
DATA CENTRE SUPPORT

for a Leading Energy Company



Service: Managed IT

OVERVIEW

The customer is a **\$1.6 Bn Leading Energy Company** based out of India. The Data Centre Support Services provided by ACL to the customer has enabled them to improve their Operational Efficiency.

CHALLENGES



Lack of ticket handling process for L1 incident management



Lack of installation & monitoring support for Data Center Services



Limited governance & operational productivity



No proper mechanism for service level agreement
Measurement of Services

SOLUTION

Data Centre Support Services

- 1 DC Management Support-** User Administration, System Monitoring, End User Support, Transport Management, System Installation & Configuration, Upgrades and Audit Compliance
- 2 Backup & Storage Management Support-** Backup Administration, Monitoring, Installation & Configuration, Upgrades, Backup Management, Audit Compliance, Patch Management
- 3 Windows and Linux Server Management Support-** Monitoring, Administration, Upgrades, Patch Management, Audit Compliance



ENGAGEMENT HIGHLIGHTS

- Increase in operational efficiency through SLA driven mechanism
- Scaled to 13 Support Locations to provide Data Center Services
- Supported 20,000 Servers, handled 36,000 incidents/month, 1100+ Changes/month and 100+ volume of Tickets resolved per month
- Established centralized governance & communication management
- Increase in customer satisfaction through SLA driven approach