

# Choice Solutions Case Study

## IT Services For Mahindra Finance Ltd.

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## Project Preface

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

## An Overview of Mahindra Finance

Mahindra Finance Ltd. (also referred to as 'Mahindra') is part of the Mumbai, Maharashtra based Mahindra Group. Starting off as Mahindra and Mahindra Financial Services Limited (MMFSL) it has empowered individuals with personalized finance for a wide range of vehicles, home development requirements and many other diverse endeavours. Mahindra Finance as part of its socially inclusive business model facilitates loans to customers based not on their current financial status, but their future earning capacity. Today, Mahindra is one of the leading non-banking finance companies having touched over 4 million lives across India.

## Project Background and Objective

Mahindra wanted implementation of a proactive Comprehensive AMC service for its entire setup of IT infrastructure at its office. The objective was to ensure downtime was reduced as it was directly resulting in loss of business.

## Work Scope

1. Choice provides AMC service entire IT setup at Mahindra.
2. Choice provided a competent team of IT Service and Solutions professionals.
3. Choice had to analyse last year data of Mahindra to understand the call trends. And devise a service delivery plan.
4. As downtime was directly related to loss of business, reduction of downtime was important.
5. Choice also customized the IT infrastructure to suit needs of Mahindra, such as:
  - a. Staggered service delivery times.
  - b. Service support even on holiday and Sunday.
  - c. 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 Mahindra was to ensure availability of business applications, spare parts and constant connectivity which is vital for Mahindra to integrate its business and delivery process. The challenges faced include:-

1. The penetration of Mahindra in the interior was big challenge for spares movement.
2. Being a comprehensive AMC customer maintaining the uptime was crucial.
3. Delivery of replacement spares was a very tough task.
4. Choice worked out a method to create a sub hub in the nearest city for all the locations to stock spare parts.
5. Tied up with various national and local couriers for delivery of spares and ensured SLAs are met.

## 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 Mahindra.
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 Mahindra 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. Serviced 391 branches/laptops in 24 states across India.

## Equipment Covered

S. No.	Equipment	Qty (approx)
1	Laptops	391
	<b>Total</b>	<b>2501</b>

## The Benefits

1. A 99% uptime availability of the IT Equipment for Mahindra
2. Faster, accurate and reliable reports generation for the reference of Mahindra management
3. Higher user satisfaction guaranteed
4. IT administrators at Mahindra are leveraging the solution provided by Choice Solutions for asset tracking, patch management, event log, scripting, backup, ticketing, and automate basic administrative tasks.
5. IT administrators at Mahindra 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.
6. IT administrators at Mahindra are able to automatically track and monitor suspicious activity through enhanced security measures.

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*Mahindra has been  
Getting Uninterrupted  
Service Since 2017*

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### **Benefits to Choice Solutions Ltd.**

Choice Solutions Limited has been providing Mahindra continuous service since 2017

Being an existing service provider to Mahindra, Choice Solutions expects to retain Mahindra as its client owing to its excellent support service provided.

The association with Mahindra has given Choice Solutions the confidence to take up even bigger projects of larger magnitude.

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*Choice Edged Out IT  
Majors to Win  
Contract*

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## 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