



## ***HCL Infosystems Transforms IT Infrastructure of a Top Financial Conglomerate***

### ***Client Brief***

*The client is a pioneer and a leader in the housing finance in India. They have a wide network of offices and a wholly owned distribution company catering to over 2000 towns and cities spread across the country and abroad. The client has emerged as a financial conglomerate with its presence in the entire gamut of financial services including banking, insurance (life and non-life), asset management and real estate venture capital.*

*The client is also India's top fund house that manages assets worth over ₹91,000 crore. Over the last three decades, the client has turned the concept of housing finance for the growing middle class in India into a world-class enterprise with excellent reputation for professionalism, integrity and impeccable service.*

## Client Requirements

The client's business volume and market spread was growing at a rapid pace. The total number of investors for the client were increasing by many folds whereas the IT assets under management were growing by just a marginal number. To maintain the momentum of fast paced growth, the client realized the need to improve their existing IT infrastructure and employees productivity by higher uptime of assets. The client wanted to upgrade their existing IT operations to next level through

- SLA based service delivery
- Process efficiencies & strong governance driven by ITIL V3 framework
- Decision making through IT & MIS
- Ensuring business function uptime
- IT driven economic benefits

## Solutions Offered

After careful assessment of the future requirements of the client, HCL Infosystems offered the following portfolio of solutions to the client-

- Desk-Side IT services for 4500+ users spread across 400+ locations
- Hybrid Service delivery model with service desk based Remote Infrastructure Management (RIM) and onsite services at 20 locations
- Server Management Services for Windows Servers housing critical in-house applications & mails and backup & restore services
- Break-Fix services pan India for over 2000 assets



- IT Asset Management – IT asset lifecycle management covering all end user devices like PCs, mobile devices, peripherals and thin clients including asset tagging and audits at periodic intervals
- Creation of Standard Operating Procedures (SOP) and Known Error Database (KEDB) to reduce the number of calls and increase usage of RIM at the first level of call resolution
- Mobile Device Management to support PDAs, mobiles, tablets with clients emails, Blackberry Mail and Lotus Notes Traveler

## Business Benefits

- Improved SLA achievement year-on-year
  - 2009-10 – 95%
  - 2010-11 – 96%
  - 2011-12 – 98%
- Reduced cost per asset by 5%
- Institutionalizing process improvements & best practices
  - Institutionalized monthly & quarterly review with stakeholders
  - Creation of Standard Operating Procedures (SOP)
  - In- Person branch reviews
  - Closed loop feedback mechanism for VIP users
- KEDB leading to effective problem solving management
- Service Quality Audits
- Creation of asset inventory
- Increased technology application leading to reduced human intervention
- Driving non-linearity vis-a-vis increase in assets and increase in efforts resulting in cost avoidance & productivity improvement



### 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.

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