Datacentre Operations

Dataenter Operations practice typicallly helps organisations transform the datacenter into a competitive advantage. Outsourced data center operations offers a flexible IT infrastructure that successfully reduces TCO, offers a more predictable cost structure and maximises return on investment. IT supports customers across the data center management lifecycle, right from planning, migration and consolidation to data center operations.

Clients can leverage the customized service level agreement and ITILv3 compliant processes offered by the service provider to ensure reliable operation of critical systems. Even if IT is your core business, setting up your own data center or computer room is an expensive proposition both in terms of money, time and deployment of human resources. Apart from the high capital costs, there are the high day-to-day management costs. Routinely adding new services or upgrading to the latest technology is also not feasible. In this scenario, it makes sense to outsource this service to a co-location, carrier-neutral data center.

Some of the proven benefits include

There are certain basic guidlines that companies should bear in mind before hosting their datacenters with an outside party. They must do a thorough evaluation of build versus buy scenario and see if outsourcing really fits in the overall IT strategy of their company. This is extremely important because IT strategies of organizations tend to be very dynamic and unless the IT team is well aware of the business strategies influencing the IT infrastructure of the organization, it's very difficult to chart an apt IT roadmap and get IT right in the long run.

Secondly, they must also check the kind of business value it delivers or is likely to deliver over an extended period of time. Capacity planning is another key aspect that organisations need to look into. They must evaluate the capacity requirements of the company in the long run and plan accordingly. Typically companies tend to over capacitize, simply to play safe. However, in our experience we have seen that in most environments whether its server capacity or storage capacity, utilization rates are abysmally low. It is here that the service provider's ability to scale up and match the requirements of the organizations also becomes critical.

Organisations should emphasize and check on the various servers and applications being available, especially during the business hours. Security should undoubtedly forms a crucial component of the service level agreements (SLA). ■

Benefits

- **Significant cost savings in the first year with year-on-year improvements.**
- **Continuous innovation through service improvement recommendations, analysis of incident patterns/events for system stability, access to experienced infrastructure resources across technology landscape.**
- **Operational gains through process enhancements including enhanced productivity, reduced duplications and error mitigation.**
- **ITIL compliant standard operating practices, which improve effectiveness and competitiveness.**
- **End-to-end high availability offerings including hosting services for performance and uptime reliability.**

> "Managed services hold tremendous potential and channels should consider a partnership model for global expansion. It will put a process, infrastructure and certification in place. I would also suggest recruiting marketing talent regionally"

KV Jagannath,
Managing Director, Choice Solutions