

Case Study - IDC and Managed Hosting

Solution

Netmagic offered the client the following services:

- Collocation Services - datacenter space of over 3000sq ft. was allocated to the client in Netmagic's datacenter
- A total of 80 racks and a dedicated Network Operations Center (NOC) manned by a team of 7 people including a project manager to respond to issues in real-time
- IP based PDUs for power usage monitoring and reporting
- Stringent & customized SLA's (as per client's requirements) mutually agreed on by both the parties
- 24x7 on site datacenter operations support for the client's Network Operations Center (NOC) based out of United States (US) and United Kingdom (UK)

Key Benefits

The client was able to derive significant benefits from its engagement with Netmagic Solutions as its managed IT hosting services provider. These include:

- High availability of the IT infrastructure with 99.99% uptime enabled the client to respond flexibly and quickly to customer demands and ensure a consistent customer experience
- Security of customer data as per the ISO 27001 guidelines alleviated concerns around data security and protection
- Data back-up and support services ensure speedy recovery of data and business continuity in case of any exigency
- Cost optimization and quick deployment of IT infrastructure helped the client in faster Go-To-Market (GTM) rollout
- Quick resolution of issues as a result of 24x7 monitoring and management services through Network Operations Center (NOC)
- The client could now focus on its growth and expansion plans without having to worry about the IT infrastructure to support them

Key Takeaways

The client's biggest challenge of complying with the Government of India policies is now met, as they successfully offer messaging services to clients in India. Netmagic's collocation services offer them a completely secure environment along with high-availability and data backup. The client is satisfied with its choice of partner and the service levels experienced by them.

With its hosting needs taken care of, the client can now concentrate on its core business and expand its market share vis-à-vis competition by providing new and innovative services to its customers without having to worry about the backend infrastructure and availability.

