CUSTOMER SUCCESS STORY:
HCL INFINET

HCL Infinet increases competitive advantage and quality of service with integrated IT management.

Customer Profile
Industry: Telecommunications
Company: HCL Infinet
Employees: 300

Business Impact Summary

Business:
HCL Infinet provides a wide range of connectivity and IT managed services to organisations across India. Part of the Network Services arm of HCL Infosystems, HCL Infinet has more than 400 enterprise customers in industries including aviation, fast-moving consumer goods (FMCG) and manufacturing and distribution (M&D).

Challenge:
IT is fundamental to all HCL Infinet's customer service offerings. With hundreds of internal and customer devices to monitor, HCL Infinet needs end-to-end visibility to ensure it can maintain IT performance and availability. It also needs to be able to provide customers with visibility of service performance levels in real time.

Solution:
HCL Infinet has deployed an integrated Enterprise IT management platform based on CA solutions. Through a combination of CA Service Desk Manager, CA Spectrum® Infrastructure Manager, CA eHealth® Performance Manager and CA NSM, the company can not only identify and resolve problems faster but also provide clients with access to a unified service management portal.

Result:
Quality of service for HCL Infinet customers has increased, with the company expecting incident volumes to reduce by 20 percent and availability SLAs to increase from 99.5 percent to 99.9 percent. The CA solutions have also helped HCL Infinet to contain costs, enhance efficiency and boost competitive advantage.

Business

Keeping Indian businesses connected

From wireless broadband to managed networks and corporate messaging, HCL Infinet provides a wide range of connectivity services to organisations across India.

Part of the Network Services arm of HCL Infosystems, HCL Infinet was formed in 2000. Since then, both its reputation and customer base have grown significantly. The company now operates in a wide range of sectors including financial services, manufacturing, aviation and government, and has more than 400 enterprise customers.

To meet the high expectations of its customers, HCL Infinet has developed a business model that combines transparency with cost control and quality of service. This approach has already led to significant growth, with the company's revenues increasing by nearly 15 percent over the past couple of years.

Challenge

Maintaining continuity of service

To support this growth, HCL Infinet must be able to maintain customer service and satisfaction levels. This means ensuring its IT infrastructure and network — which connects 300 points of presence across India — are highly available and performing at optimum levels.

"Customers want to be able to access all performance data in a single place and in real time."

Adarsh Singh
National Manager of Technical Strategic Initiatives, HCL Infinet

Adarsh Singh, National Manager of Technical Strategic Initiatives at HCL Infinet, comments, "IT is the backbone of our business and supports all our customer service offerings. If our network goes down, then it can have a massive impact on business continuity for our client base."

HCL Infinet's Network Operations Centre (NOC) in Delhi is particularly key both to customer service delivery and maintaining the availability of more than 150 servers and more than 3,000 routers and switches

"The NOC is responsible for making sure our infrastructure is available 24/7, and resolving any problems so that we can continue to meet our service level agreements (SLAs) with customers," comments Singh.

With a diverse infrastructure, finding the root cause of a problem was often a difficult and therefore time-consuming process for the NOC. HCL Infinet's servers and networking devices encompass multiple vendors, including HP, Cisco, IBM, Juniper, Dell and Alcatel, and a variety of operating platforms, such as Linux, Microsoft Windows and Sun Solaris.

Visibility of performance levels

In addition to the role it plays in managing HCL Infinet's own IT infrastructure, the NOC also monitors customer devices hosted and/or managed by the company.

HCL Infinet's managed services encompass all areas of the IT lifecycle, including fault management, configuration management, server management, application management and security management.

Providing customers with visibility of performance levels across all these services is very complex but key to HCL Infinet's competitive advantage. "Customers want to be able to access all performance data in a single place and in real time," comments Singh.

HCL Infinet had implemented a number of tools to try to establish an integrated approach to service management and customer reporting but with limited success. "Despite making a significant investment, we were not able to create the unified performance management portal needed to meet customer demand," comments Singh.

Solution

Integrated IT service management

To address its ongoing integration challenge, HCL Infinet turned to CA and its Enterprise IT Management approach and solutions. As Singh explains, "CA offers the full suite of IT management solutions needed to create a single view of internal and external service delivery."

"Using CA Spectrum IM, we have created a map of our network across all 300 points of presence."

Adarsh Singh
National Manager of Technical Strategic Initiatives, HCL Infinet

With help from CA partner Celerity Networks, HCL Infinet has deployed:

- CA eHealth® Performance Manager (PM)
- CA Spectrum® Infrastructure Manager (IM)
- CA Service Desk Manager
- CA NSM
- CA Asset Portfolio Management
- CA ARCserve® Backup
- CA Desktop Management Suite.

This powerful combination provides HCL Infinet with the visibility it needs to identify and resolve problems and safeguard IT performance and availability.

CA Spectrum IM is particularly key to maintaining network uptime, as Singh explains, "Using CA Spectrum IM, we have created a map of our network across all 300 points of presence. This enables us to pinpoint the root cause of a problem more quickly, which simplifies troubleshooting." By integrating CA Spectrum IM with CA Service Desk Manager, HCL Infinet is able to track problems through their lifecycle and ensure they are passed to the correct group for resolution.

