

Choice Solutions Case Study

IT Services For SMERA Ratings Ltd.

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Project Preface

Choice Solutions Ltd. was awarded contract by SMERA Rating Ltd. to solve a complex problem associated with IT infrastructure.

An Overview of SMERA Ratings Ltd.

SMERA Ratings Limited (also referred to as 'SMERA') is a full service Credit Rating Agency, registered with the Securities and Exchange Board of India (SEBI), and accredited by Reserve Bank of India (RBI) as an External Credit Assessment Institution (ECAI), for Bank Loan Ratings under BASEL-II norms. SMERA is empanelled with National Small Industries Corporation (NSIC), the nodal agency of the Ministry of MSME, Government of India to provide SMERA-D&B-NSIC Micro & Small Enterprises Rating for MSEs in India.

Project Background and Objective

Choice got in touch with SMERA when the IT internal team inadvertently goofed up the IT infrastructure setup. The entire IT setup including servers, routers and firewall were locked out, rendering a total stoppage of work for an entire day. Choice was approached to help resolve the issue for same and we were able to the unlock the entire IT infrastructure setup and business was up and running within a day.

Work Scope

1. Choice is managing the complete IT infrastructure setup on outsourced model.
2. Choice provides a competent team of IT Service and Solutions professionals
3. Choice also customizes the services offerings to suit needs of SMERA, such as:
 - a. Staggered service delivery times.
 - b. Service support even on holiday and Sunday.
 - d. Provide services ranging from installation of PCs and other IT systems to their maintenance.
 - e. Recruit of IT team members to run the IT department onsite.

Challenges

The key challenges for Choice include the following:-

1. Choice was blanked out as there was no trace of any username and password for servers, routers and firewalls.
2. Choice worked out a strategy to approach the problem in 2 different steps.
3. Choice had to depute team of server administrators and network administrators.
4. The server administrators created a parallel server from scratch and got the business up and running.
5. The network administrators created a parallel network and got the network up and running.
6. This entire activity was completed and operations at SMERA were normalized within 24 hours of 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 SMERA.
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. Constant monitoring of IT setup and need based deskside support.
17. Online monitoring of Services and IT Policy implementation.

Back End Support

Choice Solutions has also been entrusted by SMERA to

1. Manage the entire IT set up.
2. Constantly support the front end team with proactive/remote IT support services.
3. Provide specialist services from Center of Excellence team of Choice Solutions.
4. Monitor services provided by team of backend service delivery team.

Equipment Covered

S. No.	Equipment	Qty (approx)
1	Tablets	137
2	Laptops	69
3	Desktops	130
4	Firewall	4
5	NAS	5
6	Scanner	1
	Total	346

The Benefits

1. A 99% uptime availability of the IT Equipment for SMERA.
2. Faster, accurate and reliable reports generation for the reference of SMERA management.
3. Higher user satisfaction guaranteed.
4. Less burden on SMERA to look after IT setup.
5. IT administrators at SMERA 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 SMERA are 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 SMERA are able to automatically track and monitor suspicious activity through enhanced security measures.

*SMERA has been
Getting Uninterrupted
Service Since 2016*

Benefits to Choice Solutions Ltd.

Choice Solutions Limited was successful in providing a full scope of IT support in a way that allowed Choice to build a level of trust with SMERA.

As an existing service provider to SMERA, service provided by Choice Solutions generated enough goodwill and our services were retained without competition.

The outstanding service given by Choice Solutions has allowed us the capability to strive to get bigger projects of larger magnitude.

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