

Choice Case Study

Infrastructure Management Services for Jyoti Structures Limited

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Project Preface

Choice Solutions Limited won the project to provide Jyoti Structure Limited services to monitor and manage its IT infrastructure at its premises in 3 regions.

About the Client

Jyoti Structures Limited is a manufacturing company in electrical towers with manufacturing units in Mumbai, Nashik and Raipur offering a complete range of services in design, testing, manufacturing, sourcing, supply and construction with in-house expertise.

Its main business focus is in transmission lines, substations and power distribution projects. The company has the capability to execute turnkey projects, offering a complete range of services in design, testing, manufacturing, sourcing, supply and construction with our in-house expertise.

With a combined manufacturing capacity of 160,000 MT of transmission line towers Jyoti Structures Limited also has an in-house tower testing facility at Ghoti, Igatpuri, India.

Project Background & Objectives

The project is to provide as much remote services/AMC/FMS with proactive support.

The main focus is to reduce the intervention of internal IT team in managing the routine IT infrastructure management services.

Competition

Choice was in competition with Accel Front Line (the existing service provider) and some other vendors namely Redington, Wipro, and HCL.

manage IT Infrastructure

Provide services as per clients need

Work Scope

Manage the entire IT infrastructure and establish proactive support function using RIMS/FMS/AMC.

Challenges

The key challenge for Choice Solutions Ltd, was to convince the customer about the usage of proactive support; as well as establish customized remote service.

Choice Solutions Role

The project goal for Choice Solutions is to install *Kaseya* RIMS tool as well as establish services at Nashik and Raipur through local providers where Choice Solutions Ltd. does not have any offices.

Back End Support

Choice Solutions has to provide the *proactive* and *reactive* support by placing a resident engineer, alongside onsite spares/stock support for their Mumbai, Nasik and Raipur offices.

Benefits

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

Benefits to Choice Solutions Ltd.

Choice Solutions Limited has been providing Jyoti Structure continuous service ever since the service contract was signed.

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

Provide training about customized use of Kaseya

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