Evalueserve Implements Private Cloud to Deliver a Superior Customer Experience

A Tech9labs case study on IBM infrastructure and VDI implementation

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The Client

Evalueserve is a global professional services provider offering research, analytics, and data management services. With a global team of 3,200 experts, the company works with clients across a wide gamut of industries. With over 500 satisfied clients that include investment banks, insurance companies, private equity firms and leading consulting firms, Evalueserve helps them to see a tangible impact on their top and bottom line. The company believes in offering persistent focus towards its core sector – Knowledge Process Outsourcing (KPO). Established in 2000, the firm constantly strives to set new standards of excellence and help its clients uncover new business opportunities.

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Executive Summary

The Client
Evalueserve, a global professional services provider
- 3,200 employees
- 500+ satisfied clients

Business Need
A robust solution that would help Evalueserve optimize its existing infrastructure resources in a virtualized environment.

The Solution
Virtual Desktop Infrastructure (VDI) for Smart Business Solution (Private Cloud).

Technology Components Used
- IBM Pureflex Chasis
- Virtualized Storage Controllers
- VMware Horizon Suite
- VMware View Operations Manager

Business Benefits
- Enhanced system availability and flexibility.
- Reduced costs.
- Accelerated client response times.
- Improved productivity and overall reduction in management effort.
- Ability to deliver a superior customer experience.

The Need for a Holistic Solution

Delivering customer service excellence at the most competitive costs has been Evalueserve's strategic business differentiator. Also, the company works on a robust business model that involves providing an array of services to customers. And Evalueserve ensures that it delivers the the best-in-class levels of security and availability. Managing desktops at Evalueserve's offices was also an arduous task. High availability is paramount to Evalueserve's growth strategy. The reason: Employees need real-time and quicker access to client's research data in order to provide excellent customer service– and all these with minimal interruption. However, this was turning out to be a major challenge for the company.

In addition, with its growing business volumes, the company found it extremely challenging to effectively cope with the evolving needs of customers and environment. As a result, it took a toll on the company's existing IT infrastructure, specifically its server and storage resources. The challenges threatened to disrupt the business operations and Evalueserve's reputational value. Managing desktops at Evalueserve's offices was also an arduous task.

> **"**
>
> *With the help of the deployed solution, we are better positioned to support our business objectives and future plans. Today, we are more responsive to business requirements and make more effective use of our IT assets.*
>
> **"**

The Solution: Delivering Business Value with VDI

Evalueserve was looking for a robust solution that would help it optimize its existing infrastructure resources in a virtualized environment. The company sought a virtualized environment that would enable its workforce get faster access to client research data and maximize the value of its IT infrastructure investments. Also, the company needed a solution that would help it address the manageability, scalability, and security of Evalueserve's servers and desktops.

After evaluating multiple vendors, the company approached IBM to develop a private cloud solution using IBM's components. IBM worked with its reliable business partner Tech9labs to develop a private cloud solution using IBM Systems, Storage and the IBM Virtual Desktop for Smart Business solution.

The entire solution was built around IBM flagship products like:

- IBM Pureflex Chassis
- x240 Blade Servers with 16-20 cores/400GB RAM/10G/8G FC
- Virtualized Storage Controllers – 4 node cluster SVC Solution with new v3700 storage disk system
- Existing DS5100/DS4800 having over 125TB

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The non IBM products used in the solution which further strengthened its capability and protection layer were:

- VMware Horizon Suite
- VMware View Operations Manager for better monitoring
- Veeam Backup Software for VM level backup/ data protection

The solution was designed while keeping the best practices intact. The solution had a defined roadmap to build a perfect user experience. The perfect combination of various IBM Compute and Storage technology blend with VMware Horizon Suit, vCops and Veeam Backup has not only made the entire solution different but also unique of its kind.

The solution was deployed in a timely manner and Tech9labs played a critical role in not only designing the solution but also implementing and executing it.

The Result: A Bagful of Business Benefits

With its industry experience and deep domain expertise, Tech9labs helped Evalueserve address the IT challenges, while providing a number of additional benefits. Today, the deployed solution has the capability to supporting a private cloud and a virtual desktop infrastructure for nearly 2,200 users.

Here's a closer look at the business benefits derived by the company:

- Enhanced system availability and flexibility.
- Reduced costs.
- Accelerated client response times.
- Improved productivity and reduction in management efforts.
- Evalueserve was able to deliver a superior customer experience.

Evalueserve's informed and strategic decision to associate with IBM's partner Tech9labs has indeed paid rich dividends across all façades of its business.

> **"**
> *Keeping customers satisfied has been a critical component of our business success. The solution has helped us reliably meet clients' service-level requirements and delivering superior customer experiences.*
> **"**

About Tech9labs

Headquartered in New Delhi, Tech9labs is a customer-driven and rapidly growing organization that offers an innovative portfolio of IT Infrastructure Solutions and Services. Focused on providing high-touch customer service, Tech9labs strives persistently for excellence and delivering maximum business value to its customers through its offerings.

Owning to our profound process compliances, we, at Tech9labs, are proud to be an ISO 9001:2008 certified company. Through a single point of accountability, Tech9labs offers end-to-end, enterprise-class IT solutions for all your needs and helps you leverage accessibility, responsiveness and flexibility - the critical components of a successful business.

From conception to completion, Tech9labs unifies the client's IT infrastructure, protects it and maximizes their business' performance.

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Looking to maximize your IT efficiency while minimizing your costs?

Tech9labs can be your one-stop solution!

To know how Tech9labs can help you, contact us at info@Tech9labs.in or call us on +91-11-4171 5110 .
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