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OCTOBER 2018, VOL. 1 NO. 7 PAGES 52, ₹75



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- 6. PEACE OF MIND.** Knowing this is from CRN and the Indian Express Group, organisers of events like CRN Channel Leadership Summit, TechnologySabha and TechnologySenate.



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CRN

ACCELERATING ON
THE IP HIGHWAY

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INDIAN CHANNEL LEADERS RAISE THE BAR FOR INNOVATION AND EXCELLENCE

CRN Excellence Awards honoured
leading IP creators and the trailblazers of
the Indian IT channel community



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PARTNERS EMBARKING ON THE IP JOURNEY



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As the IT industry is undergoing rapid transformation, the solution providers in the country too are looking at innovative ways to stay afloat in this competitive market. While some are focusing on digital technologies to create a mark for themselves, some are expanding their footprint globally to cater to the demand emerging from the burgeoning market opportunities.

Along with them, there is a set of established as well as next generation partners who are increasingly focusing on creating Intellectual Property (IP) that has established them distinctively in the market.

In fact, in the last few years, we have seen more and more solution partners investing both time and money in building their own IP around the solutions that they have been focusing on for many years. As an increasing number of enterprises start consuming services and products via the cloud, the Indian partner community is creating IP, which will enable the partners to create businesses at margins that are sustainable and repeatable.

For instance, CompuSoft

Advisors decided to package a few of their vertical and horizontal solutions that the company has built over a period of years into its IP. This Mumbai-based partner has developed a CRM software, BuildEX, that is built as an extension of Microsoft Dynamics, which provides a complete solution majorly focused for real estate developers.

Toeing the same lines, Hyderabad-based Choice Solutions has created its own IP, called Power724, which is an integrated, turnkey energy savings solution platform that delivers guaranteed savings up to 25 per cent of the customer's HVAC power consumption.

Similarly, Delhi-based Futuresoft Solutions has come up with an innovative initiative, eSign (Electronic Signature Service) which allows easy, efficient, and secure signing of electronic documents by authenticating signer using Aadhaar eKYC services.

While these are just a few classic examples of IP creation, going forward the IT channel industry will witness more such innovations that will give the solution partners a fair competitive advantage.

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7 | Cover Story - CRN Excellence Awards



38 | Accelerating on the IP highway



44 | CLS 2018: Confluence of innovation and growth





INDIAN CHANNEL LEADERS RAISE THE BAR FOR INNOVATION AND EXCELLENCE

CRN Excellence Awards honoured leading IP creators and the trailblazers of the Indian IT channel community across different technology categories

Enterprise Mobility



Company:
Galaxy Office Automation

Recipient:
**Vineet Gadia, Director –
Enterprise Mobility, Galaxy
Office Automation**

Galaxy Office Automation is a system integrator provider of products and solutions for infrastructure, networking, security, mobility, and business intelligence to small, medium, and large enterprises. The project was for one of India's largest media conglomerates, with the largest circulation of any English-language newspaper in the world since last few years. The client had more than 10,000 employees, located across the country.

The Chief Information Security Officer (CISO) of the media house had analysed all the loopholes in their entire IT eco-system from a security standpoint, and categorised different approaches to address each identified issue. With respect to the email and corporate mobile app access, he understood that there was no security mechanism in place and wanted to address the data security challenges on these hand-held devices.

Some of the major concerns and issues they faced were: -

- ▶ The internal users (back office users, management users, IT users, etc.) had access to email, Intranet apps and internally developed mobile apps on their handheld devices without any security and there were plenty of instances of data leakage.
- ▶ Being a part of media industry, shelf of life of any information/breaking news is short-lived. Thus, ensuring that the data doesn't go out before it gets published was a major issue for them.
- ▶ There was no multi-factor authentication solution in place to ensure secured access to information.
- ▶ All the apps were scattered and it was a challenge for end-users had to remember different user name/password for each app. Thus, their corporate app ecosystem was not so user-friendly.

Consequently, data integrity, confidentiality and security was highly compromised, or highly vulnerable to infringement, under the current setup. This was the business problem they were looking to solve when they first approached Galaxy.

Galaxy worked together with VMware to jointly address more use cases than any other solution provider approached by the customer. The solution setup was deployed in DC (Delhi) – DR (Mumbai) environment.

Galaxy implemented a solution that addressed the challenges with deployment of:

- ▶ VMware Workspace One
 - ▶ Advanced Edition
 - ▶ VMware Horizon 7 Enterprise
 - ▶ vSphere
 - ▶ NSX Advanced Edition
- Some customer benefits included: -
- ▶ The VMware Workspace One platform offered the customer the identity management, application aggregation, Multi Factor Authentication solution, email security, SDK for mobile application security requirement.

- ▶ The customer wanted to start a pilot for virtual desktop for different set of profiles and adopted 500 licenses of Horizon. Based on the user feedback the solution would be ramped up to close to 60-70 per cent user base.

The VMware solution provided better management capabilities from the deployment, management and multi tenancy perspective (different group companies of the customer were on boarded on the same platform but with different management controls).

Galaxy worked with VMware to implement the VMware Workspace One solution that leverages technology in innovative ways to provide the following benefits to the customer:

- ▶ Unified endpoint management i.e. it consolidated management silos across various mobile devices, desktops (including Windows 10 and Mac OS), rugged devices used by customer employees. It also reduced costs and improve security with real-time, over-the-air management across all use cases (including BYOD).
- ▶ Intelligence across the digital workspace, i.e. it provided the customer with integrated insights, app analytics and powerful automation that improved their user experience, help optimise resources, and strengthen security and compliance across their entire digital environment.
- ▶ **Simplified access management:** Employees had this long-standing issue of having to access various apps using multiple user credentials and passwords. Now, they had secure, password-free single sign-on (SSO) to Windows, native, cloud and web apps on any phone, tablet or laptop — all through a single app catalogue.

- ▶ **A secure digital workspace:** The solution also provided them security across their evolving digital landscape with capabilities that protect, detect

and remediate against modern-day threats.

► **Modern Windows management:** Dramatically reduced time and cost of managing their Windows environment with modern, over-the-air, complete PC Lifecycle Management (PCLM) from the cloud.

► **Lower cost of delivering virtual desktops and apps:** This solution had radically transformed traditional VDI (Virtual Desktop Infrastructure) with integrated VMware Horizon, which provided unprecedented simplicity, flexibility, speed and scale - all at a lower cost.

► **Unified management for all endpoints:** Customer could manage all devices – mobile, desktop, rugged and IoT – from a single console with the depth needed to drive processes and policies across all operating systems such as iOS, Android, Windows, Mac OS, etc.

► **Mobile device and app management:** Managed the complete device and app lifecycle with easy on-boarding and configuration, device and data security, asset inventory and management, remote support and troubleshooting.

► **Device-aware access management:** The customer could ensure that only the right type of users and devices had access to specific apps with device-aware access management powered by VMware Identity Manager and AirWatch Technology. Workspace ONE continuously tracked device state, user details, and authentication context to determine user and device risk and remediate risky access with helpful user notifications, step-up authentication, blocked access, or removal of work data from devices. IT team could now control who in their organisation had access to what type of information.

► **Intelligent insights and automation:** The customer could get

integrated insights into their entire digital workspace environment with Workspace ONE Intelligence, which aggregates, analyses and correlates device, app and user data and provides automation tools to reduce the complexity and burden of manual tasks.

► **Comprehensive and predictive security:** This solution also augmented the inherent security capabilities of the intelligence-driven Workspace ONE platform with a rich ecosystem of integrated partner solutions to deliver continuous risk monitoring and rapid mitigation response using the Workspace ONE Trust Network.

► **Context-based actions and notifications:** VMware Boxer enabled context-based actions and notifications, empowering employees to complete tasks across backend business systems without leaving the current app

► **Simple Access to Win32 apps:** The solution offered users simple access to all their vital apps on any type of device. Workspace ONE improved end-user productivity with a single place to discover and launch all apps (including Win32 and legacy Windows desktops); it also minimised management costs and improved security with consistent access and endpoint management policies across app types.

► **Key customer and business benefits included:** The VMware Workspace One platform offered the customer features such as user identity management, corporate application aggregation, multi-factor authentication solution, email security, SDK for mobile application security requirement; the customer IT team had much better control over their corporate infrastructure, resources and app. ecosystem with ability to manage these corporate resources more efficiently, and cost-effectively; data and information security which was a key to their

business was enhanced using this solution. This business benefit transcended all other advantages since this is extremely critical in the media industry.

The customer had a very complex set of applications which were being accessed by users on their mobile devices and developed on different platforms and were being used on all kinds of devices (i.e. Android, iOS, Blackberry, Windows, etc.)

The unique differentiator in this project was providing the customer the ability to manage and secure all these apps using a single management console effectively, and also to be able to create a robust, scalable and highly available platform to manage and secure their IT infrastructure landscape.

Company: Dev Information Technology

Recipient: Zenul Jinwala, Marketing Strategist, Dev Information Technology

Land and owners/developers typically face numerous challenges when initiating a land development project. Land being the most crucial aspect of all projects, the first concern for every land developer is to ensure that the title certificates of the land parcels on which development is to be undertaken is clear from all defects with respect to the title.

Ascertaining the Zone and applicable land use permissions, NOC requirements from relevant government, non-government agencies, etc., itself is a long process as there is no single source of authentic information.

