

Success Stories

1. Critical Enterprise-wide Storage Management Support: One leading emergency medical services provider which operates Nationwide Ambulance services had critical requirement for ensuring that the data backups and restore were happening without fail. It was discovered that many backups had been failing and most of the critical restores were not happening due to system wide failures. Client requested DCM to evaluate the complete enterprise wide data backup and restoration environment for the entire database including critical applications. Due to the severity of the problem, DCM was given only a week's notice to come up with required resources, send them to client side and provide full support for an extended duration. We started off by first completing a full cycle system audit, resolving critical issues, and then embarked upon a detailed architecture of the storage infrastructure. DCM successfully restored the critical applications within the first week of starting. This project involved heterogeneous storage and data environment including both on-site as well as remote support. DCM managed to provide client with exceptional service due to which all of client's data was successfully backed up and made available for restore. Skills deployed included exceptional project management skills, Networking, Remote technical helpdesk support, Storage Management, UNIX and NT Operating Systems, RDBMS and Mail backup and restore, documentation and handing over of project back to client.

2. Rapid Resource Ramp-up: A big IT outsourcing firm had bagged Infrastructure support contract from a leading financial services firm. Due to the criticality of the project, the contractor required resources within a very short period. DCM was engaged due to its excellence in supporting financial firms for the IT infrastructure skills. We were able to help client not only resorting a big batch of resources within a very short period, but also to start the resources effectively at client site. This required exceptional resource acquisition, technical and security related screening, delivery and management capability, HR skills and ability to manage multiple tasks for large manpower hiring at any given instance. Subsequently client entrusted DCM in other areas of the project as well.

3. IBM: DCM has been a major technical resource supplier to IBM for its internal as well as end client projects. In the areas of AIX and Tivoli, DCM has become a preferred vendor with many IBM managers due to the quality and competence of our technical support staff. In particular instance an IBM manager in Boulder, CO was not able to locate resources to manage SP servers in spite of a worldwide hunt. He contacted DCM after having heard from a friend that DCM specializes in these areas. The manager was so happy with DCM's quick response and the quality of resources, he hired multiple SP administrators from DCM and recommended DCM to his peer managers. As a result IBM, Boulder became a major fort for DCM.

4. Unisys/ New York State Govt. Due to DCM excellence in Tivoli storage management, New York State Govt. has been hiring Tivoli skills on contract from DCM through its preferred vendor Unisys. DCM continues to get repeat business from this client because of our quick response, quality of resources and stability of our resources.