

# Choice Solutions Case Study

## Total IT Solutions For IIIT – Hyderabad

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## Project Preface

Choice Solutions Ltd. was awarded contract by IIIT Hyderabad to provide complete set of IT services since in Aug 2008. This association has grown over the years to include the entire gamut of IT related services. Choice has been providing service since 2008 to 2014, and once again from 2016 with exception of 2015 due to government rules.

## An Overview of IIIT-H

The International Institute of Information Technology, Hyderabad (from hereon referred as IIIT-H) is an autonomous university founded in 1998. It was set up as a not-for-profit public private partnership (N-PPP) and is the first IIIT to be set up under this model in India. The Government of Andhra Pradesh lent support to the institute by grant of land and buildings. A Governing Council consisting of eminent people from academia, industry and government presides over the governance of the institution.

## Project Background and Objective

IIIT-H has been working with Choice to meet its IT services and solutions requirement. The current project involves providing services and solutions for a datacenter, UPS, remote management, electrical audit, audio visual devices and IT management. Choice has appointed service engineers at key locations in the campus.

## Work Scope

1. Choice gives desktop management through engineers using tool.
2. Choice provides network management audit, revamp services.
3. Choice also provides AMC / FMS services for IT equipment at offices of IIIT- H campus.
4. Provide student/faculty with unfettered access to internet.
5. Ensure undisturbed access to audio visual connections while classes are on.

## Challenges

The key challenge for Choice for providing services to IIIT-H was to ensure availability of business applications and constant connectivity which is vital for IIIT-H to seamlessly integrate its entire business and delivery process. If IIIT-H can't have access to key reliable business tools, it can't meet its customers requirement who rely on the company to meet their IT technical requirement. It's difficult to manage geographically diverse workstations and ensure a reliable connection to a centralized computing environment. Several things have to be managed, namely:-

1. *Secure Network*: It's important to provide a secured network for its datacenter as well as entire office IT environment.
2. *Uptime IT Service Requirement*: The services are provided to ensure maximum uptime for IT equipment for facilities located in Hyderabad.
3. *Data Security*: Ensure all available data is secured as any loss of data can be harmful for IIIT-H.
4. *Ensure AV Connectivity*: Ensure that users get un-interrupted access to audio visual connection at all times when classes are on.

Several other problems that can occur and Choice IT team is always ready resolve all issues in real-time.

## 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. Security Management
3. Basic Network Management
4. Prepare Reports and Reviews
5. Give a scalable and modular approach to meet expansion plans of IIIT-H
6. Ensure 95% uptime of all equipment and 99.99% uptime of selected high critical equipment and locations
7. Inventory Management for regular AMC.
8. Online support to monitor and maintain servers hosted at the Datacenter.
9. Constant monitoring of IT setup and need based deskside support.
10. Online monitoring of Services and IT Policy implementation.
11. Use internally developed tools by IIIT-H to provide the best service to users.

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*Choice Edged Out IT  
Majors to Win  
Contract Year after  
Year*

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## Back End Support

Choice Solutions has also been entrusted by IIT-H 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. Manage everything through a Single point of Contact by a Regional Manager-IT, operating out of Hyderabad

## On Site Team Structure

Choice Solutions is providing the requisite IT equipment services to IIT-H through a team of qualified IT support engineers at its facilities in Hyderabad who are qualified and experienced enough to meet any challenges.

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*IIT-H has been  
Getting Uninterrupted  
Service Since 2010*

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## The Benefits

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

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

Choice Solutions Limited has been providing IIT-H continuous service since January 2009, making them one of our oldest and prestigious clients.

Being an existing service provider to IIT-H, Choice Solutions has able to retain it as its client despite facing competition from IT majors like IBM, HCL, Wipro, etc.

The long standing business association with IIT-H has given Choice Solutions the confidence to take up even 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