In order to provide the land developers with a single platform for all pertinent information and tracking, the Chief Town Planner's (CTP) office with the help of Dev Information

Technology launched a novel initiative to develop a mobile application which would be useful for:

- Land owners / developers
- Architects / structural engineers / consultants (Person of Record – POR)
- Field Inspectors of Town Planning offices, Municipal Corporations, Urban Development Authorities of the state

▸ The mobile application development was entrusted to Dev Information Technology, who have been associated with the CTP since many years and involved in development, support and maintenance of numerous applications and Town Planning Portal.

The mobile application christened, Land Development Information System (LDIS) was developed on Android platform and with the following features.

- Development Permission, Progress and Occupancy Certificate
- Planning requirements
- Tracking of application
- Progress reporting
- POR information
- Assistance

Development Permission, Progress & Occupancy Certificate module included the below functionality:

▸ **Procedure for application:** App user could view the procedure for obtaining building permission, submit progress report and obtaining occupancy certificate in PDF format. The PDF could be downloaded and shared via email or WhatsApp.

▸ **Fees details:** The app user could view fees details of building permission.

▸ **Fees calculation:** The app user could calculate fees for building application using this feature.

Planning requirements module covered the following functionality:

- TP (Town Plan) details
- Design requirements
- DP (Development Plan) details
- Know your zone
- Know your NOC
- TP (Town Plan) detail options for



the app user :

- Search by district, city, TP name, FP no.
- Search by current location
- Search by GIS (Geographic Information System) map
- DP (Development Plan) detail options:
 - Search by district, city, DP No, survey no.
 - Search by current location
 - Search by GIS map

Know Your Zone: The app embeds HTML online pages provided by BISAG (a government organisation) under this option. In this page, the user could know the zone with these details:

- Search by district, city/town, survey no.
- Location based search

Know your NOC: The app embeds HTML online pages provided by BISAG under this option. This gave the list of required NOC for the particular zone.

Tracking of application: App users could enter the application no. and select one of the options (i.e. "Building Permission" or "Building Use Permission"). The app then displayed following details based on Application No.

- Application name
- Application number
- Project name
- Application submit date

- Last updated date
- Status
- Building scrutiny fee
- Office user name
- Office address
- Mobile no. of officer
- Email ID of officer
- Other contact details

Progress reporting:

- Using this feature the land developer builder could upload stage wise site photographs and POR certificate.

POR information module details:

- Architect details
- Clerk of work details
- Engineer details
- Structure engineer details
- POR fees details

▸ **Key benefits :** A single platform connecting land owners/developers, architects/structural engineers/consultants (Person of Record – POR), field inspectors of Town Planning offices, Municipal Corporations, Urban Development Authorities of the state and citizens who apply for the land.

The citizens can track the status of their application at their fingertips. Hassle free application of land and calculation of the fees is now available.

A consolidated and tightly integrated platform for the all the needed information like NOC, zone, town plan details, development details and much more is available easily on a mobile device.

Dev Information Technology enabled citizens to access Town Planning information at their fingertips, a futuristic step towards Digital Cities by Chief Town Planner (CTP) Office, at one of the largest states of India with the help of a dedicated cloud based application. Successful implementation of the scalable mobility solution will result enhancing the productivity of the CTP Office by 50 per cent. The project impacted 45 million citizens and eased their way for day to day operations with the government.

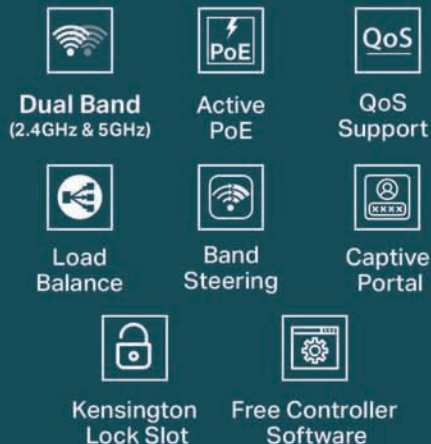


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Cloud

Company:
Matrix3D Infocom

Recipient:
Nazmeen Ansari, CEO,
Matrix3D Infocom

Matrix3D Infocom's clients have a multitude of businesses and many offices across the country, and more coming across Asia. The biggest challenge for them was co-ordination between all of them, getting timely and correct report from disparate systems; they also expect every business unit to follow the same pattern of operations. Most of the processes were manual, leading to confusion because of different format and styles.

All their business units were acting independently and following a diverse set of tools; they relied on fragmented products as per the need. Most of the data was stored in a local system of the users; and to access the data, clients were dependent on the system. Security was another concern for the company's clients. Clients wanted to bring structure and standardisation across business units, along with utilisation of centralised cost centres more efficiently for business growth.

Matrix3D Infocom started by understanding the operational needs and current challenges faced by each business unit of the client. The approach was to create a GAP Analysis based on the current infrastructure with a focus on the strategic goals of the client. Matrix3D Infocom found Microsoft Cloud platform as the perfect fit for their business requirements.

The company planned the deployment of services step-by-step to make it simple for the users of the client to understand, without affecting the work. Matrix3D Infocom customised email solutions, communication channel as per



clients' requirement. The company designed customised SharePoint applications to eliminate several manual processes and human errors. It also trained end users to use the new system – innovative adoption drives ensured smooth migration of end users in new and more efficient work environment.

Matrix3D Infocom created different applications and trackers for the client to monitor and track various projects and operational needs like Legal Tracker, Insurance Tracker, Shipment Tracker, by using a SharePoint to improve productivity and eliminate manual processes.

Applications created:

- **Container Shipment Tracker:** It helps to track container and break-bulk shipment as per the land location and the port location
- **Insurance Tracker:** It helps to track the personal and corporate insurance and sends notifications about due dates
- **Incident Management System:** It helps the IT department to track incident and issues reported across business units. It also helps to track the solution provided as per the incident reported
- **Legal Tracker:** It helps to track

legal cases across business units and send notification of important dates

► **Permission and License Tracker:** It helps to track permission and license information across the organisation as per the business unit

► **Recruitment Management System:** This helps to create one data of candidates across the group

► **Company Portal:** It helps to save and access files, all other applications can be accessed from company portal

In terms of comparative analysis, post deployment, software costs and recurring maintenance of the client is reduced by 40 per cent. Additionally, elimination of physical data helps the client to analyse data quickly for making decisions.

Company:
Minfy Technologies

Recipient:
Vijay Jain, Director, Minfy Technologies

A large financial institution wanted to set up a Disaster Recovery (DR) centre for its enterprise workloads. The challenge was to create a strategy that



complies with the standard set of guidelines laid by the auditors, complying to the highest security standards. Key to the project was zero loss of data during replication and bringing up the DR infrastructure within two hours. Challenge posed was to replicate a large enterprise database without additional investment in costly tools.

Minfy's team of professional took the challenge and devised a Pilot Light DR strategy that conformed to the requirements. Base philosophy of designing the infrastructure was outlined as "DR is for application, infrastructure is just an enabler". Going by this philosophy it was decided to treat every application in the enterprise as an independent entity and device a unique DR strategy for each based on the criticality, uptime requirements, replication needs and time to recover.

The biggest obstacle to keep the DR infrastructure within the strict boundaries of 15 per cent of DC mandated that the known replication tools with costly licenses cannot be used. It was also important that though being cost effective, the strategy remains to be enterprise-grade and fool-proof.

Minfy's product CloudStorz, with its ability to continuously sync files, became the centre point for the DR strategy. This solved the critical need of ensuring that the files in the DC are always synced with the DR site. Next challenge was replication of the database without using costly tools. Minfy, along with its ISVs, worked on a cost effective disk block sync strategy that not only maintained near-to-zero recovery point, but also provided a dashboard that showed the replication in real time.

Amazon AWS did the rest. Minfy, as an Advanced Consultancy Partner of AWS, could effectively use various features of the platform which included, S3, Lambda, SQS, EC2, RDS. The power to write custom code and automate the AWS infrastructure further added to the strength to improve the strict RTO of less than

two hours.

With the mix of solutions that Minfy implemented, it was guaranteed that the database on the DR site would be exact replica of what was on-premise since disk blocks were synced. Minfy also devised a snapshot based point-in-time recovery solution, wherein in a two-minute rollback could be committed.

Second most critical aspect of database when DR is implemented is Reverse Sync of the database when the DC site is backed-up and running. Minfy devised a unique ISO boot up based strategy that ensured that the differential blocks got reverse synced to the DR site.

Amazon AWS, CloudStorz, CloudEndure

► **Cost:** With the solutions provided, cost of DR site was less than the 15 per cent target threshold of DC

► **Durability and reliability:** Database sync was extremely durable and reliable which was proven during the DR drills. Zero loss of data was noted during the drills

► **Maintainability:** With Amazon AWS infrastructure, the cost of maintenance of the DR site was reduced to minimal

► **Cost:** None of the tools used for automating the DR set up cost beyond US\$ 100 per month

► **Automation:** Minfy automated the process to the maximum, which lowered human intervention; both during daily sync and of files and data and kicking on the DR site. Automation also reduced human intervention thus reducing the risk of failures due to human errors and overlook

► **Monitoring and control:** Central dashboards were provided to monitor the replication status on a day-to-day basis

► **Security:** Enterprise grade security standards were adopted; from secured point-to-point connectivity to provisioning virtual private cloud and third-party security appliances.



