Enhancing productivity & end user focus at Bajaj Electricals.

Bajaj Electricals Ltd (BEL) India's leading Consumer Electrical Equipment Manufacturing Company with 19 Branch Offices, 1000 distributors, 4000 authorized dealers and over 282 Customer Care Centres was facing low end-user satisfaction and productivity with end-users facing difficulties logging into systems due to weekend maintenance and IT teams were recording incident ratios of 1.2 -2 per user/month. IT teams could not dispense with weekend maintenance since issues related to networks, servers, bugs and misconfigurations to hard-disk failure, worm/virus attacks etc. were routine.

Solution

Anunta applied its proprietary ADaaS solution to resolve BELs issues. A HSD-HVD environment was established after a due analysis & benchmarking process. 6 different user profiles were created with application productivity thresholds determined for each user and for each application. Access to, and a high level of application priority, was allocated to core applications like Oracle E Business Suite ERP, Oracle Siebel CRM and JD Edwards which in turn was provided to only a certain set of critical users. Mobile users were provided secure gateway seamless access to their office system while senior management members were given dedicated HVDs to allow individuality to their environment. Over 1000 users were migrated to HSDs configured on a cluster of high density, high availability physical servers and tightly linked with Group Policy and 50 users to HVD. Finally, a 7 level intelligent probe monitoring system was put in place that identified how the application was behaving at the end-user level and generated alerts for any aberrations.

Benefits

Anunta transitioned Bajaj to its ADaaS solution achieving 99% application availability, reduced incidents to 0.2 - 0.3 with 70% incidents resolved before end-users were impacted. In a survey of end-users implementation, 99% of users said that their productivity had increased while 100% were satisfied with their end-user computing.

Industry
- Consumer Durables

Challenges
- Increasing End User satisfaction and productivity
- Anywhere, anytime, any device (BYOD) application access to its executive teams and corporate users
- Frequent network, access, & vulnerability issues

Solution
- Applying the proprietary ADaaS methodology
- Creating a correctly mapped HSD & HVD environment
- Streamlining application delivery architecture, based on extensive user-profiling

Benefits
- Employee productivity increased with over 99% application availability
- User Satisfaction greatly increased due to drastic drop of trouble tickets with 70% of the issues predicted and prevented before impacting the end-users
- Cost of application delivery reduced by 15%

"" Since bringing Anunta on board, our end-user experience has greatly improved. The Anunta team's speed of response, proactive management approach and depth of technical knowledge has given us the confidence to fast track our project and explore how we can expand our partnership. ""

Pratap Gharge, President & CIO
Bajaj Electricals Ltd.