



Case Studies for Infrastructure Management Services

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Category	Remote Infrastructure Management
Industry	Service Provider
Client Setup	<ul style="list-style-type: none"> · Has IT infrastructure spread in Latin America · Active Directory for Windows environment encompassing 300+ Servers · Messaging infrastructure implemented on Exchange 2003 integrated with AD · Have following monitoring tools to monitor the systems and network environment <ul style="list-style-type: none"> o Jabbix o Cacti
Services Offered by Prime	<ul style="list-style-type: none"> · Incident Management for Network, Application & Servers · Backup Process: <ul style="list-style-type: none"> ✓ Symantec Backup ✓ Ca-ARC Backup ✓ Ashay Backup ✓ Windows Backup
Prime's Unique Service Deliverables	<ul style="list-style-type: none"> ▪ Standardization of Processes: Prime through its ITIL framework based service delivery brings a standardized process based approach towards managing the customer's IT infrastructure. ▪ Process improvements: Through close engagement with the customer's IT team Prime continuously throws up opportunities for process improvement and optimization. Prime also leverages its offshore delivery experience from other customers to bring value to every new engagement. ▪ Noise reduction: Through systematic root cause analysis, (Problem Management) Prime helps reduce noise in the environment proactively to bring down the number of issues. Prime brings to play its deep expertise in problem resolution through its wide experience in providing similar services to other customers. ▪ Optimize Infrastructure: Active role in capacity planning, new technology adoption and optimization of IT infrastructure thereby improving the Return On Investment ▪ Service Toolset: Prime brings its best of breed service tools to every engagement representing additional value. In particular, Prime Tools provide real time visibility into the status of infrastructure and engagement parameters.
Approach and Solution	<ul style="list-style-type: none"> - A dedicated service delivery (off shore) team working from Prime Global Management Operations Center (GMOC), Kolkata, India. - The team has three shifts, which covers 24 hours per day and 7 days per week. - Prime supports the client by its enough resources with necessary skill sets. - ITIL Framework based support is being provided to client - Prime complements clients IT infrastructure support team in ensuring uninterrupted IT services to their businesses.
Benefits Achieved	<ul style="list-style-type: none"> · Higher service availability and improved problem response and resolution · Productivity is not affected due to holidays or vacation time since the availability of shadow resources · SLA and Process driven service support



Category	Remote Infrastructure Management
Industry	Software
Client Setup	<ul style="list-style-type: none"> · Centralized Data Center with provision for DR at US · Server Virtualization (VMware) · Windows 2008 R2 with AD & DNS · Sybase Unwired Platform with Mobile Device Management (Afarria) · SAP
Prime's Unique Service Deliverables	<ul style="list-style-type: none"> ▪ Standardization of Processes: Prime through its ITIL framework based service delivery brings a standardized process based approach towards managing the customer's IT infrastructure. ▪ Process improvements: Through close engagement with the customer's IT team Prime continuously throws up opportunities for process improvement and optimization. Prime also leverages its offshore delivery experience from other customers to bring value to every new engagement. ▪ Noise reduction: Through systematic root cause analysis, (Problem Management) Prime helps reduce noise in the environment proactively to bring down the number of issues. Prime brings to play its deep expertise in problem resolution through its wide experience in providing similar services to other customers. ▪ Optimize Infrastructure: Active role in capacity planning, new technology adoption and optimization of IT infrastructure thereby improving the Return On Investment. ▪ Service Toolset: Prime brings its best of breed service tools to every engagement representing additional value. In particular, Prime Tools provide real time visibility into the status of infrastructure and engagement parameters.
Services Offered by Prime	Incident Management for Network, Application & Servers, Troubleshooting based on SLA
Approach and Solution	<ul style="list-style-type: none"> · Client has been constantly restructuring its IT infrastructure to adapt to the changing business needs. · Prime complements clients IT infrastructure support team in ensuring uninterrupted IT services to their businesses.
Benefits Achieved	<ul style="list-style-type: none"> · 'No Single point of failure' infrastructure · High availability and secured networking environment · Improved end-user experience and availability of skilled resources · Higher service availability and improved problem response and resolution · SLA and Process driven service support



Category	Remote Management Services
Industry	NGO
Service Provided	Servers, AD, VOIP, Firewall Monitoring & Management
Client Setup	· Servers hosted in their International Data Centers (IDC) located in USA
Prime's Unique Service Deliverables	<ul style="list-style-type: none"> · Standardization of Processes: Prime through its ITIL framework based service delivery brings a standardized process based approach towards managing the customer's IT infrastructure. · Process improvements: Through close engagement with the customer's IT team Prime continuously throws up opportunities for process improvement and optimization. Prime also leverages its offshore delivery experience from other customers to bring value to every new engagement. · Noise reduction: Through systematic root cause analysis, (Problem Management) Prime helps reduce noise in the environment proactively to bring down the number of issues. Prime brings to play its deep expertise in problem resolution through its wide experience in providing similar services to other customers. · Optimize Infrastructure: Active role in capacity planning, new technology adoption and optimization of IT infrastructure thereby improving the Return On Investment · Service Toolset: Prime brings its best of breed service tools to every engagement representing additional value. In particular, Prime Tools provide real time visibility into the status of infrastructure and engagement parameters.
Services Offered by Prime	<ul style="list-style-type: none"> · Server O/S Mgmt · Web Server and Application Server management · Database (SQL) Administration · Mail server (MS Exchange) management · Active Directory & DNS management · Storage and Backup monitoring and management · Asterisk Based VOIP & Linux Based Firewall Management
Approach and Solution	<ul style="list-style-type: none"> · Client has been constantly restructuring its IT infrastructure to adapt to the changing business needs. · Before the engagement commenced, they had 8x5 support structure. · It made client to expect an increase in the expectations of their customers in getting uninterrupted services, round the clock. · To meet a such a market demand and customer demand, Prime made client's infrastructure group to provide 24x7 support to its IT infrastructure · Prime has been assigned the task of supporting the client in making this project a success · In other words, Prime complements clients IT infrastructure support team in ensuring uninterrupted IT services to their businesses.
Benefits Achieved	<ul style="list-style-type: none"> · Improved end-user experience and availability of skilled resources · Higher service availability and improved problem response and resolution · SLA and Process driven service support · More focus on the nature of their business

