



## IT-as-a-Service

Discreet Consultancy to obtain  
cost effective & optimized services

### The Client

The client is a public transit agency serving the San Bernardino Valley in the USA, carries over 15 million passengers each year throughout its 480-square mile service area.

### The Challenges

Being an Industry leading player, our client had a strategic plan to transform their existing IT infrastructure by adopting new cloud-enabled technology framework aligned with their business goals and objectives. As a result, the client was looking for a strategic IT partner who could help them achieve the following goals effectively and efficiently:

- Building an IT infrastructure roadmap and IT transformation Plan aligned with their business transformation
- Upgrading infrastructure to modern, scalable, private cloud solution
- Improving existing IT helpdesk support by deploying state-of-the-art service desk
- Implementation of video surveillance cameras within buses

### The Solution

Allied Digital initiated their engagement with the client's business and IT stakeholders to understand their day-to-day operational challenges. This activity assisted us to design and architect a solution which was going to be aligned with the business needs and helped in transforming the existing IT infrastructure performance levels. As an outcome, Allied Digital implemented a cloud enabled solution that included:

- Data center and DR hosting services: Provided co-located, managed hosting of 75 virtual servers that run on 40 physical server blades placed in 4 racks. Also, the IT infrastructure was upgraded with an enterprise class MPLS based WAN Network and modern high performance servers.
- Migration and Hosting services: Migrated servers and switching network equipment from client data center to Allied Digital hosted data center to provide managed hosting services.

### Key Highlights

- 34% cost reduction
- Improved first call resolution up to 70%
- Transformation from CAPEX to OPEX delivery model
- Migration and Hosting to tier-4 data center
- Increased RPOs and RTOs
- Access to insightful reports and analytics assisted in critical decision making
- Improved IT infrastructure uptime
- ITSM Process implementation

- **Modernization and optimization:** Modernize client's IT infrastructure by upgrading the point-to-point WAN with MPLS WAN and upgrading the servers to high performance platform based on Cisco UCS and VMware technologies. This helped in optimization and cost reduction
- **Re-badge of internal client SMEs:** Hired key client IT staff as a part of their IT outsourcing plan. In addition to key staff retention, client had access to Allied Digital's niche technical resource pool.
- **Professional services:** Highly skilled cisco router consultants for implementation and deployment, network redesign and the migration from Shoretel to Cisco
- **24X7 Remote Infrastructure Management:** Provided a 24x7 remote management and remediation services for all infrastructure components including data center environment, servers and storage devices. In addition, we provided remote desktop management services and support for 300+ end user devices to ensure policy administration, security patching and anti-virus protection to the PCs on client network.
- **Cloud enabled 24X7 service desk support:** Provided a centralized, 24x7 toll free number, seamless combined pool of knowledgeable IT resources with the highly efficient SD team. This combination enables an increased first call resolution rate, due to availability of Tier-II and Tier-III support personnel who are trained to escalate tickets based on well defined and documented Standard Operating Procedures developed in conjunction with client to reflect their business requirements.
- **Real Time Reporting Portal:** Designed highly customized real time reporting framework to provide business analytics data specific to business needs.

## The Benefits

- 34% reduction in client's IT operating expense
- Transitioned the client's CAPEX based IT model to a completely OPEX based cost model
- Successfully migrated to a tier-4 data center in hosting environment from their existing "make-shift" data room
- An increased DR capability with RPOs and RTOs of under 1 day
- Improved first call resolution up to 70%
- Access to insightful reports and analytics including active SLA tracking and historic performance details, assisted in critical decision making
- Increased IT infrastructure uptime by 24X7 support

For more information : Email Us : [itaas@allieddigital.net](mailto:itaas@allieddigital.net) | Visit Us : [www.allieddigital.net](http://www.allieddigital.net)

© 2011 Allied Digital Services, Allied Digital believes the information in this publication is accurate as of its publication date; such information is subject to change without notice. Allied Digital acknowledges the products, brands and trademarks mentioned in this document are the properties of their respective organizations.

India | USA | Australia | South east-Asia | EMEA