

Olive Data Centre Improves Service and Optimises Resources with CA Unified Infrastructure Management and CA Cloud Service Management



CLIENT PROFILE

Industry: IT Services

Company: Olive Data Centre

BUSINESS

Olive Data Centre (ODC) is one of India's leading managed service providers and data centre operators, offering scalable solutions that range from co-location hosting services to managed monitoring and security services.

CHALLENGE

ODC needed a monitoring solution for both virtual and cloud-based environments that could track and manage SLAs for an increasing number of clients while meeting stringent requirements for data security.

SOLUTION

CA Unified Infrastructure Management (CA UIM) and Cloud Service Management were deployed as a unified solution across client infrastructures to increase uptime, simplify compliance activities, and consistently meet SLAs.

BENEFIT

ODC has been able to improve service to customers and optimise its IT resources. The company can take on additional clients and projects without jeopardising service quality, thereby driving growth.



Business

Delivering scalable IT solutions

Established in 2011, Olive Data Centre (ODC) is one of India's leading managed service providers and data centre operators. The company has an extensive list of clients, serving organisations across a variety of sectors including banking and financial, pharmaceutical, public sector, e-commerce, gaming and technology.

ODC offers scalable solutions that range from single cabinet co-location hosting services to full-scale provision of managed monitoring and security services including managed IT services, remote infrastructure management, data centre design and management, and high power computing design and management.

Challenge

Keeping up with evolving client needs

As a growing number of companies began to rely on ODC for managing their IT infrastructures, the company began looking for a comprehensive management solution for both virtual and cloud-based environments to help track, manage and optimise client SLAs.

“The technology we provided had to keep up with the growth of our client base.”

Mr. Chandrashekar
COO, Olive Data Centre

“At the time, there was a huge deficit between what the customer expected from us and what we were delivering, and we were looking to fill that gap,” said Mr. Chandrashekar, COO, ODC. “The sophistication of the technology we provided had to increase significantly to keep up with the growth of our client base and new client demands.”

Additionally, the types of projects ODC was taking on were changing. “We began to look at data centre development and management as well as IT infrastructure projects such as migration and consulting,” said Mr. Chandrashekar. “Monitoring was a key component to the success of those new offerings.”

Solution

Providing a holistic, granular view of IT infrastructures

ODC began offering CA Unified Infrastructure Management (CA UIM) and Cloud Service Management as an integrated solution to its customers in January 2012. The unified CA Technologies solution provides a holistic, granular view of the real-time status of each client's IT infrastructure, including network, servers, storage and applications. Additionally, integration between monitoring and service desk functions speeds ticket processing and trouble-shooting, improving performance of mission-critical applications and systems, even across multiple, geographically dispersed branch offices.

“Many of our clients have their businesses spread across numerous locations, and technical supervision is challenging,” said Mr. Chandrashekar. “With CA UIM, they have a unified view of real-time information for all systems, across all branches.”

Secure data partitioning was a key factor when ODC selected CA UIM over other available solutions since ODC oversees the security of client data files in a shared computing environment. “It is essential that each client's data is protected,

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COO, Olive Data Centre

especially now that we are providing a cloud-based SaaS solution and extending the reach of the platform via our reseller network,” said Mr. Chandrashekar. “CA UIM provides secure data partitioning to help safeguard our clients’ data privacy.”

Ease of use and total cost of ownership were other decision factors. “The tight integration between service desk and monitoring in the CA UIM solution made it more cost-effective and less complex than other solutions we evaluated,” said Mr. Chandrashekar. Tickets generated from the CA UIM automatically travel to CA Cloud Service Management, enabling accountability and actionable alerts.

Increased uptime and faster troubleshooting

Having a proven, stable solution to showcase during service pitches to new customers is a tremendous benefit to Olive. “We bundle CA UIM with our services as a significant value add for customers that can significantly benefit from integrated remote monitoring and service desk capabilities,” said Mr. M. Pravin, CEO, Olive Data Centre. “Using CA UIM, many of our customers should realise ROI faster than they could if using separate monitoring and service desk solutions.”

