



HCL Transforms Infrastructure Operations

For One of the Top Business Schools

Client Brief

The client is one of the top Business Schools in the world. Established by the Government of India in early 70's, the Institute has since then built on its base of highly accomplished faculty, world class infrastructure and motivated student body to emerge as one of the premier institutes for management education. In addition to its main academic programmes, the client is also engaged in research, consultancy, seminars, academic conferences and research publications.

Client Requirements

The Client was looking for a partner to maintain its infrastructure and implement Microsoft Products. This included fulfilling the following requirements -

- Infrastructure & Inventory Management
 - Vendor Coordination
 - Network Management Services
 - Video Conferencing (VC) Management
 - Smartcard Reader Management
- Data Center Management
 - Application Management
 - Service Management
 - Datacenter Environment Management
- Microsoft Solution and Implementation
 - The client wanted to migrate from the existing Exchange Server 2003 to Exchange Server 2010. They wanted tailor made solutions for its unique needs with numerous advances in performance and scalability while lowering the total cost of ownership by 50-80% and by delivering the business continuity upto 80% or above
 - Other requirements of the client included-
 - Lync integration to Exchange
 - Share Point integration to Exchange
 - RMS integration to Exchange

Solutions Offered

After careful assessment of the future requirements of the client, HCL Infosystems offered a robust and industry standard ITIL framework with committed SLAs with End User feedback ratings. The portfolio of solutions offered to the client included-

- **Assets and Inventory Management Services**
 - All the assets like hardware, software, spares etc. were tagged and recorded to ensure annual maintenance/renewal support in time
 - Classroom Management - For smooth functioning of the IT equipments placed in the classrooms
 - Video Conferencing Management
 - Blackberry Management for Blackberry related setup and trouble shooting
 - Upkeep & password update of Smartcard reader
 - Vendor Management - All Vendor details were updated and relevant SLAs against the respective vendors were maintained in the system
 - CCTV Management - To ensure smooth running of the live camera and recording on daily basis
- **Network Management Services** - To resolve any issues pertaining to LAN/WI-FI/WAN across the campus

• Data Center Management Services

- Database Management (ERP)- Maintenance of Database or Application platform from Oracle including ERP servers running SunGard application
- Server Management (OS / AV / Patch/ Security)- Server OS including flavors of Windows, Linux on virtualized platform like VMware on top of blade center from HP or rack servers from Dell
- Network Management (LAN/WAN) - Cisco core switch along with Wi-Fi LWAPS connecting Server platform to users and outside world through Cisco core switch
- IT Security Management (Server Hardening/Firewall/WAF) - Fortigate Firewall, Iron Port for anti-spam, FortiWeb Application
- Mail/Exchange
 - Upgraded 2010 with mail archival
 - Integrated Lync, Share Point & RMS features
- Storage Management - HP MSA2000 SAN with NAS storage for server and staged backup
- Backup / Restore Management - HP LTO5 with NAS for staged backup using VDR/Symantec VM infrastructure license for backup, DR and restore drill
- Application Management - Applications of course curriculum or otherwise were made available

through terminal server. Thinapp / manual installation made as per the licensing limitations

- Service Management - All services across the servers are being monitored 24X7

• Microsoft Solutions Implementation

- Configured Windows 2008 active directory
 - Installed and configured Windows 2008 Rights Management Role
 - Installed and configured sharepoint
 - Moved active directory roles to Windows 2008 active directory servers
 - Installed and configured Exchange 2010 with DAG
 - Configured routing between Exchange 2003 and Exchange 2010 Servers
 - Moved users mailboxes to Exchange 2010 Server
 - Installed and configured Lync Server
 - Enabled all external domain mails to be sent / received from New Exchange Server
 - After completion of migration for all users, uninstalled the existing Exchange 2003 and Windows 2003 active directory
- **Help Desk Services** - 24 X 7 help desk for calls logged through phone, web or email for any IT service requirements

Business Benefits

- Flexibility in utilizing the IT assets -The client is able to find out the utilization of the IT assets using the deployed tools and control the IT assets usage as per their requirements
- Key resources are able to focus on their core area of teaching and delegate outsourcing IT services to HCL
- Easy knowledge transfer as HCL has written 200+ SOPs (Standard Operating Procedures) and processes for Incident, Change, Problem Management, CSI (Continual Service Improvement) etc.
- HCL to deliver periodic technology seminar sessions to the client enabling the client to enhance services offerings to the end users
- Robust IT infra & secured information systems
- Enhanced business & operational continuity are backed by HCL's L3 resources and SME (subject matter experts) availability



About HCL Infosystems

HCL Infosystems Ltd, with revenue (LTM) of US\$ 2.4 billion (Rs.10,754 crores) is India's premier hardware, services and ICT systems integration company offering a wide spectrum of ICT products that includes Computing, Storage, Networking, Security, Telecom, Imaging and Retail. HCL is a one-stop-shop for all the ICT requirements of an organization. India's leading System Integration and Infrastructure Management Services Organization, HCL has specialized expertise across verticals including Telecom, BFSI, eGovernance, Power and Defence.

With India's largest ICT services network that reaches to every corner of India, HCL's award winning Support Services makes it the preferred choice of enterprise and consumers, alike. For more information please visit us at www.hclinfosystems.com

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