

# Case Study

## Abstract:

EIL Global helped in reducing the IT expenditure cost by providing timely recommendation of adopting new technologies like Virtualization for a Medium sized e-publishing and content management company.

Through EIL Global's IT Infrastructure Management services, the company saved around 30% of its IT Infrastructure Management costs over an year's time.

Managed Services by:



## EIL Global at a Glance

### Milestones:

2004>> Network Services (Cisco)

2005>> Acquired NASDAQ listed customer

2006>> Added two large customers

2007>> Enhanced Multi Vendor Capabilities

2008 >> Added 4 SMEs & 2 Large customers

2009 >> Launched hosted IPT Services in UK

2010>> Launched its world class IT Infrastructure Management Services in India

2011>>Launched Global Professional Services

2015>>Launched IT services in Australia



## The Client

Company offering various solutions on E-publishing & Content Management services to its clients having its head quarters in India, and offshore locations in Australia, USA and UK.

Company offers its solutions to multiple clients across the globe with a huge demand for bandwidth and communication. The company has around 900 employees within their Indian and Australian Offices. Company also has smaller infrastructure in USA and UK.

*Client's IT department consisted of 4 engineers when the company did not want to expand their IT support team further but needed to have its IT Infrastructure to be up by 100%, 24 x 7.*

### More about EIL Global

In IT services since 2004

**CISCO** certified partner specialized in Unified Communications Solutions

**Microsoft** Certified Partner

**600,000** Man Hours experience in Cisco Unified Communications

ISO 9001:2001 certified for providing Enterprise Voice & Data Network Management and Solutions

## The Business Need

Client's IT department consisted of 4 Engineers when the company did not want to expand their IT support team further but needed to have its IT infrastructure to be up 100%, 24 x 7.

- To reduce IT Operations cost
- To enhance End User experience on IT Systems
- To increase Productivity
- To deliver Services based on Service Level Agreements to their business users and end-User
- To enhance the Quality of Work

Their IT framework included:

- Servers (Windows) -50
- Servers (Linux) - 20
- Desktops-800
- Routers (Cisco2801,2600)-5
- Switches (Cisco3550,3760)-6
- CRM Application
- Microsoft Exchange



## The EIL Global Solution for ITIM

- EIL Recommended 90% remote support + 10% onsite support model for its Head Quarters
- 100% remote support services for its offshore branches
- Designed and Implemented appropriate Connectivity solution for Voice and Data with automatic fail-over model
- Provided 24/7 coverage for IT Infrastructure Operations and Support and 12/5 coverage for Service Desk and end user desktop support for field
- Ensured 99.9% Service availability for Server including Messaging, Application and Database Infrastructure thereby provided higher availability for end users
- Brought about process improvement through ITIL based service delivery



### Technology Highlights

EIL suggested VMware based virtualization for Servers that required redundant connectivity for its European and US customers to be hosted in EIL's Data Center in Australia

Deployed a top class Network Management platform on all the desktops and physical servers for Remote Infrastructure Management

EIL set up an online chat support for desktop users requiring administration support

Managed & Supported MS Exchange Messaging environment with over 1000 inboxes

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## Benefits - Qualitative

- Non Stop content streaming were possible resulting in happy customers
- All IT applications were used by employees to the best of its use and features
- Periodic end user training methodologies helped new employees to acquire adaptability

## Benefits – Quantitative

- Reduced downtime by 88% in the initial phase itself
- Decommissioned 8% of Servers by introducing Virtualization
- Employee productivity level increased by 32%
- Enhanced communication between branch offices by 75%

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