



## Helped a fertilizer company reduce 3 year TCO for managed services of a Data Center

### Highlights

- *DCM has been executing and managing various flavors of Unix like AIX, HP-Ux, & databases like Oracle for more than 20 years.*
- *DCM has 2 NOCs from which they provide support to customers in India, USA, UAE etc.*
- *NOCs capable of supporting Mode 1/Steady State operations and Mode 2/Agile operations, DevOps, Kubernetes etc.*
- *Proven cases where we had effectively brought down price while the revenue grew 15 times.*
- *Customer gets a fixed price service with improving SLAs*

### The Client:

Our client is an Indian cooperative society that manufactures fertilizer, mainly urea. They have been promoting the use of bio-fertilizers since many years. They have three units to manufacture bio-fertilizers. They also run campaigns to train farmers on how to get better yields from their land.

Their Data Center is based in north India and is managed by the third party vendor. They use multiple modules of SAP such as SAP ECC, SAP EP and solution Manager for their operations. The servers used for the ERP are HP-UX based, in addition the customer has Windows and Linux servers. The network is primarily based on Cisco.

### Challenges:

1. Vendor was demanding incremental price hike every year for their managed services
2. Lack of standard processes, knowledgebase and recommendation for continuous improvement
3. No initiatives to use automation to reduce the cost of managing the DC over a period of time

### Suggested Solution:

DCM has a well-developed managed services practice, managing Data Centers for some of the largest customers in Delhi/NCR.

With the customer we assessed their existing Data Center set-up, the challenges faced and proposed them methodologies to help them managing their IT infrastructure better and with lower cost.

These methodologies have been proven with several customers in multiple countries. These things impressed the customer and they gave us the order.

Since we handle global projects we have a complete process for doing transitioning without impacting the operations. We assigned a transitioning

**India:**

DCM Data Systems  
316, Udyog Vihar,  
Phase-II,  
Gurgaon- 126016

**USA:**

DCM Data Systems  
39159 Paseo  
Padre Pkwy  
Suite 303,  
Fremont,  
CA 94538

**Email us:**

sales@dcmds.com

**Visit us:**

www.dcmds.com

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manager on this project. Along with him, there were specialists from multiple areas – HP-UX, SAP, Oracle DB - to understand the nuances of the customer's site in detail. Then the team shadowed the existing personnel to understand the operations and documentation.

Once there was clarity on how the processes are run and the escalation matrix on both sides, we deployed our team to slowly takeover shifts while the incumbent vendor worked in the shadows to give support in case needed.

We now have 24\*7 support personnel placed at the customer site. All these engineers are specialized for managing DCs and are multi skilled to ensure coverage for all shifts in all technologies.

Since we have been managing these kind of environments for multiple years for different ty bring in the best practices like standard automation scripts, standard FAQs etc. After taking over all the shifts as a part of continuous improvement our team is now involved in finding processes which can be automated.

These engineers ensure that 90% of the day-to-day challenges are addressed and solved by them and SLAs ensured. Wherever they face challenges in specialized areas they take support from the core team stationed in our NOCs in Gurgaon and Hyderabad.

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## The Benefits:

1. Reduced TCO over a 3-year period, with fixed price for 3 years and increasing workloads.
2. The base price is lower than what they were paying in the earlier contract.
3. SLA driven operations to ensure service delivery is ensured