

# Choice Case Study

## Kaseya Software License for C&S Electric Ltd.

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*manage IT Infrastructure*

## Project Background

Choice Solutions Limited won the project to supply Kaseya software license that are to be installed in the company premises to monitor and manage its IT infrastructure. The company was earlier having its IT infrastructure management services done by a local vendor sthe past 8 years. It was more a breakfix services; the IT Infrastructure was being managed in a very unprofessional manner.

## About the Client

C&S Electric Ltd. is amongst the leading suppliers of electrical equipment in India and is India's largest exporter of industrial switchgear. Its wide range of electrical and electronic products, find application in power generation, distribution, control, protection and final consumption. C&S Electric is amongst the top 4 players in the LV switchgear business & the market leader in the Power Busbar Business. In addition the company also has product offerings for MV switchgear, Energy Efficient Lighting solutions and Diesel Generating Sets. C&S Electric along with Solar EPC business, also has an electrical contracting business which executes all turnkey projects for industrial and commercial electrification, substations and power plants. C&S Electric was also the 2nd company in India to design and execute a grid connected solar PV power plant in India. The company has factories in Noida, Haridwar and design offices in New Delhi and sales offices across India.

## Project Challenges or Requirements

C&S Electric Ltd. was earlier having its IT infrastructure management services done by a local vendor she past 8 years. It was more a breakfix services; the IT Infrastructure was being managed in a very unprofessional manner.

Most of the services have to be provided at Haridwar where Choice Solutions Ltd. has no presence. Arrangement of a service delivery network to provide services in various B class Cities in India was also something that had to be done.

## Project Scope

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*Provide services as per clients need*

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Choice Solutions Limited got the contract from C&S Electric which outsourced the maintenance of its entire IT Infrastructure system including its factory premises as well as offices. It was important to provide the maintenance service to 2000 end points as per the need of the client.

## Choice Role and Solution Offered

Choice Solutions Ltd. got Kaseya to customize its IT solution as per the needs of the customer, C&S Electric. Services to be provided were established utilizing the local resources in Haridwar and putting to use the extensive partner network in other places of service.

Choice Solutions Ltd. took it upon itself to get rid of the unprofessional service system practiced by the existing service vendor over the past 8 years, and establish newer service regimen.

Choice Solutions Ltd. made sure that provide training about customized use of Kaseya software was provided to client to meet their specific requirements.

Choice Solutions Ltd. despite facing competition from Redington, Sysnet (the existing service provider) and some other vendors won the deal and is providing service to the client.

*Provide training about customized use of Kaseya*

## Benefits to Choice Solutions & C&S Electric

The client would be able to take advantages of the following benefits from the proposed architecture of this project.

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*Client Testimonials*

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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