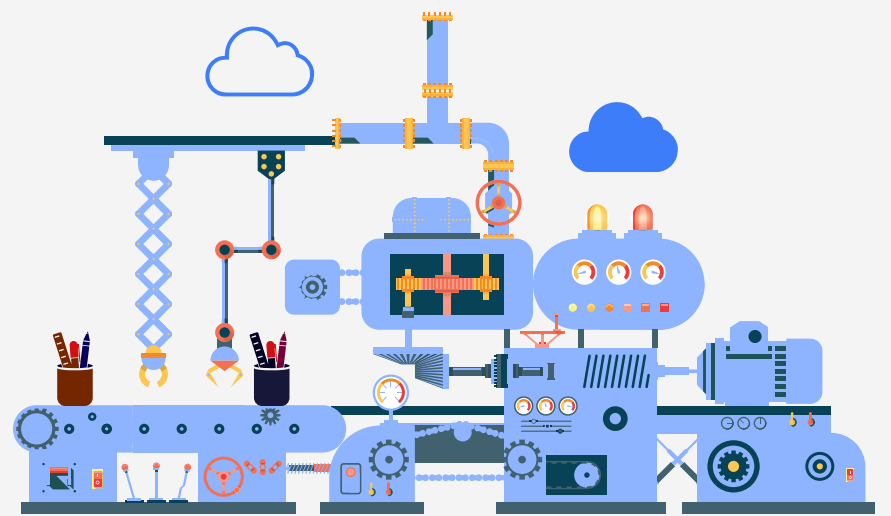




TRANSFORMING A LEADING MANUFACTURING COMPANY INTO AN INSIGHT DRIVEN ENTERPRISE

Customer Background

The client is a leading manufacturer and pioneer of writing instruments for the Indian market, headquartered in Chennai. Its core activities include the production of pens, pencils, markers, highlights, memory pads and other writing instruments.



As any other organisation, the client faced the same challenge that is to keep costs in control so that it doesn't affect profitability of the enterprise. However it was imperative to have a strategy in place for the automation of its mission-critical IT processes.

The client had an in-house IT team who worked closely with an external vendor to manage their IT infrastructure. Despite this, maintaining stringent performance and availability benchmarks was posing challenge. The client's existing vendor had failed to meet the expectations of their IT essentials like transparency of IT infrastructure, access to top management in case of failure which impacted their business continuity resulting in downtime during crucial productions. Additionally the customer faced issues w.r.t monitoring the operational status of interfaces of their network devices such as Router, Switches, AP, Security including Firewall.

Considering the above challenges, the client needed to re-look its setup and consolidate its IT infrastructure with a single service provider.

Business Challenge

Solution Highlights

After evaluating several companies, the client chose Hitachi Systems Micro Clinic. With its high levels of commitment and involvement, Hitachi team earned the confidence of the client leadership team. After initial assessment of the existing IT infrastructure, Hitachi's project management team offered a state of the art robust and agile managed service solution Hawkeye to monitor the performance of the critical IT infrastructure.

Hitachi had only two weeks time to complete the entire implementation, which included transition from the existing vendor. As the client had already made significant IT investments in solutions like networking, SQL DB administration and Lotus mailing integration, so it was critical for Hitachi's project team to ensure business continuity along with providing real time notifications. The solutions offered by Hitachi Hawk Eye suite comprised

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| <p>1</p> <p>Enhanced reporting capabilities by installation of a granular notifications and alert system to help resolve issues before it impacts</p> | <p>2</p> <p>Automated infrastructure management solutions with remote access and direct computer management from anywhere</p> | <p>3</p> <p>Centralized advance service desk to track and manage incidents, problems, service requests, and change</p> | <p>4</p> <p>CIO dashboard for pan India IT infrastructure monitoring covering all layers of network including WAN, LAN, Router and security firewalls</p> |
|--|--|---|--|

- Highly available infrastructure with **99.99% uptime**
- Cost optimized **-20% reduction in IT expenses**
- Access to **24x7 support**, maintenance and technical expertise to ensure availability
- **Aerial view of pan IT ecosystem** on a single dashboard
- **Actionable insights** to meet response and resolution SLA

Business Outcome

To know more, mail us at: marketing.mc@hitachi-systems.com | www.hitachi-systems-mc.com

Hitachi Systems Micro Clinic

Hitachi Systems Micro Clinic is an IT services company established in New Delhi in 1991; it became a group company of Hitachi Systems, Ltd. in 2014. The Company is uniquely positioned as a cable-to- cloud service provider and an end-to- end IT services and solutions provider that helps businesses meet today's challenging and complex IT requirements. The Company delivers innovative technology solutions to enable enterprises and governments to re-align and integrate IT processes to be more responsive to Customers' needs.

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