



HCL Enables A Top Asset Management Company To Keep Up With The Rapid Growth Rate

Client Brief

The client is a renowned asset management company in India. They cater to a diverse group of individuals and institutional investors through a variety of equity and debt funds. The company manages domestic mutual funds, portfolio management services, overseas venture capital services and private equity funds.

The client has a countrywide network consisting of several financial centres and international presence with offices in Europe, India, the Middle East.

Client Requirements

For any financial institution, surviving in an era of unprecedented competitive, economic, and regulatory pressures means proactively anticipating customer needs and introducing new services ahead of the competition. As the client's business volumes and market spread grew, they realized the need to improve reliability, availability and serviceability of their IT infrastructure and datacenter to improve customer experience.

Solutions Offered

For an hindered growth, IT is an enabler not only in shaping market offerings but also in improving the workforce efficiencies. Realizing that developing the right infrastructure required the guidance of a proven IT vendor, the client short-listed HCL Infosystems and sought their advice and expertise for the maintenance of their IT infrastructure.

After careful assessment of the client's requirements, HCL Infosystems offered a wide range of customized service options to match specific requirement of the client that included-

- **SLA Based Service Delivery**
- **Ensured Business Function Uptime**
- **IT Driven Economic Benefits**

Details of the solutions that were provided follows-

A-Server Management and O/S Administration

- This included Server (Linux, Windows

2000 Server, Windows 2003 Standard Server) Management to ensure that the client-server environment operate smoothly and consistently by providing day-to-day support for hardware/software at server level

- Periodic Server performance checks and application of anti-virus patches
- Capacity planning for servers, periodic backups, pro-active disk Management etc.
- Disaster Recovery Management
- Update patches/fixes as and when required
- Server performance monitoring

B- IT Infrastructure Support Services

- Support for IT equipments such as desktops, laptops and other IT peripherals
- Diagnosing the problem including hardware replacement in case of fault
- Installing, Moving or Changing components at client's level
- Quarterly preventive maintenance of all PCs and printers



Business Benefits

C- Help Desk Management

- Helpdesk coordinator to provide support for call logging and escalations
- A centralized browser based software tool to enable users lodge service requests

D - Vendor Management

- Coordination of vendors with other IT resources for resolution of problems
- Database maintenance of IT & financial service vendors
- Review with the vendors on their performance vis-à-vis SLAs

E - Asset Management

- All assets such as hardware, software, spares etc. were tagged and recorded to ensure a timely annual maintenance/renewal support
- Implemented asset tracking mechanism
- Created Asset (hardware/software) database and recording IT products information like configuration, make/model etc.
- Monitoring and management of relocation of assets

F - Network Management Services

- Managing LAN, WAN, switches, routers etc

- Datacenter server up time by 99.9%
- Enhance security in the branch due to domain migration
- Improved IT efficiency and better management of resources as a result of IT processes documentation in areas like Service Desk, Mail Management and Data Center Management
- Optimum utilization of hardware
- Met business SLAs using Hybrid Service Delivery model (Onsite + Remote on Network solution)
- Enhanced IT Systems Performance as a result of reduced Mean Time to Recovery (MTTR) and achievement of fewer - reduced incidents per device



About HCL Infosystems

HCL Infosystems Ltd. with revenue (LTM) of US\$ 1.9 billion (Rs 10,486 crores) is India's Premier Technology Company and offers a wide spectrum of IT Services and Products ranging from Cloud to Learning Solutions. As a complete IT solutions provider the company offers comprehensive offerings in Enterprise Application Services, IT Infrastructure Managed Services, System Integration, Office Automation Products and Services, Distribution and Support Services. The company operates in both the Consumer and the Enterprise space – offering the latest mobility products and operating in verticals like BFSI, Telecom, and Healthcare respectively.

HCL Care, the support and service division of the company has one of the largest and most extensive service networks across the country and provides end to end support services for various IT, Telecom and Consumer Electronics products. HCL Infosystems has one of the largest distribution network of digital lifestyle global brands and an unparalleled robust service network in the country including Tier 2 and 3 cities. Digilife Distribution and Marketing Services (DDMS), a 100% subsidiary of HCL Infosystems focuses on multi brand distribution and offers value added distribution for its partners including strategic consulting services, last mile connect and support in marketing and promotions. HCL Learning a division of the company covers the entire spectrum of education and training requirements across schools, colleges, individuals and enterprises and offers rich learning solutions across these segments. HCL Infosystems MEA (Middle East and Africa), a fully owned subsidiary of HCL Infosystems is part of the emerging markets outreach of the company and focuses on expanding the business in the Middle East and African geographies and provides comprehensive IT solutions to customers across verticals in the region. The company also has robust operations in Singapore with its subsidiary HCL Insys Pte. Ltd gaining traction in the region with its Enterprise solutions including a strong offering in Infrastructure Managed Services.

For more information please visit us at www.hclinfosystems.com

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