One such customer is A.P. Mahesh Co-operative Urban Bank Ltd., a leading co-operative bank in Hyderabad, India. ODC provides IT infrastructure and data centre support services, and recently implemented CA UIM and CA Cloud Service Management across the Bank’s IT infrastructure. As a unified solution, UIM and CA Cloud Service Management help the India-based bank improve customer service with increased system and application uptime, as well as faster ticket troubleshooting, processing and resolution. Insight into mission-critical systems and applications also enables the bank’s IT staff to achieve higher system performance and availability across its numerous branch offices.

Before CA UIM, managing silos of application servers limited the bank’s visibility into business-critical systems and applications. Monitoring was performed manually by applying commands on the server. The lack of a cohesive solution forced the team to be reactive to issues, and they were unable to accurately track and report the root cause of incidents for compliance.

“We were looking for a unified monitoring and service desk solution that could provide us with a 360-degree view of our entire IT infrastructure,” said Mr. Milind Rajhans, IT head at A.P. Mahesh Bank. “Olive Data Centre suggested CA UIM for the 24/7 monitoring and real-time alerting and reporting we need to achieve continuous IT service availability.”

ODC deployed CA UIM and CA Cloud Service Management at A.P. Mahesh Bank in high-availability mode on virtual servers to manage devices across branches using a single, unified solution. Deploying the CA Technologies solutions resulted in tangible cost savings and process efficiency and helped the bank improve customer service by increasing application uptime and accelerating problem resolution. Insight into mission-critical systems and applications also enables the bank’s IT staff to achieve higher system performance and availability.

The bank is now benefiting from timely call logging and faster ticket resolution. “Complying with industry regulations and conforming to ITIL practices is much easier, and we have reduced costs as a result of consolidating and integrating the monitoring and service desk functions,” said Mr. Rajhans.

“Monitoring and troubleshooting the infrastructure across numerous datacentres serving the bank’s 39 branches was indeed a challenge,” said Mr. Chandrashekar. “CA UIM enables centralised monitoring and ticketing of all devices using a single, integrated solution, resulting in significant cost savings and efficiency.”

Additionally, Olive’s leaner staff can customise reporting and dashboard tools for multiple, concurrent users without jeopardising data security. “CA UIM enables us to provide tailored, responsive service to clients – without having to reinvent the wheel every time,” said Mr. Pravin.

Benefit

Supporting growth and optimising resources

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Mr. Chandrashekar
COO, Olive Data Centre

CA Cloud Service Management now helps ODC meet direct and indirect customer SLAs, eliminating client turnover associated with non-compliance.

“ODC relies on CA UIM to provide a first line of defense for its customers against IT service outages,” said Mr. Chandrashekar. “It helps us quickly identify, troubleshoot and resolve client infrastructure issues, and even prevent issues from happening in the first place. CA UIM also provides the comprehensive monitoring and reporting tools we need to trace where, when and how a problem has occurred – vital for service level management.”

As a result of implementing the integrated CA Technologies solution for monitoring and service desk, Olive Data Centre is enjoying a range of benefits, which include:

- Improved SLAs for customers – uptime has increased as a result of proactive monitoring and efficient ticket handling
- Enhanced customer service – the solution enables ODC to easily provide reporting and dashboard tools that are tailored for each customer
- Safeguard security – the solution’s ability to partition data within a shared computing environment helps ODC protect the privacy and security of individual client data.
- Scalability to support business growth – consolidation and centralised management optimises IT resources, enabling ODC to take on additional clients and projects without jeopardising service quality.

“By optimising our use of resources, we can take on an increasing number of clients, and support and manage a large number of applications and virtual machines, without additional capital investment,” said Mr. Pravin.



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