



I IPL's Managed Services Helped Pharma Company Excel in Service Management across 100+ Sites

BUSINESS OBSTACLES | SOLUTION | RESULTS

Overview

The Client

A leading pharma company in India.

Services in scope

Managed services for IT operations, branch operations in 100+ Sites PAN India.

Solution by I IPL

On site resources, Dedicated Help Desk for 24*7*365, Backed up by L2 resources, Vendor Management, Anti-Virus Management, VOIP Management.

Client Brief

The renowned pharmaceutical and biotechnology segment organisation, having research centres and operations in several countries. The company's India wing has more than 100 centres involved in manufacturing, sales & marketing and research.

All the PAN India locations are managed through headquarter using modern IT equipped entities and infrastructure. More than 1500 in-house IT experts are employed for facility management, application development, global project management and providing IT services for worldwide operation of the company.



Business Obstacles

- » With the wide spectrum of portfolio of the client it require involvement of variety of IT equipment's databases, applications, security, network and outsourced manpower with expertise in a large scale environment for execution of IT related services. Despite of this there was delay in the service delivery. The service experience at user end was interrupted as standardization, development, engineering, documentation and testing wasn't effective enough to cope up with the daily operating demands. The improvement plan like: CSI and SIP were not in place to fill in the increasing gaps.
- » Having diverse business structure, the client wished for multi-vendors for managed services. Monitoring SLA and controlling these performances were practically not feasible.
- » The central IT infrastructure did not have the expert team who can run the operations efficiently, leading to unfocused deliveries and unproductive review mechanisms.
- » The scattered service management added to the increasing operational costs and contributed to the ambiguous woes of project estimation and technical specifications.

Service/Solution offered by IIPL

IIPL studied the current IT facility and operational methodology of the client at length and developed end-to-end IT infrastructure at all the locations PAN India. The distinguished improvements were made for the clients are:

- » Round the clock dedicated customer support and on-site resources were deployed to fill the service level gaps and improve delivery time. The redundant activities were eliminated.
- » Centrally managed monitoring facility helped in identifying problems on the spot which was solved with the help of client management team for focussing in the delivery.
- » The CSI and SIP were incorporated for efficient service.
- » Multi-vendor management and performance management along with other managed services were offered for overall service level improvement.
- » Resources were mapped for multi-utilization to minimize cost and improve productivity.



Benefits/Results by IIPL

Implementing of core management policies and modifying IT structure the results were superb. Key achievements client felt are:

- » A robust service delivery model was offered by IIPL which focused on transparency profitable outcomes as the IT infrastructure was transformed.
- » Quick response time improved cohesiveness among the management and employees at all the sites.
- » Efficient resource management and ITIL processes inculcated best practices.
- » With streamlined process and managed services, the core employees could focus on new envisioned assignments of the company.