Although HCL Infinet is currently only using CA Service Desk Manager to log calls from internal users and external customers, it will be expanding this to include automated ticketing through integration with other CA solutions.

Real-time view of service status

As well as using CA technology to manage its own infrastructure, HCL Infinet is also leveraging a number of the solutions as part of its managed service offerings.

"CA eHealth PM and CA NSM enable us to proactively alert customers to possible problems with devices that we host on their behalf, which means they can take action before their end users are impacted," comments Singh.

CA NSM also provides HCL Infinet with the foundations it needs for providing customers with a single view of service performance in real time. HCL Infinet will be using CA NSM to extend this visibility to include business process views in the future.

Results

Improved quality of service boosts competitive advantage

Improved visibility of its IT infrastructure and customer services has resulted in a number of operational and strategic benefits for HCL Infinet. For example, the company has been able to reduce the number of NOC staff required to monitor its network backbone by 25 percent.

"The CA solutions enable us to provide a better level of service to internal users and our enterprise clients."

Adarsh Singh
National Manager of Technical Strategic Initiatives, HCL Infinet

As well as freeing up IT resources, HCL Infinet expects the CA solutions will also help to:

- Reduce the volume of incidents by up to 20 percent
- Increase premium customer SLAs for availability from 99.5 percent to 99.9 percent
- Decrease the need for on-site visits for problem resolution.

"Our clients rely on our services and infrastructure for core applications and business processes, so meeting their quality expectations is critical. The CA solutions enable us to provide a better level of service to internal users and our enterprise clients," comments Singh. "The fact we can provide customers with a single view of all our services and real-time performance metrics is also a real differentiator in our market."

As well as aiding competitive advantage, the CA solutions will also play a key role in cost containment and facilitating future growth. As Singh explains, "We expect to expand to around 500 points of presence during 2009. We will be using CA Asset Portfolio Management to identify any existing software licences or hardware that can be redeployed to these locations, which will help prevent any unnecessary expenditure."

Although HCL Infinet is already reaping the benefits of its integrated approach to IT management, the company has yet to explore the full potential of the CA solutions.

"We want to continue to increase our integration both between CA solutions and third party systems, such as SAP and CiscoWorks," comments Singh. "This will facilitate even greater efficiencies, and enable us to focus on growing our service offerings and client base."

To learn more and see how CA software solutions enable other organizations to unify and simplify IT management for better business results, visit **ca.com/success**.

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HCL ISD Significantly Improved End User Satisfaction for Leading Design Software & Services Co.

The customer gained technology and operations transformation through its partnership with HCL

About the Customer:
The customer is a leading design software and services company with solutions for the manufacturing, geospatial mapping and digital media markets and is headquartered in U.S. with operations in 33 countries with over 7800 employees.

Challenges:

- Burgeoning cost of its operations
- Very distributed processes, tools and service delivery framework
- No consistency of SLA's
- Lack of a solution which was cost effective as well as high on quality and efficiency
- Internal teams had very poor process and SLA governance
- Lack of scalable solution to take care of both peaks and down turns.

Key Challenges Behind Selecting HCL as an IT Partner:

- HCL was selected by Client for its expertise and proven methodology in managing the breadth of applications and infrastructure related components.
- Collaboration: The Co-sourcing vs. Out-sourcing model was the key focus.
- Strategic focus and commitment
- Demonstrated flexibility and a willingness to collaborate with the client
- Leadership
- Thought leaders in Remote Infrastructure Management
- ITIL implementation
- Impressive customer references
- Physical evidence of scalability and process maturity
- Excellent site visits
- Participative Management Style
- Autodesk's participation in final selection of team members
- Best practices: Introduction of ITIL framework; SLA metrics orientation and technology solutions leveraging Industry knowledge, Service Request automation
- Predictability
- HCL's cost structure used for BAFO is sustainable and will be carried through to future changes and offerings
- HCL has historically grown organically and will continue to do so. That gives us comfort that the culture and processes will be stable.

The HCL Solution:

Onsite Strategy:

- Asset ownership
- Hosting (in partner data centers)
- Business continuity & disaster recovery
- Engagement governance

Offshore Strategy:

- 24X7 infrastructure monitoring and management, new infrastructure build outs
- 24x7 applications support
- Vendor engagement and consolidation
- Data center LAN and security management

Executive Strategy:

- Dedicated HCL facility
- Dedicated staff
- Customer / HCL tools
- Shared services for SOC
- Built a robust governance model.

Benefits Achieved:

Technology and operations transformation:

- 70% reduction in ticket count
- ITIL-based process framework implemented (incident, change and problem management) for IT operations
- Network upgrade to data center class switches (6500 series)
- IDS installed on all applications, log record for 12 months
- Assurance against technology obsolescence
- SAS 70 Type II audit & SOX compliance
- Reduced liability for the customer by converting CAPEX to OPEX by 11%
- Applications and system availability of 99.999%
- Improved application performance
- Increased end-user satisfaction.