business processes, applications and infrastructure.

The Challenge

The client was looking for implementation partners to help customize and integrate multiple applications like HP NNM, Veritas Nerve Center, Preclse eHealth etc. into its proprietary systems, and also maintain the systems once they are in production using 24X7 support.

The project required consistent interaction between the onsite and offshore teams and the client's customer. Zensar understood the need to address this and set up Innovative Voice over Internet Protocol (VOIP) solution.

The Solution

Zensar partnered with the client to provide remote performance management and monitoring services to client's customers. Zensar went a step further by developing the procedures and support processes for optimum performance at its offshore center in Pune, India. The optimized processes were tested onsite. Custom interfaces were created in HP Service Desk for implementation of the special requirements for Veloz ITPM- a software platform developed in-house.

The Benefits

- Cost savings as a result of adopting the onsite/offshore model
- IT Management Process was set for the customer as a new initiative to streamline IT operations
- Zensar resources with a high level of expertise on complex applications like Websphere, Webtrends, BaaN, etc. were available with the client for supporting its customer's infrastructure demands.

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.

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 for more information.