

Choice Case Study

Infrastructure Management Services for ITW Signode

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Project Preface

Choice Solutions Limited has won the project to provide infrastructure management services for the entire IT infrastructure of ITW Signode with 750 end points.

About the Client

ITW Signode is a specialist industrial packaging company based out of Hyderabad and is a leading industrial packaging solutions provider. Spread across India in over 40 + locations, the company has manufacturing facilities at Rudraram-Andhra Pradesh, Surangi-Dadra & Nagar Haveli, Pune – Maharashtra and Rudrapur - Uttarakhand. ITW Signode's comprehensive packaging solutions include products and services. Product offering encompasses strapping, wrapping, taping, and protective packaging consumables, tools and equipment to apply the consumables, and parts.

A wide range of services include on-site packaging, on-site maintenance, preventive maintenance, AMCs, field engineering, package testing and packaging design, audit and consultancy. The Company offers customer specific packaging solutions and dedicated service support in diverse sectors that range from metals, automobiles, FMCG, white goods, paper, engineering, building materials, textiles, fiber, engineering and pharmaceuticals. ITW Signode in India is a division of ITW India Limited, a subsidiary of Illinois Tool Works Inc., USA (ITW).

manage IT Infrastructure

Project Background & Objectives

The services of ITW were earlier outsourced to a premier IT services company. The service provider made ITW purchase a RIMS tool *Sapphire* for 800 end point licenses. But the entire previous year the service provider used the RIMS tool *Sapphire* only for Call management.

Neither did it provide any proactive support services; nor did it explore the proactive service provisions of the *Sapphire* tool. In this situation Choice Solutions Limited came into the picture to help provide better utilization of resources.

Competition

Choice won the contract despite being in competition with a premier IT services company like Wipro.

Provide services as per clients need

Work Scope

Manage the IT infrastructure of the customer using the customer's existing RIMS tool *Sapphire*. Provide FMS Services with 10 resources, as well as provide break fix services across India.

Challenges

The NOC team of Choice Solutions Ltd. has specialization in using *Kaseya* tool. *Sapphire* was a new tool.

The Choice NOC team had to depute a team of 2 engineers to learn about the *Sapphire* tool at a short notice as well as map all the remote locations of ITW Signode to provide hardware breakfix services.

Choice Solutions Role

The project goal for Choice Solutions was to create a separate team trained on *Sapphire*, establish a work flow, as well as establish partners to provide services in remote areas.

Back End Support

Choice Solutions has to provide *proactive* and *reactive* support by placing onsite/offsite engineer, as also offsite and onsite spares/stock support.

Provide training about customized use of Kaseya

Benefits

1. A 99% uptime availability of the IT equipment for ITW Signode.
2. Faster, accurate and reliable report generation for reference of ITW management.
3. Higher user satisfaction guaranteed.
4. IT administrators at ITW 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 ITW 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 ITW are able to automatically track and monitor suspicious activity through enhanced security measures.

Benefits to Choice Solutions Ltd.

Choice Solutions Limited has been providing ITW Signode continuous service since few years, making them one of our most prestigious client.

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



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