Company:
Pentagon System & Services

Recipient:
Deepali Japadia, Head - Cloud Business, Pentagon System & Services

A fintech organisation having its data centre hosted out of an IDC was planning for a DR setup. The organisation, with a growing operation and business, was in the need of a DR setup for business continuity with real-time replication failover. Pentagon System & Services, along with its multiple teams, worked with various stakeholders at the customer end, on an optimised solution with reduced cost and flexible infrastructure. This included infrastructure on demand, docker, serverless architecture log shipping, replication, security, networking, Snowball, direct connect and Route 53. It was a hybrid solution including security, direct connect and networking.

Pre-deployment, the customer didn't have any DR / backup setup, while they are running sensitive workloads. Pentagon, along with their business team, worked on a solution for better RoI with an optimised solution, wherein all the application servers are on a stopped state and DB is running for replication; thereby reducing TCO.

The major vendors used to build the solution included Amazon Web Services, Fortigate, TATA Communications, and Microsoft.

Business benefits:

- ▶ Lower TCO with high availability with flexibility to terminate anytime without any obligation
- ▶ Cost saving of up to 30 per cent, when compared with on-premise setup where the customer needed to provision the server on CapEx model
- ▶ Compliance and regulation met where the end customers were retained and additional customers were added

One of the unique differentiators of this project was on-boarding a banking customer on public cloud with enterprise level security and networking, alongside flexible DR where all the application servers are stopped and switched on while on DR state. Another key factor was the involvement of DevOps and multiple vendors like Microsoft, Fortigate and TCL for a bundled solution.

Company:
TechGyan

Recipient:
Suresh Ramani, CEO,
TechGyan

Bombay College of Pharmacy (BCP), a pioneering institution in pharmaceutical education in



India, was evaluated how the institute could offer the best-in-class digital Infrastructure to students and faculty. TechGyan performed an extensive study of the existing technology infrastructure and presented a detailed report with GAP Analysis and a set of recommendations. The team at TechGyan identified various gaps in the existing infrastructure.

The proposed solution had two objectives: fill the identified gaps and provide a platform which could be leveraged for comprehensive digital transformation. As part of the solution, an enterprise grade DELL SonicWALL Firewall was implemented in the area of security. Similarly, for identity management, a hybrid Azure Active Directory was implemented. All users – teaching and non-teaching staff, faculty, senior management and students – were assigned a unique identity which spanned across on-premise applications as well as cloud applications. All systems were upgraded to Windows 10 Education and Office 2016 Pro Plus Education; these were then managed by Microsoft Intune Education which did an effective job of device management, application management, device protection with Windows Defender, and Patch Management.

In the areas of email management, Google Mail was replaced by Microsoft Office 365 for Education. The rich Outlook interface ensured that all the users readily accepted and migrated the new email system.

In terms of helpdesk calls, due to a standardisation around Windows 10, Office 2016 Pro Plus, Intune, there was a huge drop in helpdesk calls as infrastructure was now extremely robust. OneDrive and basic SharePoint Team sites were also setup and users were asked to create and use documents in OneDrive and SharePoint – this minimised data loss due to document security. To enhance collaboration, it was recommended to use a combination of Teams, Yammer, One Note.

In order to take the next leap and automate the business processes, TechGyan recommended that the

institute should consider moving to the cloud, using Azure as a platform. Using this platform, the institute can then identify the right partner who has an Azure based Campus Automation System. TechGyan then recommended the Microsoft Partner who had implemented such solution and connected them to the institute. The team at TechGyan set up Azure and then handed over the platform to the software vendor who is in the process of rolling out the campus wide automation solution.

BCP has elevated its adherence to compliance. Modernisation of the entire infrastructure set-up has led to:

- ▶ 50 per cent reduction in IT support calls, enabling the IT staff to focus more on process enhancements
- ▶ 75 per cent reduction in data loss
- ▶ 20 per cent reduction in email support calls and a more user-friendly experience with Exchange Online.

Company:
LDS Infotech

Recipient:
Amarnath Shetty, MD,
LDS Infotech

Kohinoor Institute of Technology was facing server computing performance issues during peak time of admissions and results. To address this, LDS Infotech



suggested, moved and deployed a few workloads on Microsoft Azure, which has enabled the institute to get the required computing power in a highly cost-effective manner.

Prior to the solution deployment, the institute faced various challenges. During peak time of admission and results, it witnessed multi-fold load on the on-premise data centre. Furthermore, web applications and application used for admission process also faced downtime. The institute was not able to serve the students in time; whereas, employees working at the institute faced stressful situation and their productivity and efficiency was compromised.

After moving admission and result application to cloud, the institute's peak time performance issue has been resolved, and it is now getting on-demand computing resources during peak hours. Application performance has also improved with no downtime. The institute is able to admit students in time and is now catering to more students. Employees' productivity and efficiency has also increased multi-fold.

As Kohinoor Institute of Technology has adopted pay-as-you-go model; the solution doesn't incur any capital expenditure; the institute is scaling up the infrastructure on cloud on demand.

Microsoft and Managed Services from LDS InfoTech

► **Maximum infrastructure at optimum cost:** Without incurring any additional cost; the institute is not availing peak time server computing power with Azure

► **Employee productivity:** Employees are getting seamless application performance which has resulted in improved productivity, efficiency and reduced stress levels among employees

► **Profitability and growth:** The institute recruits 20 per cent more students now as process as admissions have become faster with zero downtime. Time to declare results post examination has reduced by 25 per cent, which helps students to choose their career options faster than other institutes.

Company: Intelegain Technologies

Recipient: Neeraj Gargi, CTO & Director, Intelegain Technologies

A leading kitchenware product provider was facing challenges with ERP application hosted in on-premise environment. Data centre security, hardware elasticity, hardware refresh, multi-location access, etc., were few of the challenges for the IT team. Since the company was moving to a new facility, migration of data centre to new facility was a challenge, especially during the period when billing transactions were on their peak.

After reviewing the current infrastructure and discussing with all stakeholders, Intelegain Technologies proposed a fail-proof hybrid cloud solution for the ERP application with virtually zero downtime, keeping in consideration – cloud elasticity; tier 4 level data centre; GDPR, HIPPA, ISO 270001 compliance; no hardware refresh requirement; global accessibility; hybrid compatibility; seamless migration process.

A detailed migration plan was created involving all stakeholders. Most of the activities were executed

concurrently while production environment was kept unaffected till the last mile while actual data migration activity happened on weekend, during four-hour shutdown. Following were the main components of the solution

Pre-deployment scenario:

- Downtime requirement for migrating on-premise data centre to new facility
- Data centre security
- Data centre compute/storage elasticity
- Hardware refresh and maintenance of expensive on-premise data centre
- High manpower cost for on-premise data centre administration
- Connectivity issues from remote locations like warehouses
- Absence of DR support

Post-deployment scenario:

- Data centre migration activity to the new facility was eliminated
- Cloud's inbuilt scale capabilities helped in reducing cloud consumption by not creating additional capacity upfront
- No need of advance capacity planning
- Seamless ERP access from multiple locations
- No dependencies on on-premise infrastructure
- Upto 30 per cent cost reduction

The important components used in the solution include Azure Virtual Machines, Azure Backup and Site recovery services, Azure Virtual Network, VPN Tunnels, Storage Accounts, Dynamics NAV 2016, Microsoft SQL Server.

The solution implemented was unique due to multiple failover strategies implemented to achieve ultimate business continuity objective. Migration process was planned in such a way that operations didn't affect, except for a few hours downtime during weekend to complete the transition. The solution is capable to run independently on cloud, bypassing on-premise infrastructure in case of disaster.



Security & Surveillance



Company:
Medley India Infosolution

Recipient:
Vijay Kumar Gupta,
Managing Director, Medley
India Infosolution

The Indian Railways, the largest operating railway in the world, has deployed the Crew Management System, developed jointly by CRIS and Medley India/VXL, across over 500 locations in India. This centralised software takes care of scheduling, training, and sign-in and sign-off of the workers. It provides an interface for communicating technical issues (such as problems in the track or locomotive) as well as personal issues (leave application, grievances). It ensures the security of the Railways by mandating biometric authentication of each work before and after their shift, and testing them for the consumption of alcohol.

The challenge was to develop a 24x7 system that is easy to use for people unfamiliar with computers, yet robust enough to facilitate migration from existing paper based systems. The CMS provides information about the crew at all



times and thus facilitates the booking of crew on freight trains, passenger carrying trains as well as short movements within terminals and yards. The Indian Railways has nearly one lakh guards and drivers for performing train operations round the clock. The software solution automates their day-to-day business functions by providing information of their status, rostering their duty allocations, providing information on the availability of crew at their home station and assigning crew to the trains.

One interesting feature of the system is that the crew is able to interact with the system through a touch-screen kiosk. The system is also being provided with biometric reader that eradicates any chances of proxy reporting. The CMS uses SMS for providing instant access of information of crew available over mobile phones, and also enables crew booking through SMS, and providing information as well as alerts to the managerial and supervisory staff. The different applications of CMS require various levels of organisation hierarchy to access it via a web

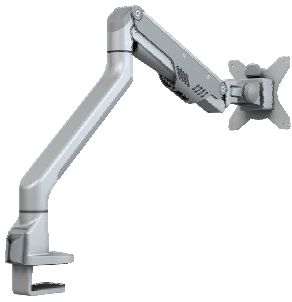
browser. This application extends to various stakeholders and provides a single window interface to the Train Crew.

