

2010

Case study for IT asset management, Server & Patch management, Data back-up and security solution

For a Professional Services Company



SNASPHOT

Industry:

- Professional Services Company

Business Challenges:

- Data Backup Solution
- Malware Protection
- Device Blocking
- IT Asset & Inventory
- Servers Monitoring & Software Updates

Embee's Solution:

MS Systems Centre Data Protection Manager
Trend Micro Office Scan AV
MS Systems Centre Essentials Manager

Business Benefits:

- Complete Data Backup & Recovery Management with Zero Loss of Data
- Complete Malware Protection at Desktop Level within the LAN and Mobile Computers
- Device Blocking to prevent Data leak or Virus through Mass Storages
- Complete IT Asset & Inventory Management
- Comprehensive Monitoring, Update Management, Software Deployment & Integrated Reporting

Company Overview

Our client is a leading professional services group, providing inbound and outbound business setup, management assurance, transaction advisory, outsourcing and consulting services. It has

- Over 400+ team members and growing
- Offices in Five cities across India
- 17 member core management team
- Clients from 36 countries
- Experience across 20 industry sectors

Business Challenges

Being a professional services company, the customer provides financial services as well as other services to setup new offices in India for their clients. Thus they have a large amount of confidential data of their clients which they can't afford to lose.

- Complete Data Backup & Recovery Management with Zero Loss of Data
 - Complete IT Asset & Inventory Management
 - Comprehensive Monitoring, Update Management, Software Deployment & Integrated Reporting
- Complete Malware Protection at Desktop Level within the LAN and Mobile Computers
 - Device Blocking to prevent Data leak or Virus through Mass Storages

Technology Challenges

Some of the technology challenges faced are:

- Malware Protection within LAN & WAN
- Connect 2 Data centers through MPLS(Pune and Mumbai)
- Device Blocking to protect data theft
- Server Monitoring available in LAN & WAN
- IT Asset & Inventory Management which cannot be done manually as they have 400+ node and various Softwares



Solution

The client identified this project as “critical” and expressed to execute it at the earliest through a vendor who have proven expertise and have certified professionals to carry out the solution. Due to our experience in this vertical and customer satisfaction from previous projects the customer recognized us, Embee Software, as their preferred vendor.

After a visit to the client place and a brief understanding of the client requirements, Team Embee gathered critical information such as the absence of a data backup solution, understood the importance of the data for the client and realized the urgency of the situation.

Based on the requirements, Embee deployed the Microsoft Data Protection Manager as their data back-up system to ensure zero loss of data and a data recovery system in place. One of the other requirements Embee identified was the lack of track of their stock. Our client has a huge yet scattered IT setup which made it difficult for the management to have an up to date record of their IT assets and inventory. Our team pinned this as an important issue which can create flaws in the system in the future and thus pondering on the situation the Embee Team implemented the Microsoft Systems Centre Essential Manager which helped the customer in tracking its IT hardware and software assets. Also an Integrated reporting feature was tuned according to the client’s requirement to monitor the server, IT assets and virtual machines.

Team Embee also completed a full scan for any virus in their infrastructure set-up. We used Trend Micro tools to remove the same from their environment and tuned the Anti-Virus Solution from Trend Micro to meet the client’s necessity. Furthermore single Console management was deployed to manage all the nodes from one location and helped the customer to keep a tab on systems health and updates.

Key results

After the successful implementation of Microsoft Data Protection Manager, our customer was able to take all data backup over the WAN on the Server in Mumbai so as to protect the data from loss and the recovery option helped them to retrieve the lost data easily.

Also the TrendMicro Office Scan offered the customer a virus free IT environment along with features like device blocking which avoids data theft and copying and management console customer which helped achieve an overall control on the desktops and laptops.

The MS Systems Centre Essential Manager helped the customer in getting a control on their server through comprehensive monitoring, centralized software deployment, virtual machines management, complete IT asset and inventory management which includes software as well as hardware and an integrated reporting on the complete IT infrastructure.



About Embee Software

Embee is an ISO 9001-2008 certified technology services and solutions provider whose service offerings span the entire range of IT. We deliver end-to-end solutions that can manage and support our customers' IT systems across the entire value chain — infrastructure, applications and ERP. This depth, diversity and delivery capability ensures adaptability to client needs, bringing out the most innovative solutions in every business and technology domain.

Embee's value proposition is based on its vast experience in providing single-window solutions to its customers across diverse function and technology areas. Each experience has transformed Embee to become a more mature solutions provider, and has enabled it to understand business, technology and operational elements in great detail.

Embee Software is also a world-class provider of turnkey IT solutions like Server & Storage Consolidation, Virtualization, Network Integration Solutions and Data Center Management Solutions, Embee provides end-to-end support with guaranteed SLA (Service Level Agreements) in order to optimize infrastructure management and align IT with business goals.

Contact Embee Software Pvt Ltd today for free consultation:

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