



CASE STUDY

HYBRID MANAGED SERVICES END-TO-END IT LANDSCAPE



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About Client

Client is one of India's leading Media Organizations and publishers of one of the world's largest circulated newspaper, in addition to 40 other publications, FM Radio Stations, Television Channels and has a strong Online presence.

35 years of IT partnership with CCS.

Business Case

- Client needed 24*7 data center monitoring & management that would ensure seamless business operations for them.
- The Client runs a wide range of technology platforms that include SAP ECC, Citrix, VMware & Air watch.
- They also required a partner that could provide end-user support, manage and administer backup, disaster recovery and BCP, manage and monitor storage and provide IT consultancy in selection and procurement of technology hardware, platforms etc

Solution from CCS

- CCS initially started with a 5-member team that later expanded to a 28-member team to provide support in application support, end user support and server management.
- Level 1 monitoring & support, Level 2 support for the entire IT landscape with network operations center (NOC) management with members based out of both, client premises and CCS premises.
- CCS team works across multiple shifts to ensure 24x7 support and seamless business operations for client.
- CCS team provides end to end IT managed services starting from desktop and server management to ERP & backup administration.

Advantage to Client

- Effectively running hybrid model (onsite & remote team) for more than a decade.
- Ongoing upskilling, training and team pyramid optimization to ensure no significant YoY increase in overall IT spend and to also ensure no disruption or impact caused by attrition.
- Re-architected the core infra avoiding all possible single point failures and ensuring high-availability top to bottom.
- Manage and undertake huge volume (almost 1 Petabyte) storage migrations without business impact.
- Evaluated & adopted Azure PaaS for e-commerce website hosting which yielded quantifiable benefits over the legacy solution.
- Automated various backup & housekeeping jobs which helped in improved productivity and effort reduction.
- Proactive patching & upgrade of platforms and tools using Early Watch Alerts



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