

# Case Study

## How a **Multi-Location** Enterprise Cut IT Costs & Improved Uptime



### CLIENT OVERVIEW

A global circular materials company operating across 5 locations in India, managing 250+ IT assets, struggled with fragmented **IT operations**, **limited visibility**, and increasing challenges in maintaining **uptime and security**—impacting operational efficiency and driving higher support costs.

### KEY CHALLENGES

- Lack of centralized visibility into security events across 5 locations
- Ensuring compliance and governance in a distributed environment
- Reactive issue handling leading to downtime risks
- Increasing cost burden to scale with traditional FMS model - requirement of 10+ dedicated IT resources

### OUR APPROACH

#### Infrastructure & Workflow Assessment

- Evaluated IT asset distribution and workload
- Reviewed firewall, server, and endpoint management gaps
- Identified inefficiencies in manual monitoring

#### Right-sized resource model based on actual workload - hybrid model

- 1 On-site Engineer per site (total 5)
- Backend Remote NOC Support Team

#### Centralized Monitoring Strategy

- Designed a 24x7 monitoring framework
- Integrated security and performance monitoring

### SOLUTION IMPLEMENTED

We deployed Managed NOC Services:

- Real-time monitoring of servers, endpoints, and network devices
- Centralized firewall and security management
- ITIL based service procedures
- Shifted from manpower-heavy FMS to an outcome-driven managed services model
- On-site support for critical end-user support

### BUSINESS IMPACT

- ✓ **-2.5X Cost Reduction** from a traditional FMS model
- ✓ 30 minutes **MTTD** and 50% reduction in **MTTR**
- ✓ Improved system uptime and performance
- ✓ Enhanced security posture and compliance readiness
- ✓ Future-ready IT operation prepared for Business growth

### CONCLUSION

By moving from a traditional FMS model to a **Managed NOC approach**, the client achieved lower costs, faster response times, and improved IT visibility creating a scalable and future-ready IT environment.

Struggling with high IT costs and limited visibility across locations?

Let's optimize your IT operations with smarter managed services.

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