

# HYBRID IT MANAGEMENT FOR A LEADING MANUFACTURER OF **FABRIC AND APPARELS** IN INDIA



## SUCCESS STORY

### **ENGAGEMENT:**

Strategic IT partner

### **INDUSTRY:**

Retail

### **OFFERING:**

End to End Hybrid  
Landscape Management

### **BUSINESS CHALLENGE**

Management of complete IT Infrastructure at their Head Office, Corporate Office, Regional Office, Co location Data Center, Plants and more than 225 Retail Stores across India. Requirement included comprehensive service coverage of their complex environment with High Availability at all the locations, management of Assets

## Our Solution

- Centralized Service Desk for all locations
- 24X7X365 Remote Infrastructure Monitoring for Data Center, Links and Servers at all Plants through Progressive NOC
- Configured the On Site skills as per the SLA requirement by Business with more than 80 resources of different skills
- Configured different towers to manage Servers, Network, Assets, Service Desk and End User Support
- Each Tower had a leader reporting to the Dedicated Project Manager
- Deployed & Integrated Open Source Tools for Incident Management, Availability Management and Asset Management
- Spares were stocked at all the locations to provide resolution as per SLA
- Daily monitoring of SLA to keep control on the High Volume of Incidents and Service Requests
- Daily feedback of the tickets closed to keep check on the experience delivered
- Audited the complete It Infrastructure at all the locations and recommendation customer for the necessary changes to reduce the downtimes

## Business Impact

- High Availability of IT Infrastructure at all locations
- Proactive information through NOC helped minimum downtime for business
- Uniform Customer experience at all locations



## ABOUT PROGRESSIVE INFOTECH

Trusted IT partner since 1998, Progressive Infotech provides comprehensive suite of transformation and support services. The offerings span across cloud, digital and support operations, delivered through a matured and scalable service delivery model. In every client engagement, Progressive ensures clients realize higher ROI, stretch the intrinsic value of existing IT investments and are better prepared for emergent market changes.

Progressive Infotech is consistently featured as a “mature vendor for IT Outsourcing” in the Gartner hype cycle report for ICT in India for last few years.

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