

NIIT Technologies Limited

FOUNDING YEAR: 2004
REVENUES: \$338 MILLION
TOTAL EMPLOYEES: 9000

SERVICES: Infrastructure management services, including data center services, infrastructure operations management, landscape management, and workplace as a service.

CHALLENGE: Delayed troubleshooting of critical incidents. Identical issues being reported through different tools.

BENEFITS: Cost savings of \$100,000 in the first year alone through tool consolidation. Time spent on triaging incidents minimized by 80%. Manual activities reduced by 40%.

“Global IT Solutions Provider
Enhances Business Agility with OpsRamp”

Introduction

NIIT Technologies is a global IT solutions organization that delivers quality services to 250+ customers across 18 countries. NIIT Technologies helps enterprises optimize their infrastructure by reducing the complexity of technology and operations.

Challenges

NIIT Technologies' managed services team works closely with global enterprise clients to align their IT infrastructure with business needs. "We help enterprises serve their customers with empathy and superior service by optimizing infrastructure management operations," states Arvind Mehrotra, President and Global Business Head, Infrastructure Management Services, NIIT Technologies.

NIIT Technologies was looking for an IT operations management solution that would allow them to proactively manage the entire infrastructure across their customer base. "We were looking for a solution that would minimize routine administrative activities and enable our clients to derive value from their technology investments," adds Arvind.

"Our customers have typically invested in several point tools for infrastructure monitoring and IT service

management. We were struggling to gain a single source of truth across our customer's IT environments," says Arvind.

One of the primary requirements was a solution that would deliver situational awareness to manage issues across hybrid IT environments. "We wanted a solution that would combine IT operations and IT service management in the same interface," states Arvind. During the selection process, leading technology solutions were evaluated as part of due diligence.

"We needed a solution that would deliver availability and performance management along with custom dashboards tailored for each of our customers," says Arvind. "The solution would need to integrate with different point tools using APIs and automation. Ultimately, we were looking for a platform vendor that would closely partner and work with us, across our customers."



“With OpsRamp, NIIT Technologies has been able to increase productivity gains, lower mean time to resolution, and reduce annual licensing, renewal, and upgrade costs from maintaining different point tools for our customers.”

Arvind Mehrotra, President and Global Business Head, Infrastructure Management Services, NIIT Technologies



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The Solution

OpsRamp offered several benefits that were crucial for managed services delivery at NIIT Technologies. With its cloud-based architecture, OpsRamp offered enterprise-grade security, ease of adoption, and rapid provisioning.

“OpsRamp enables us to unify IT operations management and align business critical services with IT services for faster issue resolution. We can move fast enough to meet the needs of our customer’s business,” according to Arvind. OpsRamp’s SaaS platform helps NIIT Technologies consolidate events and alerts from application and infrastructure elements into a single framework.

NIIT’s service delivery teams use OpsRamp to monitor incidents occurring across customer environments in real time:

- + **Operational Visibility.** OpsRamp supports diverse IT environments across traditional datacenters, public clouds, and private cloud infrastructure. NIIT Technologies is able to manage incidents, changes, and problems for hybrid cloud environments without deploying multiple tools.
- + **Integration Framework.** OpsRamp delivers broad integrations that unify the ecosystem of enterprise IT management tools. OpsRamp’s integration framework enabled NIIT Technologies to cut down the **time spent on triaging incidents by 80%**.
- + **Automation.** With OpsRamp, NIIT Technologies has reduced **manual activities by nearly 40%**. The managed services team is able to execute routine tasks on a consistent schedule and respond to unanticipated activities via event-driven actions.
- + **Audit Trails.** OpsRamp console recordings deliver a reliable audit trail for access, login, and activity within a customer’s IT environment. Console recordings are a key part of compliance and audit processes at NIIT Technologies.

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Arvind Mehrotra, President and Global Business Head,
Infrastructure Management Services, NIIT Technologies

The Benefits

OpsRamp has enabled NIIT Technologies to retire several point tools for monitoring (servers, networks, storage, and databases) and service management (ticketing, patching, and incident management). With multiple tools having been phased out, NIIT Technologies has saved in excess of **\$100,000 in licensing costs in the first year alone.**

“OpsRamp helps us manage infrastructure availability and performance management, application management, and service level management in the same platform. We have been able to deliver better response time for alert based incidents and improve resolution turnaround times for business critical services,” states Arvind.

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About OpsRamp

OpsRamp enables IT to manage more workloads with less work. Our cloud platform creates a central hub that all IT teams - from operations to service management and everyone in between - use to manage today's complex hybrid computing environment.

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