The CMS project enables Indian Railways to manage its over 1,00,000 strong workforce of drivers and guards. Deployment has been done of over 1,200 kiosks and more than 2,400 thin client based desktops. The solution has been working since the past four years.

The CMS software has a unique feature of booking the crew through SMS. It is sent to the crew through the central database to serve it a call. With the help of the CMS, sign-in/sign-off of crew members has become easy. At the lobby, they are provided with kiosks, where they use biometrics.

The project has been a gamechanger for improving efficiency by over 30 per cent for Indian Railways at over 300 lobbies (location where Railways crew are booked). Furthermore, the system has been successfully deployed at over 80 per cent of the locations across India in less than 18 months since its conception.

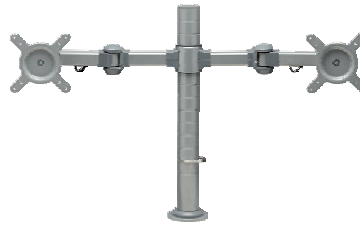
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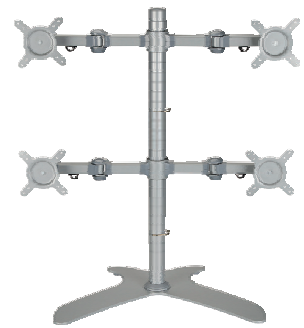
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Company:
C.I. Infotech

Project Head:
Vineet Singh Panwar, CEO,
C.I. Infotech

Due to the geographic spread of customers, huge workforce and government's emphasis on physical and IT security, ONGC required a secure work ecosystem. For CI Infotech, meeting and tapping different organisations like RITES (consultants) and BEL was a major challenge. Owing to ONGC's scale, it was not easy to implement a project of such magnitude project. The project was also a first-of-its-kind for ONGC.

Since physical and virtual security is considered the biggest threat to any big organisation where data and human resource are the biggest assets, ONGC was also facing similar issues. The project was conceived in 2012, post which ONGC hired an external consultant. Since the project's inception, CI Infotech was involved in this project.

- Solution features
- Best-in-class CPU
- Internal storage within box

- Minimum form factor
- Durable product which can sustain in extreme conditions

CI Infotech used HPE servers, storage and KVM solution for management. The company supplied a total of 410 servers and four D3600 storage enclosure with maximum capacity drive for storing data; in addition of 34 KVM sets. The project facilitated security of system, campus and employees; better monitoring and cost saving on physical security as physical guard ratio got reduced from earlier comparison, by virtue of which total manpower contract costing got reduced by approximately 40 per cent per year.

The total cost of the project was approximately ₹100 crore, of which IT hardware portion for core like server and storage was for approximately ₹15 crore. Whereas, the rest was for cameras and other equipments. The project took almost five years from conceptualisation to final execution.

Big Data Analytics

Company:
Hitachi Systems Micro Clinic

Recipient:
Sapna Goyal, Corporate Head Marketing, Hitachi Systems Micro Clinic

Power is one of the most critical components of infrastructure, crucial for the economic growth and welfare of nations. India's power sector has seen transformational changes with progressive policy-level changes and effective implementation of directives. The demand for electricity has increased rapidly and is expected to rise further in the years to come. Electricity production in India has reached 1201.543 billion units during FY18. To meet the increasing demand for electricity in



the country, massive addition to the installed generating capacity is required.

Currently, the most critical threat for the country's leading power utility companies is, loss of power. Indian

power utilities are marred with poor operational efficiencies and tremendous revenue leakage which is happening due to rampant power theft. More than 30 per cent of electricity injected into the system by power distribution utilities remains unpaid.

Tata Power Delhi Distribution Limited (TPDDL), erstwhile North Delhi Power Limited (NDPL), a joint venture between Tata Power and the Government of National Capital Territory of Delhi, which distributes electricity to a populace of seven million, was struggling with the challenge of balancing the need to improve system reliability and reduce operational costs.

To address this major challenge, TPDDL decided to use advanced data analysis solution which could prevent revenue leakage, improve operation performance along with improving reliability indices. After scrutiny,

TPDDL chose Hitachi Systems Micro Clinic due to following:

- ▶ PAN India presence
- ▶ Capabilities to execute large scale project under strict delivery timelines
- ▶ Partnership with leading technology vendors
- ▶ One of the most significant keys to success in TPDDL project undertaking was to gain alignment between the business needs and goals with the IT architecture design and deployment plans. Post solution implementation, Delhi has recorded its all-time peak demand of approximately 7000 MW on 10.07.2018.

TPDDL successfully implemented the following major requirements:

Parameter accuracy

- ▶ Predicting revenue leakage and theft detection (95 per cent)
- ▶ Tripping analysis of electricity feeders (95 per cent)
- ▶ Load growth estimation and analysis (95 per cent)
- ▶ Predictive maintenance, asset management (95 per cent)
- ▶ Payment default prediction (90 per cent)
- ▶ Social media analytics for customer sentiments (100 per cent)
- ▶ Complaint analysis (100 per cent)
- ▶ Footfall prediction, load balancing (95 per cent)
- ▶ Real-time actual drawl detection and alerting (100 per cent)
- ▶ DT cumulative peak load identification and prediction (100 per cent)
- ▶ Customer segmentation (100 per cent)
- ▶ Attrition analysis, reliability index reports (95 per cent)

Hitachi Systems Micro Clinic had to strike a balance between various stakeholders involved in this project. This was a pilot project in the power distribution industry, therefore Hitachi had to overcome the scepticism and ensure its long-term strategic importance was realised in full.

India is an untapped market, most of the power distribution companies operated in data-rich, information poor environment. TPDDL, without

analytics, was underperforming, trying to identify ways to prevent revenue leakage, improve operational performance along with improvement in reliability indices. The requirement of analytics was crucial for TPDDL in the emerging energy landscape.

The benefits of deployment :

▶ **Revenue protection or loss prevention:** The solution helped TPDDL determine unusual usage patterns and probe as to why a meter signature suddenly appears differently or for meter data consistency with the billing data. Also, leverage usage patterns to formulate demand-based pricing based on peak usages on grid for improved revenue and better demand-supply management.

▶ **Outage and load analysis:** The solution allowed TPDDL predict operational pitfalls leading to reduced outages. It helped in proactive maintenance of assets, and reduced costs.

▶ **Improved financial forecasting:**

More detailed histories could help determine, measure, and track the elasticity of demand and Electricity Tariff Analysis, what-if scenarios could be played-out in more detail, while asset optimisation and asset planning could be improved by analysing operational efficiency.

▶ **IT operational efficiency**

This project was India's first business intelligence and data analytics tool in a power distribution utility at Tata Power Delhi Distribution Ltd. Following were major components of the solution:

- ▶ Oracle Big Data Appliance X6-2: model family
- ▶ Oracle Big Data Connectors
- ▶ Oracle Big Data Spatial and Graph
- ▶ Oracle Big Data Discovery - Named User Plus Perpetual
- ▶ Oracle Business Intelligence Suite Extended Edition - Named User Plus Perpetual
- ▶ Oracle Database Standard Edition 2 - Named User Plus Perpetual
- ▶ Oracle Business Intelligence Mobile - Named User Plus Perpetual

Through the project of TPDDL,

Hitachi Systems Micro Clinic further strengthened its footprint to promote social innovation business in India. The Government of India has identified the power sector as a key focus to promote sustained industrial growth.

The solution provided by Hitachi can predict theft based on a complex algorithm with an accuracy level of 95 per cent. This has increased the revenue realisation of the TPDDL and 24/7 power availability to the consumer. Additionally, the solution deployment has led to affordability amongst the citizens as well as industrial consumers with reduced electricity tariff.

Company:

BlazeClan Technologies

Recipient:

Vinay Nayak, Lead - Non BFSI Business, BlazeClan Technologies

The customer of BlazeClan Technologies, was embarking on a strategic advanced big data and analytics journey to support its growth. This project was focusing on setting up a smooth data extraction, loading and transformation process for data ingested from multiple sources like SFDC, Aspect and Mgage, utilising



data warehousing service and visualisation of the data using effective visualisation tools.

Due to the heterogeneous nature of large scale transactional data delivered from varied data sources, visualisation for insights became a challenge for the customer. Business users of the company wanted a better way to capture and analyse data to achieve their business objective. BlazeClan performed analysis and discovery on data strategy to implement an Enterprise Data Lake (EDL) on AWS. BlazeClan utilised its "AWS Data Lake in a Box" service to design secure architecture using AWS to load, store, process and consume data in an agile way using rapid sprints.

By leveraging its proprietary "AWS Data Lake in a Box" service, BlazeClan established a Single Customer View (SCV) to better target and personalise future customer interactions.

The benefits were - faster insights from varied data sources, reduced time to market for solution launch, built a scalable and automated data lake to consume data from internal and external sources. Security aligned to CIS for assurance and peace of mind.

