



Case Studies for Infrastructure Management Services



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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 (Afaria) · SAP
Technology/ Platform	Afaria 7 FP1, Relay Server, reverse proxy server
Summary	<ul style="list-style-type: none"> ▪ The client is a leading ERP development company that specializes in the design, development of ERP systems for various clients around the world. The MDM environment has developed for this client to manage their in-house employees as well as their clients using multi tenant facility. Their management team use to manage the devices from Afaria console including all types of policies. ▪ Implementation of Multi tenant environment using Afaria, SUP, Relay Server & enrolling & policy checking for iOS devices including iPad, iPhone, Android devices, windows devices.
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



your need



we seed



you lead



Thank you.