

Choice Solutions Case Study

IT Services For Pepe Jeans Ltd.

Inside This Case Study

Project Preface	1
Challenges	2
Choice Solutions Role	2
Back End Support	3
Equipment Covered	3
The Benefit	4
About Choice Solutions	5

Project Preface

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

An Overview of Pepe Jeans

Pepe Jeans Ltd. (also referred to as 'Pepe') is a leading Mumbai, Maharashtra based manufacturer, exporter and retailer of jeans and other products under various brand names. A major player in garment industry it has its presence all over India.

Project Background and Objective

Pepe wanted a proactive systems management strategy as they were plagued by serious system downtime issues. They got in touch with Choice to keep their warehouses up and running 24/7. After suffering major downtime issues a AMC contract was signed with Choice. The AMC with Choice helped them to achieve 99.9% server and end-user uptime for all the warehouses.

Work Scope

1. Choice provides AMC service for IT setup across India.
2. Choice through its competent team of IT Service and Solutions professionals provides keeps its warehouses up and running 24/7.
3. Choice also customizes the services offerings to suit needs of Pepe, such as:
 - a. Staggered service delivery times.
 - b. Service support even on holiday and sunday.
 - c. Provide services ranging from installation of PCs and IT systems to their maintenance.
 - d. Recruit of IT team members to run the IT department.
 - e. Provide support for setup at remote locations.

Challenges

The key challenge for Choice for providing services to Pepe:-

1. Pepe jeans had HP SCO servers managing their warehouses. They tried with series of service providers to get the required uptime but were not able to achieve the desired goal.
2. This downtime used to cause major loss to the business as all their dispatches used to be put on hold till servers were up and running.
3. All warehouses were in remote locations. The hardware for server was very old. Sourcing spares was a major challenge. Choice worked out a strategy and sourced all the required spares within specified time to ensure no hindrance in work.
4. Choice created redundancy of servers, stocked required number of hardware spares onsite, created an extensive training manual for the server and O/S. Trained the onsite personnel for all L1 requirement.

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 Pepe.
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.

Complete IT Support

Choice Solutions has also been entrusted by Pepe to provide complete IT support services, such as:-

1. Provision of needed back up IT maintenance.
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. Solution provided by Choice ensured that there were no uptime issues again.
6. AMC services helped them achieve 99.9% server and end-user uptime for all warehouses.
7. Support for IT infrastructure maintenance across all locations in India.

Equipment Covered

S. No.	Equipment	Qty (approx)
1	Barcode Printers	2
2	Barcode Scanners	130
3	Desktop	212
4	Desktop Server	4
5	DVD	1
6	Firewall	2
7	Laptop	163
8	LG	1
9	Mac	2
10	Monitor	133
11	Network	3
12	Network Router	3
13	Network Switch	3
14	Patch Panel	7
15	Printer	111
16	Projector	2
17	Router	2
18	Scanner	2
19	Server	10
20	Stabilizer	3
21	Switch	24
22	UPS	89
23	UPS Booster Charge	1
24	Wireless Router	80
	Total	990

The Benefits

1. A 99% uptime availability of the IT Equipment for Pepe
2. Faster, accurate and reliable reports generation for the reference of Pepe management
3. Higher user satisfaction guaranteed
4. IT administrators at Pepe 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 Pepe 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 Pepe are able to automatically track and monitor suspicious activity through enhanced security measures.
7. The services provided meant Pepe faced no IT infrastructure issue.

*Pepe 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 Pepe.

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

The level of service provided to Pepe meant that Choice Solutions name has found mention in the international Head Office of Pepe located in Spain.

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