The major vendors / products were:

- ▶ AWS Infrastructure
- ▶ Amazon Redshift
- ▶ Amazon EC2
- ▶ Amazon S3
- ▶ Amazon CloudWatch
- ▶ Amazon CloudTrail
- ▶ Tableau

Business advantages were faster insights from varied data sources, reduced time to market for solution launch, a scalable and automated data lake to consume data from internal and external sources, and security aligned to CIS for assurance and peace of mind.

Company:
Team Computers

Recipient:
Ranjan Chopra, MD, Team Computers



The end goal of the project was campaign management to generate revenue for BookMyShow (BMS) and increase bookings through its portal. For this, BMS was looking to drive targeted campaigns based on past purchase orders, customer preferences and interactions with the brand. Most of the SKUs being movies on BMS, have a core shelf life of three days (weekend) and an extended shelf life of seven days (week). It is important to action within the limited days, to predict expected occupancy of shows scheduled for sale on the BMS platform and BMS's pie within it.

BMS had deployed Alteryx at multiple stages of data processing. It lies between the core data systems and the analytics data system, as an ETL tool. The analytics team is no more needed to depend on the tech team for data porting. The team creates its own workflows, and uses Alteryx to fetch the data from the main system and writes it to the analytics systems. The structures could be changed by the analytics team itself, as per the requirements of the business teams. This reduces the dependency and bandwidth utilisation of resources on both sides of the ETL layer.

Alteryx was also deployed for reporting purposes, which is the most common use of the tool. BMS analytics team publishes more than 50 reports

at daily/weekly/monthly level and sends it out to more than 100 users within and outside the company. This has helped reduce the reporting team, from four to one, and the reporting cycle from 12 days to four days.

Predictive tools help in the following:

- ▶ Expected occupancy of future shows – using models like time series forecasting (RegARIMA),
- ▶ BMS is able to predict with a good accuracy (<4 per cent error in Mar'17) the expected occupancy of any show scheduled for sale on the platform
- ▶ Expected BMS penetration of future shows – using models like Exponential Regressions and Decision Trees, BMS is able to predict the expected BMS Penetration (<7 per cent error in Mar'17) of any show scheduled for sale on the platform
- ▶ Targeting high potential shows: the above two helps identify the shows where the total sales is expected to high, and BMS share is expected to be low. This input is picked up by the CRM and marketing team to focus efforts in selling more for these shows through email, PNs or customised offers

Customer lifetime management : BMS uses various models like logistic regression, market basket, clustering, etc., to understand the customer better, but more importantly understand what is it that the customer needs to do to be loyal to BMS.

Clustering techniques and RFM models have been used to understand which of the existing customers are the most loyal to the platform and have been tagged as "Superstars".

Path analysis of Superstars was done to understand what steps they took to reach the "Superstar" zone in BMS. The significance of every step in their journey from New to Superstar was assessed. This is done by assigning some loyalty score to every activity, with an aim to accumulate more than a certain threshold of loyalty points. The interdependencies of these activities was also evaluated.

Once the optimal path was defined, the likeliness of every activity for

every new customer was assessed using logistic regressions and factor analyses. The customer was preferably targeted only in the period with most likeliness to repeat. Once done, the likeliness for the next activity (wallet activation) was calculated across different dimensions and so on.

Before this, customer information at BMS was segmented manually, which was both a time consuming and an increasingly man power intensive task. Due to the short shelf life of the SKUs, marketing could not be leveraged enough to drive sales. Descriptive analytics on Tableau was also used to pick and choose the shows to schedule for sale, hence not optimised. Both of these scenarios have been positively impacted due to the solution deployed.

With the help of the above mentioned use cases, BookmyShow was able to sell 27 tickets per second for the movie Bahubaali. This was done by powering the recommendation engine and marketing campaigns through the output of the Alteryx workflows. The customer journey map was used to identify the step the customer should take to become loyal to BMS and this was integrated into the campaign to serve a dual purpose.

Now, targeted campaigns are automated which leads to a higher RoI on marketing activities. Along with this, predictive models help it pick the shows it wants to put on its platform creating dual benefits.

Company:
Panache Digilife Limited

Recipient:
Nikit Rambhia, Joint Managing Director, Panache Digilife Limited

The project involved an Integrated Command and Control System comprising of GIS and GPS based automatic vehicle



tracking and distress call response system - Dial 101 (ICCS).

The efficiency of any fire service is rated on the basis of response time, which is the time between the receipt of a distress call at the fire station and the time at which the fire brigade vehicle reaches the incident location. One of the main objectives of this project was to reduce the response time by using state-of-the-art technology and systems. There were two main factors affecting the response time:

- ▶ The call handling time - the time taken by the switchboard operator to determine the nature and location of the incident from the caller's description, verify the genuineness of the call and dispatch the fire brigade vehicles.
- ▶ The time taken by the fire brigade vehicles to reach the incident location.

To reduce the time taken by the fire trucks to reach the incident location, it was needed to have a GPS/GIS based vehicle tracking system to provide real-time location information to the operators in the control room. This location information is used for navigating the vehicles to the precise incident location and also to alert the operators about delays in the vehicle movements due to traffic.

For this Mumbai Fire Brigade (MFB) was keen to install a Command & Control System (CCS) and setup,

manage and maintain the Integrated Command & Control System comprising of GIS and GPS based automatic vehicle tracking and distress call response system - Dial 101 (ICCS) including vehicle navigation features.

The solution designed included:

- ▶ Automatic Vehicle Tracking System (AVTS)
- ▶ Mobile Data Terminals (MDT) with GPS Tracker for around 250 Fire Brigade Emergency Vehicles

Computer Aided Dispatch (CAD)

- ▶ Computer Aided Dispatch (CAD) is an integral part of ICCS.
- ▶ CAD has IP based call-takers and dispatchers allowing every fire station to collaborate with the Central Control Room for optimisation of each resource.
- ▶ The same operator workstation has the capability to act as call-taker, dispatcher or supervisor.
- ▶ CAD permits the call from any source and through any available medium of communication, PSTN call, cellular phone call (GSM, CDMA).
- ▶ CAD alerts the call taker for any duplicate call and the call gets associated with the primary event. The system suggests the possibility of a duplicate call based on the location, time, classification, etc. Duplicate calls are cross-referenced for easy retrieve ability. The system has a provision to attach a new incident with a primary call.
- ▶ CAD supports a pre-defined turnout of vehicles based on the incident type and the present SOP of the Mumbai Fire Brigade. The CAD system allows manual override mechanism at a given point of time, by a person sitting only in the Central Control Room. The system has the capability to distinguish the status of fire vehicles, preferably in colour code.

The technologies used for vehicle tracking solution was GPS/GPRS, GIS, Call Tracker/Dispatcher software, Sql Database, HTTPs communication protocol, MySql, Java Script.

- ▶ Pre-deployment scenario: The

existing system of call handling used by Mumbai Fire Brigade was manual, which involved the receiving of the calls, data entry about the incident, dispatch of the incident details to the respective substation and then a final dispatch of the fire trucks. This manual procedure was sometimes prone to human error and introduced delays in the call handling capability. While the presence of a human operator cannot be completely eliminated, it was desired to have a state-of-the-art Command and Control System (CCS) to improve the overall operating procedure of handling calls in a more efficient manner.

Post deployment scenario:

- Reduction in call takers time to lodge the complaint
- No need to ask exact location, location is fetched directly from maps during discussion with caller
- Nearest fire tender can be deployed taking in to consideration nature of call and availability of fire tender with working equipment's to fight emergency considering current traffic scenario
- Fire tenders which are returning from any emergency call to fire station, considering current location of fire tender can be deployed for next call

Vendors / products:

- NoSQL Database cluster for data storage for web level application scalability
- Nodejs preferred platform for application server for speed/scalability
- JQuery+bootstrap, openlayers preferred platform for web app development
- Public data API for application development

The solution has resulted in drastic reduction in travel time of fire tender to reach incident sight. It is the first attempt in India to design an Emergency Response System and making it work seamlessly for the Mumbai Fire Brigade.



Company:
Allied Digital Services

Recipient:
Nehal Shah, ED, Allied Digital Services

The project was for Pune smart city. The city has always faced major problem of traffic related delays. The objective of the project was that various VMDs (Variable Message Devices) installed across the city, should display from the respective GIS location, the travel time to reach three important destinations of the city, namely, the Pune City Airport, railway station and the bus depot. This enabled citizens to know the time required to reach these destinations and also understand alternate routes. TomTom traffic data, which is collected across all Pune roads via various devices installed in vehicles, is leveraged as input.

The solution: TomTom a GPS data provider, collects the vehicle movement data from various sources, and computes the live travel time and speed data in a raw format for major cities in the world. TomTom, has also enabled this data for Pune city. This data is updated every minute to the TomTom traffic servers depending on the traffic conditions. Allied Digital has

partnered with TomTom, to provide the middle-ware based solution, which is required for consuming this traffic data, devise a smart algorithm and converting it into user friendly messages, which can be used by the smart city ICCC platform, to display information on variable messaging displays, across Pune city.

Allied Digital has developed a routing algorithm based software which takes TomTom data, converts to a data structure which is mapped to a database of GIS locations of respective VMDs, collects a route based information and comes up with a travel time to respective destinations from the VMD location with alternate routes. The software also has the service to transform data to messages and also convert to local Marathi language so that can be consumed by the VMDs. It has a web service hosted on server, which is accessible over the internet. This web service is used by the ICCC platform to pull the information to be used to display on VMDs. The updated frequency for the information is currently kept at five minutes.

