

## On-site support in System Administration to IT Major\*

### **Abstract:**

DCM Data Systems skilled resource pool brought about service delivery as per SLA with cost advantage and productivity improvement.

\*Customer's details can not be disclosed due to NDA

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# Case Study

## 1. Business Overview

DCM Data Systems, with its flexible on-site and off-shore business model, is in a position to help its clients with its highly skilled and experienced, resource pool.

The customer in question here, an IT major needed experienced system administrator on-site to provide L1 to L3 level of IT support to its internal sales, support and learning teams placed globally. 24\*7\*365 support under strict SLA was the prerequisite.

## The Environment

The environment consisted of >500 numbers IBM p-series servers, Database of > 500TB hoisted on SAN having McData and Cisco switches and IBM ESS 800 & DS 8000 storage. The software environment was AIX 5.x, HACMP clustering, Websphere, IHS, DB2, MQ, WCP, LDAP, DCE/DFS, GSA

## 2. The Challenges

The requirement was to build server on request and deploy it in production and provide L3 support with super user authority. High severity outages like severity 1 and severity 2 on 24\*7 was also to be supported with minimum down-time. The team had server: System administrator ratio as 20:1. Productivity improvement and cost reduction were other expectations.

## Case Study

### 3. The Solution

DCM Data Systems, with a history of customer satisfaction and consequent repeat orders, provided experienced IBM AIX lead administrator at client's site. These consultants provide the company with constant access to DCM Data Systems skills and resources. In competitive market, it is quite expensive to recruit, train, and retain experienced administrators. With additional pressure on IT staff to do more with less, justifying the cost of experienced administrator was quite challenging for the client. Our on-site consultants proactively engage with the in-house IT team for consistent support.

The lead system administrator were involved in L3 support along-with developing documentation and providing training to other administrators who were assigned the responsibilities of L1 and L2 support.

### 4. Benefits Delivered

The experienced lead administrators, based on their experience and skills, were also involved in development of a tool under "C" for automating some of the tasks. The developed agents, which sit on the servers, get activated under certain conditions. These agents then perform defined actions under pre-defined logics in the program to recover from those conditions. Failing which the agent pages the system administrator. This helps system administrator to take control in his hand and bring the condition to normalcy much earlier than any other standard monitoring tool would have alerted him. The tool helped the client eliminate problem discovery and directly move to problem recovery.

The direct benefits for the client's were:

- High skills level of on-site engineers at a fraction of cost compared to their normal IT staff
- High level of their own clients' support as defined under SLA
- Productivity improvement due to development of the tool which brought the servers: system administrators ratio from 20:1 to 50:1

## Case Study

### **5. About DCM Data Systems**

DCM Data System is a leading pure play service provider of Systems and Storage in IT Infrastructure Services, globally. We have nearly a decade of expertise in Systems and Storage Administration .We are helping customers optimize their IT investments through our highly skilled and certified pool of engineers and cost-effective remote management capabilities, backed by robust processes.

We provide full range of services encompassing System Administration, Storage Management, Backup Recovery, Disaster Management, System Integration, and also On-site Staffing Services for customers' IT needs. We have relationship with blue-chip companies like IBM, Hitachi Data Systems, Brocade, EDS and Indian MNC Wipro etc.

At DCM Data Systems, we have a production method which joins People, Process and Services through use of technology, to meet the high expectations of our enterprise customers. Our managed services leverage economies of scale and expertise that add value and provide benefits over and above cost reduction such as higher SLA, reduced deployment times, and better alignment of IT functions with business goals.

Our value proposition is to integrate human resources, quality process, and expertise in diverse infrastructure technologies to provide services with specific emphasis on "time to market" and "cost to market."

Ever since its inception, we have striven hard to continuously improve the quality of our offerings be they products or services, with a constant emphasis on delighting our customers. The quality and processes management have been a passion for DCM. This has led DCM from ISO 9000 certification in 1994 for our hardware and software development processes to SEI CMM Level 5 in year 2000 for our software development group DCM Technologies. Various other group companies have also embarked upon and successfully embraced other quality norms like TQM. DCM Data System is striving for individual certification like ITIL and organization certification like ISO 20000 for its Infrastructure Services.