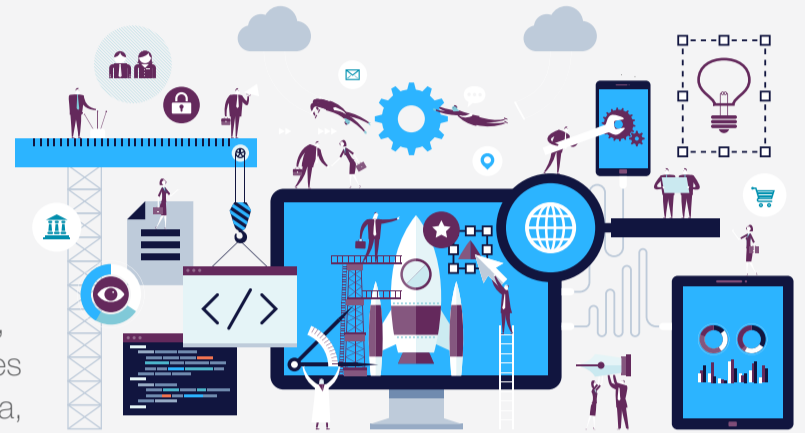




ACCOMPLISHING BUSINESS CONTINUITY USING 24*7*365 IT INFRASTRUCTURE MONITORING

Customer Background

The client is a major Indian news company, with national channels for Hindi, English, Business and Infotainment news. The client also has news websites and apps that reach more than 1 billion people across India, Southeast Asia, and the Middle East. The client has emerged as the most watched, credible and respected news and lifestyle network in India.



With more than 50 news channels and about 17,000 newspapers, India is the most diverse and vibrant media market in the world today. To broadcast news 24*7 for all 365 days in a year it is imperative to have an efficient and functional IT system in place.

The client had already invested on IT infrastructure to manage digital content produced through its broadcasting and online mediums. However, the client frequently faced unplanned downtime due to ageing infrastructure, server outage and latency issues with network devices and applications. Moreover, there was no provision to offer insights into existing capacity or reporting operational status of server, network devices and applications. The client was continuously struggling to trace modules and functions which were causing bottlenecks in infrastructure. The client desperately required a solution which could proactively monitor entire IT infrastructure.

Business Challenge

Solution Highlights

For permanent and cost-effective elimination of frequent downtime, Hitachi Systems Micro Clinic offered Hawk-Eye Suite 3.0 to the client which is one-stop solution to monitor the entire IT infrastructure. After detailed scrutiny the client chose Hitachi's Hawk-Eye Suite 3.0 due to its ease of use, and the ability to issue immediate notifications in case of downtime. The solution architecture aspects offered were

- Integrated Infrastructure Monitoring Dashboard for visibility on the performance and health of the infrastructure
- Hitachi installed automated remediation which provided proactive alerts and notifications with corrective actions. The client received the notifications well in advance before any outage
- Hawk-Eye's in-built reporting capabilities helped client fetch insights on IT infrastructure.

- **Reduced Downtime** - With effective capacity utilization the client reduced downtime by 50%.
- **Real-time alerts** - Instant alerts which helped the client keep on top of downtime, before end users are affected.
- **Intuitive dashboard** - All-in-one monitoring dashboard help client to easily to track the status of all resources in a single console
- **Intelligent reporting mechanism** - The client to get exhaustive reports which gave them insights on their IT infrastructure 24*7*365 and maintain availability

Business Outcome

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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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