An innovative technology, this is a first of its kind routing algorithm based on GPS data designed for traffic information, in the world. Pune citizens now get live updates of traffic delays on their way to key destinations in the city.

Before the deployment of the solution, the citizens had no way of knowing, how much time it would take to reach prominent destinations in the city while on the road, unless they stopped driving their bikes or cars and get guided by the mobile phone or a GPS based device. Also, the alternate route was not known. Post deployment, citizens can watch the displays on the road showing valuable traffic information, the calculated delay times and alternate routes. The messages are also in local language, apart from English. There is marked savings on travel time, also in fuel savings, close to 15 per cent, estimated across the city.

Managed Services



Company:
Value Point Systems

Recipient:
R S Shanbhag, Chairman & MD, Value Point Systems

The prime objective of this project was to implement one-stop solution for addressing the concerns and connecting patients, 47 hospitals in Karnataka and doctors on one common platform. The goal was to deploy the solution and get patient information seamlessly in these hospitals and streamline hospital processes.

Value Point's team ensured hassle free implementation, irrespective of challenges like crowded hospitals, age-old machines, late night working hours and more. Value Point had set up ICT infrastructure within a week in 11 government medical colleges and hospitals for Universal Health Coverage programme which went live in two weeks, and is currently addressing more than 40,000 beneficiaries per day.

The solution included setting up 24/7 dedicated NOC Support at the nearest hospital location across the state, which constantly ensures the uptime of IT infrastructure at 47



hospitals (districts and Taluks). The company has been involved right from individual site survey, design, deployment and integration of IT infrastructure and has delivered end-to-end solutions at each hospital, without hindering the day-to-day healthcare services.

State of the art technologies were implemented in record time to enable Hospital Information System (HIS) on a common platform which is secure, agile, and easily accessible even at remote hospital locations.

The project also involved integration of Structure Cabling Solutions (copper and optic fibre), interfacing with approved means of establishing Wide Area Network (WAN), electricals, UPS, end points for processing information including PCs and tablets, printers, active networking including wireless devices, barcode printers and readers, etc.

In terms of innovative technology, Value Point implemented integrated medical equipment and devices with IT infrastructure to reduce human errors in retrieval of a patient's vital

status and other patient data; and built seamless infrastructure for anytime-anywhere access of patient records by doctors at any hospital. Additionally, the company also set up a digital platform for health coverage plan for patients to enable the beneficiaries directly who are eligible for BPL benefits.

Post-deployment benefits:

- ▶ Patient records available at fingertips at all 47 locations
- ▶ BPL patients receiving government benefits directly through the digital platform/ identifications
- ▶ Improved quality of healthcare services
- ▶ Doctors can see previously diagnosed ailments from anywhere
- ▶ Doctors can see previously prescribed medicines/ case history and other patients data at fungertips
- ▶ Paperless office

Hewlett Packard and Schneider were the major OEMs in this solution. Post the project, patients utilising these schemes per day across 47 locations increased from 4,000 to 10,000.



Company:
Futurenet Technologies
(India)

Recipient:
Ashok Lakshmichandran,
Founder & CEO, Futurenet
Technologies (India)

A Dubai based trading organisation – an SME – was expanding its operations in India, and required an optimal solution to help run the operations effectively. In Dubai, the

organisation was using 3I Infotech's ERP – cost and scaling were the main issues. The primary goals of this project were optimisation, cost effectiveness and freedom to customise according to business requirement. Futurenet's 'Think Free IT' (TFI) was recommend.

Think Free IT is an innovative approach targeted towards SMEs, wherein Futurenet Technologies ensures that SMEs concentrate on the business, without worrying about IT. TFI is a combination of open source solutions which makes business operations easy; it encompasses an ERP, mailing and document management solution. Being open source, the SME pays only for the implementation and support, thereby moving from CapEx to OpEx model. The product completing the TFI bundle include ODOO Open Source ERP, Zimbra Email, Alfresco DMS, and AWS Cloud.

Reflecting innovative use of technology, cloud was leveraged for providing clients with specific bundle of software in open source. Futurenet offered the entire solution including server management, ERP, DLP, etc as managed service.

Earlier, the customer used legacy application and Tally, and faced challenges in terms of availability of

real time information and IT for business, information security, and retention of manpower to manage IT.

Post implementation, the main business requirements viz ERP and email were provided over AWS Cloud with 24/7 managed service for customer. This has helped the customer to run the business with clear insight from data, availability of IT for business, transformation from people dependent to system driven organisation. Overall, around 80 users spread across six locations in India, are using this service.

The major vendors involved in the development of the solution include ODOO, Zimbra, Sophos, AWS, Microsoft, Linux and DLP from Kaspersky.

Business benefits:

- ▶ Saving of CapEx of ₹90 lakh from building DC to choosing to adopt AWS with monthly bill of little over ₹1.5 lakh
- ▶ ODOO's overall implementation cost was ₹15 lakh, compared to other products which would have costed over ₹50 lakh
- ▶ Zimbra's one time implementation cost was ₹1 lakh, compared to any other solution would have costed around ₹80,000 per annum as recurring charges.

Internet of Things

Company:
Som Imaging Informatics

Recipient:
Shantanu Som, CEO, Som
Imaging Informatics

A large environmental and metallurgical lab having around 95 industrial analysers had a unique problem. The scientists and technicians could not see all the data of the analysers in a single dashboard. They also could not get an automatic alert if the test results crossed the limits or threshold. They also wanted to view



the results from any place via a web client or browser, but not compromising the security of the system. This was a challenging situation as it involved replacement of legacy equipments. The client of Som Imaging Informatics did not have a requisite budget to replace all equipments (approximately ₹9.0 crores).

Since the budget was not adequate to replace all incubators and analysers, Som Imaging Informatics took an approach of converting the legacy hardware to IoT enabled system by designing and integrating IoT system to the sensors of the analysers. This was done at a fraction of a cost of

replacing all the devices. Som Imaging Informatics had to design new analog to digital conversion (A2D) circuits, feeding data to MCUs and calibrating the sensors. The following steps were also taken:

- ▶ Extraction of data from sensors of analyser to A2D systems, MCU nodes and transport of data to the central hub computer, hosting on web server, displaying and saving the device data parameters values with time-stamp.
- ▶ Design and development of embedded device with sensors to provide real-time room temperature, humidity and B-pressure in HPA and mmHg and connecting the control device to the central hub computer, hosting the web server, displaying and saving the data to database.
- ▶ Development of embedded device for the client's incubator, where the temperature, humidity data and other

sensor data were fetched from the incubator. An alarm is generated if the data/measurement goes above a threshold value.

- ▶ Connecting multiple devices to central hub computer, hosting of web server, displaying and saving the data to database using secured HTTPS, MQTT and SSL/SSH encryption. Standardising multiple output format from various sensors to JSON data format.

The benefits:

- ▶ Before deployment, Excel sheets were maintained manually with data input from various devices. Post deployment, there is automatic extraction of data from various devices through IOT enabled services.
- ▶ Earlier, there was no real-time validation for wrong data from the devices. Following deployment, there

have been real-time data analysis and validation from the application. Also, malfunctioning of a device can be checked instantly.

- ▶ Previously, there was alert on crossing of threshold value of the parameters. After deployment, there is automatic system generated alert on crossing of threshold value of parameters. Preventive measures can be taken much earlier than pre-deployment state.

Business advantages include reduction of project cost by 75 per cent and enhancing RoI by re-using the legacy devices; elimination of manual effort of capturing data and minimising errors, leading to time saving in switching from manual to automatic system; availability of data in real-time on mobile devices, as a result data can be monitored from the system dashboard from anywhere.

Enterprise Security

Company:
Targus Technologies

Recipient:
K K Kaushik, President & COO, Targus Technologies

Gurugram-based Targus Technologies has upgraded the firewall for a tractor manufacturing company, as the existing firewall was unable to cater the current requirement of the organisation. The solution provider realised that the customer's current firewall utilisation was high and their day-to-day activities were getting hampered.

Looking at the scenario, Targus proposed Fortinet Next Generation Firewall to the customer with IPS, Web Filtering, Antispam, AV, Botnet, Mobile Security Services, and FortiSandbox Cloud. The solution provider also proposed Fortinet 900D box in HA mode with 10G uplinks. Prior to this deployment, the customer was using the Juniper Firewall in its



network. Targus further convinced the customer about the benefits of the Fortinet solution in comparison to Juniper and Checkpoint

Pre-deployment scenario:

- ▶ GUI wasn't user friendly
- ▶ Complications in creating UTM policy for customer
- ▶ Inaccurate Web Filtering module that will allow or deny the company staff to leverage the administration of

the web access from the end point users

- ▶ Some of the more complex setups for customer like clustered HA were a little difficult to configure
- ▶ Small packet per second was a problem on the existing firewall
- ▶ IPS management fell short, customer found ourselves stumbling through an unusable configuration interface and inconsistent attack databases
- ▶ Firewall options were limited and also catalog values were incorrect
- ▶ Some configuration options (particularly the way address book entries are done) can get tedious and make for very long configs
- ▶ Remote access VPN and associated client app needed improvement and the involvement of a 3rd party as the client app provider made troubleshooting RA issues much more difficult. For this reason, customer did not want to go with the current firewall for RA VPNs

Post deployment scenario:

- ▶ Customer was able to use all the features of the firewall and complete

network was secured.

