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TRANSFORMING NEARSHORE IT OPERATIONS & MANAGED SERVICES

As one of the leading manufacturers of carbon and graphite materials, our client requires an efficient infrastructure and a service model to ensure **high availability and security standards**.

Noesis helped develop an ecosystem for **preventative** and **evolutive management** of the client's infrastructure, in VMWare, Microsoft systems, Linux Systems, Backup & Storage, Networking, Collaboration, Active Directory and File Servers.

Sector:
Industry & Manufacturing

Business Unit:
Infrastructure Solutions

Solution:
Service Operations

15k+
Daily Users

32
Locations worldwide

15
Oracle Data Bases

45
VMWare vSphere

95
Linux Servers

597
Microsoft Servers

170
Routers & Switches

THE CHALLENGE

Setting up and transforming Service Operations for this major manufacturer involved several technical challenges. There was a **lack of well-established processes** for incident management, problem management and continuous improvement, within a **heterogeneous infrastructure of high complexity**.

In face off a non-integrated monitoring framework to support continuous business growth, it was crucial to define standardize procedures to reduce operational errors (huge incident backlog).

GOALS

This project aimed to create a service capable of:

> **Diagnosing** and **solving** hardware and software malfunctions.
> Ensuring **specialized teams** for multiple platforms.
> Implementing **communication and cooperation channels** across disperse teams.
> Contributing toward **technological renovation**.

SOLUTION

Upgrading our client's infrastructure demanded a specialized approach to a set of existing platforms, including RedHat, Cisco Networking, Cisco Call Manager, VMWare and Data Protector, scaled up to **over 30 locations around the world**, which counted with the support of our specialized teams in each platform.

Communication channels, such as Microsoft Teams, email and ticketing, were implemented, and new procedures and documentation were created.

In addition, our team implemented a **new holistic and integrated monitoring framework** and was responsible for the setup of a **new KX framework**, and a squad organization for operations transformation.

Noesis approach to the design and implementation of new incident and problem management processes, as well as continuous improvement processes had significant impact on teams performance: shifting their mind-set **from reactive to proactive**.

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Noesis is an international tech consulting company offering services and solutions to support clients in digital transformation and the development of their businesses. In order to obtain sustained value that is transversal to all sectors, Noesis is focused on infrastructures, software, quality and people.

THE RESULTS

Our client now has a multidisciplinary team and a powerful infrastructure, creating the perfect environment for technological renovation. This service had direct benefits on business and IT, including:

> **99.9% availability** of all platforms.
> Design and implementation of a **state-of-the-art technological blueprint**.
> Design of the foundations for a **cloud base architecture**.
> Homogenous service in **32 locations worldwide (Over 15.000 Users)**.
> **Multidisciplinary specialized team** with varied skills and knowledge, fully integrated within the company operating model.