

Choice Solutions Case Study

IT Services For Arshiya International

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Project Preface

Choice Solutions Ltd. was awarded contract by Arshiya International to provide complete IMS service and also recruit requisite number of people to provide them.

An Overview of Arshiya International

Arshiya International Ltd. (also referred to as 'Arshiya') is an integrated supply chain and logistics infrastructure solutions provider headquartered in Mumbai. The company with links to multinational logistics and supply chain management companies is currently involved in creating and pioneering logistics infrastructure across India. Presently Arshiya operates out of 4 locations including Mumbai, Panvel, New Mumbai (warehouses), Khurja (100 Km from New Delhi), and Jasola (New Delhi outskirts), as well as Chennai, Bangaluru and Pune. Arshiya plans to further expand its logistics and supply chain management across India.

Project Background and Objective

Arshiya wanted implementation of a proactive systems management strategy. It felt that they could execute their job effectively, unfortunately the efforts were not very successful. This where Choice Solution Limited's (also referred to as 'Choice') association with Arshiya started as an AMC and FMS services provider, charged with maintenance of around 700 endpoints by a team of 3 resident engineers in 2 locations in Mumbai. As Arshiya was planning to make big moves into Supply Chain Management (SCM) sector, backend service provided by Choice came in real handy. It was 2009 and Choice has been providing exemplary service to the client ever since.

Competition

Choice was consistent in providing quality services to client, this resulted in Choice being chosen over other major IT service providers like IBM, HCL, Wipro, etc. to provide IT services to Arshiya.

Work Scope

1. Choice provides AMC service of APC UPS at Arshiya
2. Choice provides a competent team of IT Service and Solutions professionals
3. Choice also customizes the services offerings to suit needs of Arshiya, such as:
 - a. Staggered service delivery times
 - b. Service support even on holiday and Sunday
 - c. IMAC Services in their new upcoming far flung areas
 - d. Provide services ranging from installation of PCs, to maintenance
 - e. Recruit of IT team members to run the IT department

Challenges

The key challenge for Choice for providing services to Arshiya was to ensure availability of business applications and constant connectivity which is vital for Arshiya to integrate its business and delivery process. If Arshiya can't have access to key reliable business tools, it can't provide logistics services to its customers who rely on them to conduct their business. It's difficult to manage geographically diverse workstations and ensure a reliable connection to a centralized computing environment. Several things have to be managed, namely:-

1. *Secure Network*: It's important to provide a secured network for its datacenter currently hosted by Reliance with 2500 endpoints.
2. *Uptime IT Service Requirement*: The services provided extends many a times into late night hours depending on the activity in the Arshiya warehouses located at Khurja and Panvel.
3. *Data Security*: Ensure availability of data as any loss of data can be harmful for the business of Arshiya as well as its clients.

Several other problems that can occur and Choice IT team is always ready resolve all issues in real-time.

Choice Solutions Role

The project goal for Choice Solutions is to provide a variety of SLA based, Proactive Automated Managed Services as part of the service package which included the following:

1. Call Management System with dedicated helpdesk team
2. Automated Asset Management
3. Patch Management
4. Security Management
5. Basic Network Management
6. Prepare Reports and Reviews
7. Give a scalable and modular approach to meet expansion plans of Arshiya
8. Availability Management
9. Automated Software License Management
10. Automated User Policy Management
11. Automated Mail Server Space Management Alerts
12. Automated User Space Management Alerts
13. Ensure 95% uptime of all equipment and 99.99% uptime of selected high critical equipment and locations
14. Remote Management of Network from Choice NOC, with onsite team of engineers lead by team leader.
15. Inventory Management for regular AMC.
16. Online support to monitor and maintain servers (30 nos) hosted at Reliance Datacenter.
17. Constant monitoring of IT setup and need based deskside support.
18. Online monitoring of Services and IT Policy implementation.

Back End Support

Choice Solutions has also been entrusted by Arshiya to provide a variety of back end support services, such as

1. Provision of needed back up IT maintenance engineers
2. Constantly support the front end team with proactive/remote desktop management services
3. Provide specialist services from Center of Excellence team of Choice Solutions
4. Monitor services provided by team of backend service delivery team
5. Manage everything through a Single point of Contact by a Regional Manager-IT, operating out of Mumbai

On Site Team Structure

S.No	Position	Qty	Qualification	Experience (Years) Approx
1	Team Leader	1	Graduate Engineer with certifications in Microsoft - specialized in Team Management and IMS Services	8
2	System Administrator	1	Graduate Engineer with certifications in Microsoft - specialized in server Administration	3
3	Network Administrator	1	Graduate Engineer with certifications in Cisco - specialized in Network Administration	3
4	Help Desk Executives	2	Graduates and experience in Call Management and Customer Handling	1
5	Desk Top Engineers	15	3 year Diploma holders with hands on experience in Desktop, Laptop, Printer Services	2

Equipment Covered

S.No.	Equipment	Qty (approx)
1	PCs	1500
2	Laptops	250
3	Printers	500
4	Plotter	1
5	Network Equipment	250
	Total	2501

The Benefits

1. A 99% uptime availability of the IT Equipment for Arshiya
2. Faster, accurate and reliable reports generation for the reference of Arshiya management
3. Higher user satisfaction guaranteed
4. Less burden Arshiya GM IT to look after
5. IT administrators at Arshiya are leveraging the solution provided by Choice Solutions for asset tracking, patch management, event log, scripting, backup, ticketing, and automate basic administrative tasks.
6. IT administrators at Arshiya is able to identify potential application availability and performance issues before they occur using upgraded software updates and security patches deployed on all workstations and equipment.
7. IT administrators at Arshiya are able to automatically track and monitor suspicious activity through enhanced security measures.

*Arshiya has been
Getting Uninterrupted
Service Since 2009*

Benefits to Choice Solutions Ltd.

Choice Solutions Limited has been providing Arshiya International continuous service since January 2009, making them one of our oldest and prestigious client.

Being an existing service provider to Arshiya International, Choice Solutions was able to retain Arshiya International as its client despite competition from IT majors like IBM, HCL, Wipro, etc.

The long standing association with Arshiya International has given Choice Solutions the confidence to take up even bigger projects of larger magnitude.

*Choice Edged Out IT
Majors to Win
Contract Year after
Year*

About Choice Solutions

Established in 1991 Choice Solutions Ltd. is a leading IT and Facilities solutions provider. Choice Solutions Ltd. business comprises of Six different practices, namely

IMS

- Desktop, Server, Network, Storage, Support, OS, Assets, Apps, Non IT
- Hardware - A-Add, M-Modify, I-Install, C-Change, R-Repair
- Assets, Security, Software Distribution, Upgrades

Networking

- Packaged Services Monitoring & Management
- Products, Security, Design, Deploy, Maintain
- Auditing & Compliance, SOC

Datacenter

- DC Audit, Monitor & Manage, Training
- Assess, Design, Built, Deploy, Disaster Recovery

Consulting

- Business Consulting, CIO & Technology Services, Physical Security, Power Devices, IT Consulting
- DC Consulting, ERP, CRM & Custom Apps

Cloud Computing

- Cold Site – Backup, Disaster Recovery
- Hot Site – HaaS, Software, Manage
- Public Cloud, Private Cloud, Hybrid Cloud
- CaaS, License Software, IaaS
- Disaster Recovery

Power

- Power Audit, Equipment Management
- Physical Security, Power Devices
- Power Saving Devices
- Design & Audit
- Renewable Energy Products