- ▶ Customer was able to fetch the security report.
- ▶ IPS & IDS was enabled with post this implementation.
- ▶ Complete internet traffic got secured and users were able to get the internet as per the policy defined on the firewall.

Web filtering module integrated with the existing network. Advanced routing (RIP, OSPF, BGP, PBR) enabled in the network allowed a seamless and simple integration into a large network.

For Targus, the unique differentiator of this project was convincing the customer about the benefits of the Fortinet solution as compared to the competitive solutions available in the market and conducting the Fortinet Firewall proof of concept in the customer complex network.

Company:
Macaws Infotech

Recipient:
Manasi Saha, Founder & Owner, Macaws Infotech

Kolkata-based Macaws Infotech has implemented an advanced threat protection solution for the leading media house, ABP.

The customer was facing the following problems: a. Sensitive information was leaked without knowledge of business user. b. Acute problem of patch management and its vulnerability. c. Roaming users with laptops that required data protection and safety. d. Protection from rampant ransomware attacks. e. Proactive Malware protection.

For all the above issues, the customer required advanced threat protection appliance that should provide network-wide visibility and intelligence to detect and respond to targeted attacks and advanced threats. The product should also monitor all ports and more than 100 protocols to analyse virtually all



network traffic, giving the client broadest protection available. There was a requirement of specialised detection engines and custom sandboxing to identify and analyse malware, command-and-control (C&C) communications, and evasive attacker activities invisible to standard security.

As part of the deployment, Macaws has given server security with virtual patching for all OS, full disk encryption, sandboxing solution, machine learning and behaviour monitor, and next-gen endpoint solution. Multiple security controls were managed from a single dashboard. Deep Security featured integrated modules including anti-malware, predictive machine learning, web reputation, firewall, intrusion prevention, integrity monitoring, application control, and log inspection to ensure server, application, and data security across physical, virtual, and cloud environments.

Deep Security was deployed as a single, multifunction agent across all environments that simplified security operations with a single management dashboard for all capabilities. The client used Trend Micro Control Manager as dashboard, with additional support for third-party systems such as VMware vRealize Operations, Splunk, HP ArcSight, or IBM QRadar.

Moreover, Deep Security

seamlessly integrated with cloud platforms including AWS, Azure, and VMware workloads enabling client to extend data center security policies to cloud-based workloads. With a wide range of capabilities optimised across environments, Deep Security empowered client with a differentiated and secure environment to their business users, from zero threat, ransomware, Virtual patching, IPS, Encryption, etc.

With regards to the business benefits, Macaws ensures no down time in production for the customer. Internal as well as external threats, DDOS and PDOS attacks were controlled with minimum bandwidth usage (50 per cent bandwidth reduction).

Besides, mail scanning and mail delivery has been automated in such a way that there is no impact to newspaper production resulting in no financial or production loss. As a specialised security solution provider, Macaws focused on proactive prevention rather than reactive work wherein it used APT and ransomware protection and also synchronised security solutions from both Trend Micro and Sophos.

Company:
Silicon Netsecure

Recipient:
Tushar Parekh, CEO, Silicon Netsecure

One of Silicon Netsecure's NBFC client needed to protect 115 plus public facing Servers / VM's against ransomware threat. The customer also needed to secure their network across all their locations as a part of PCIDSS compliance requirement.

Based on the client requirement, Silicon's team suggested a Firewall brand with integrated ATP feature, which was deployed at the data center and the site offices. The solution provider was able to granularly control the endpoint access based on the



corporate policies. Adding ATP and Application Control on the servers and endpoints was an added layer of security to prevent ransomware attacks. The products were deployed on 115 plus servers at the data center, firewalls at 17 locations, and 2200 plus users were benefited.

The zero-day threats were an issue for the customer given that they have 115 plus number of public facing servers. Also, securing the public data was a priority. Here, Silicon Netsecure helped achieve the same by having dual layer of protection at the gateway as well as endpoint. This helped prevent any zero-day threat attacks to the entire network, thereby securing it thoroughly. Additionally, remotely deploying the same helped saved the cost and time for all the stakeholders. Lastly, the entire project was completed in 56 days.

Company:
Syndrome Technologies

Recipient:
**Dipankar Pal, AVP,
Computing & Storage,
Syndrome Technologies**

One of the Syndrome Technologies' client was looking to implement a Cloud Access Security Broker (CASB)

solution for its G-Suite keeping with best practices being followed in the industry across the world today. This solution would need to be implemented and managed to provide optimum security to the organisation. The objective of this project was to create and deploy event and content-based policies, which will capture activities and generate logs to protect data on cloud; all users needed to access data over a secure infrastructure; entire IT infrastructure to be monitored from advance technology; and data access to the G-suite to be monitored in a centralised dashboard.

The solution provider has implemented Cisco Cloudlock access by G-suite cloud and customer domain configuration for the two business units; formulated the policies for both business units as per their requirements; and mail alert has been configured that gets triggered to respective department Head. Here, Cloudlock as a security layer has been used and integrated with G-suite to achieve the business outcome.

The customer was previously using G-suite for mailing, storing docs, drives and vault with no security layer to monitor the logs. As a part of this deployment, Cloudlock has been integrated with G-suite as a security layer. Syndrome has also formulated security policies for each department based on their requirement.

Post-deployment benefits:



- ▶ All department head is currently having individual Incident view access for monitoring.
- ▶ Proper data management and security.
- ▶ Provided customer visibility into which documents users are creating and how they are sharing them. Also, helped in monitoring adoption and make sure users adhered to their document sharing policies and procedures.
- ▶ Embraced the collaborative benefits of 'going cloud' without concerns over data loss or accidental exposure.
- ▶ Cloudlock enabled customer to achieve compliance for the data which helped them during Audit.

Company:
EssenVision Software

Recipient:
**Nityanand Shetty, Founder
& CEO, EssenVision
Software**

Mumbai-based EssenVision deployed cloud SOC for one of the largest ITeS companies in the country to extend on-premise strategy of people, process, and technology and in the process, seamlessly secure 40 plus cloud apps.



The security solution provider designed, consulted, and implemented security solutions in the areas of DLP, SIEM, User Behavior Analysis, Anti-Advance Persistent Threat and Access Controls. It also defined operational procedures and governance for further steady state operations of the client.

As far as innovative usage of technology is concerned, EssenVision has done seamless integrations of CASB, Gurucul User Behavior Analysis, Proxy/ Firewalls, Oradar SIEM, Antivirus, and IAM among others.

The customer had earlier deployed its critical business servers on cloud (Microsoft Azure and Amazon AWS) having no visibility on Shadow IT, Shadow Data, publicly available assets with poor access controls, thus increasing risk of data breach, attacks and malwares. This deployment helped customers to build their on-premise use cases on cloud utilising existing man power with central visibility over compliances, data breaches, threats, external IPs, and internal human threats.

With this deployment, the customer was able to do compliance fulfilment on the cloud (GDPR, PCI and ISO); got a visibility of threats; and did proper optimisation of existing investments for people and technology.

For EssenVision, this was one of the earliest and biggest cloud security projects that got signed off and went in to steady state operations.

Company:
ACPL Systems

Recipient:
Ravindra Pathak, Director,
ACPL Systems

For ACPL's customer, their business has been growing at very fast pace, however, they were facing numerous challenges with ensuring every information remains in control and within the



logical protection of the company infrastructure. Their problem statements were complete visibility, complete control, scalability, and lower TCO.

After looking at different solutions, ACPL decided to propose the complete architecture changes and proposed Palo Alto Network's next generation firewall, with all the traffic being pushed to local hub for accessing internet or other devices. This solved the problem of complete visibility, wherein all the traffic, application and the users were now visible. This also gave complete control including the Shadow IT which was running with the large network of the customer. With regards to the better control of IT, the customer received clean bandwidth and network with at least 30 per cent improvement. Besides, there was a comprehensive improvement in the security posture.

On the data side, ACPL used DLP and Data Classification. In this, the user requirement was clear as they wanted to ensure the data security base is strong and helps them in not only data loss but also ensure their data security privacy issues are also managed. Hence, it helped them with Data Classification and that made the base of the Data Security layer. Once the data classification was done, ACPL used the same baseline to implement the DLP policies and also used encryption engine to provide security

as required as per classification.

The security solution provider helped the customer to first clearly identify the problems in as much wider way as possible and then ensured helping in all three methods i.e. people, process, and technology. In this endeavour, it also helped the customer achieve maximum and at optimum cost. This has ensured that customer doesn't need to do continuous investment in security. They should be able to use same technology platform to continue to protect their assets.

Company:
Insight Business Machines

Recipient:
Neel Shah, Chairman,
Insight Business Machines

India INX is first Indian international stock exchange of India. They were not looking for traditional approach of security protection because in digital era hackers are equipped with latest tools and resources to compromise organisation like stock exchange. Instead, they were looking at next generation security approach and wanted to monitor from centralised next generation SOC which was built few months back at BSE.



Being a new entity, they were not known or having history of any attacks or corporatization. At the same time, they were having very limited time to build security framework to ensuring protecting entire system.

Insight's TCT (Technology Consulting Team- professional services arm of Insight) after doing extensive research, found the used cases from security perspective and build the solution with next generation technologies to ensure protecting against all known and unknown pre-emptive threats. The solution provider considered not only traditional protection services like NGFW with IPS, PIM and relevant protecting solution but also advance and new generation technologies like Deception technologies, WAF, SSL, MDM, and zero-day attack from endpoint plus network.

Insight selected Checkpoint solution with required sizing parameter with buffer. With that, it has deployed PIM solution from Arcos for managing the access security. Being new business entity, India INX was adding new applications and it was very essential to secure these applications from day one. Insight recommended Imperva WAF, a leader in that segment ensuring protection of all web traffic and ease of adding business rules for new applications. Moreover, in order to protect the customer with traditional ransomware attack and target-based user attack method, Insight selected few of the best technologies from Checkpoint's ATP, MDM and SSL VPN. In addition, it introduced one of the best decoy solutions by Smokescreen to ensure protection against targeted threat intelligence of an impending attack, detecting lateral movement in every single subnet to ensure SOC agent get only false positive alert and less or practically zero false negative alert. The company's TCT team has ensured all deployed solutions can take care of SSL traffic without impacting network performance. It has even integrated the solution to existing next generation SOC which has helped the customer

get detailed security view and they started getting attacker information before the system gets compromised. With this, the customer was able to manage his vendors and employee access securely and in an accountable manner. The deployment of right APT and WAF solution has ensured no impact on the network performance. The customer has also benefited from entire security perspective. Efficiency of SOC Monitoring has increased as they could only get prospective false positive alerts. Besides, India INX was able to create its compliance reports on the go, as Insight has deployed all the solution with centralised management console not only from management and reporting but also it has integrated with centralised SOC which helped the customer optimise the operational resources and getting 360-degree view of his security. With WAF, the customer was able to add new web serviced securely from day zero without impacting its performance. It was very easy for the customer to manage their business requirements. And with the Deception technologies, India INX started protecting its network from various threats, as a few cases of such threats were observed.

Company:
Business Connect Ad Networks

Recipient:
Om Kumar, Director-IT and Sales Operation, Business Connect Ad Networks

The customer is India's one of the largest warehouse management companies giving support to many e-commerce portals for the delivery of their parcels on timely basis. They had wide network of warehouses with compliance issues related to security and IT automation.

With the help of F-Secure Endpoint protection, Email Security (F-Secure ProofPoint) and Sapphire IMS solution,



the solution provider not only achieved remote desktops security but also managed all compliance reports, asset tracking, and fulfilling SLAs with complete security of more than 7000 plus IT assets.

BCAN has implemented F-Secure Endpoint protection on cloud model with automatic patch management, blocking chrome extension of ultrasurf for misusing internet. F-Secure email security powered by ProofPoint provided security from any phishing, spoof attacks along with complete logs of email at one click. Along with this, the client has now full control of remote PCs for downloading and executing any unwanted software exe.

The client was also having another worry of automatic patch management for OS and third party applications used in their business. By using, F-Secure Endpoint protection, the customer is able to manage all the endpoints for timely patch management, thus securing its IT assets from any threats.

Following are the business benefits:

- ▶ Earlier the customer was facing issue of patch management of remote offices but now after solution deployment, the customer just does the patch updates in a single click.
- ▶ Earlier the solution was not giving protection from Ultrasurf for misusing internet / unwanted access of threatful internet contents. After implementation, BCAN has completely

blocked Ultrasurf from their endpoints.

- ▶ Earlier remote users could connect with their personal internet connection and download any unwanted software and contents to their endpoints but after this implementation, the customer can now block any application to execute in its IT assets including desktops, laptops and servers.
- ▶ Endpoint Security at a single console to manage multiple offices.
- ▶ At-least 15-20 per cent at lower cost what they were spending.
- ▶ Single console to manage security and Patch management of all 7.5000 IT assets, which is again saving worth lakhs of money for patch management for OS and third-party applications.
- ▶ Protection from Ultrasurf (Chrome extension hacking tool for bypassing proxy and firewalls to access the unwanted internet contents. As of now, no solution is available for Ultrasurf protection.
- ▶ Authentication from SAMBA AD server and complete protection from ransomware.

Company:
AS IT Consulting

Recipient:
Amit Kumar Singh, Vice President - Sales, AS IT Consulting

The customer is a leader in the insurance sector, which is governed by IRDAI Regulations. The compliance requirements of IRDAI mandate for setting up a SOC and installing a SIEM Tool for Log collection and 24x7x365 monitoring all the security real time events. A record of all operation and command logs was required to be kept for a period of 12 months, which should include the actual command given, who gave the command, when it was given, and from where.

The security solution provider deployed SIEM - Security Information Event Management, a tool that



processes collection of logs and events from multiple sources, analysing and correlating with internal and external infrastructure components and generating alerts providing insights of overall security posture. The various activities include, but are not limited to, real-time monitoring and triage/incident analysis. Besides, the solution provider also did SOC infrastructure operations and management along with sensor tuning and maintenance.

The customer chose to go by standard deployment of SIEM as per IRDAI Guidelines in their SOC. With this, they were able to achieve IRDAI Regulatory Compliance by setting up a SOC and store operation and command logs for a period of 12 months.

The other benefits of this implementation include IRDAI Guidelines compliance, enhanced security posture of the organisation, and dashboard view of the complete security of the network.

Company:
VDA Infosolutions

Recipient:
Vikas Save, Director, VDA Infosolutions

The customer wanted enterprise network security for their setup spread across multiple countries for their data center and end points.

Once VDA understood the customer requirement, it started with the assessment (SLR Report) of their current setup and shown the loopholes in it. The security solution provider then designed security solution using Palo Alto next-gen firewall with all features, defined throughput and proactive end point protection.

Prior to this deployment, the customer had a complex IT setup with on-site large setup of standalone and virtual servers and spread of endpoints across the globe. They also had issues with throughput whenever they used to put all security features on. This was limiting the number of features to be activated, as a result, they were compromising on security. Moreover, endpoint security protection was reactive rather than being proactive and hence had few cases on security breaches in the past.

Post deployment, the customer activated all security features with no compromise and all endpoints were monitored proactively leaving the continuous action of patch management. This drastically



improved their network performance and reduction in operation cost. Moreover, integration with network virtualisation reduced East West traffic and hence reduction in size of firewall.

VDA completed the entire project from assessment to complete deployment in 7 months.

Data Centers



Company:
Evantage IT Consulting Services

Recipient:
Sanjiv Khushu, CEO,
Evantage IT Consulting Services

A global bank was looking at refreshing its storage for file workloads. It was also simultaneously looking at reducing its hardware footprint while doubling the capacity and performance requirements. The bank was also looking at DR and efficient data mirroring facility. The expectation was to complete this project at a low budget without compromising on performance.

Evantage IT Consulting Services stepped in, and gave the customer one petabyte of hybrid flash storage with capability to scale up and scale out at a later stage through seamless, data in place upgrades. The storage system also had efficient mirroring capabilities for a two way DR. The system was also designed with 99.9999 per cent uptime and physically located in two locations.

Evantage gave a complicated mix of new flash drives, new updated controllers and latest version of OS in the controller so that data in place

upgrade could be done any time and the customer could also go in for a three-way DR. This helped the bank in reducing its rackspace by half due to usage of high density shelves and controllers. The bank saved substantially as it could reduce its data centre footprint, cooling and power requirements.

Company:
Comprehensive Consultancy

Recipient:
Akhil Ranjan Jha, Director,
Comprehensive Consultancy

The engineering section of a university needed to setup multiple student labs wherein all students irrespective of their branch or semester should be able to login from any computer on the LAN (provided they have the permissions) and access only his/her desktop and applications. Additionally, the university wanted the faculty to hold any subject lab in any of the physical labs rather than having dedicated subject labs thereby providing



complete flexibility to both teachers and students and the administration.

Comprehensive Consultancy, designed a solution based on a virtualised environment of multiple HPE Xeon Servers connected to an all Flash central SAN array made available to all the clients across the LAN in the seven laboratories with 30-45 clients each. Clients include both existing repurposed desktops as well newly procured ones being deployed as thin clients booting from a centrally hosted desktop environment. Each user had to access the setup through an LDAP directory service which then ensures only authorised user gains access and only to user specific applications and data irrespective of whichever machine the user logs in from. Number of VMs provided were slightly larger than the number of access devices for high availability but barely a fraction of the user count. The entire server side infrastructure was housed in a compact smart rack data centre integrated with precision cooling, UPS, biometrics, surveillance camera management, etc.

The firm used a LINUX only approach for the entire setup for keeping costs and flexibility under control. For example, the customer wanted multiple applications for different branches and semesters so the firm created VM profiles in accordance and deployed them. This could be made available according to requirements based on user category like branch /semester basically by writing certain scripts.

Post deployment, the university has a completely centrally managed server driven virtualised infrastructure serving all data and applications. Today, all computer laboratories can handle all classes across branches and semesters instead of locking up costly infrastructure to maintain dedicated laboratories for specific applications. All users are accessing centrally hosted secure desktops users. If there is a failure, another clone VM is

available within seconds – whereas earlier all the desktops were at the mercy of students and one was never sure if the machine will be useable by the next batch. The central all flash SAN array provides a fast boot time and a secure repository for all relevant data easily accessible to those permitted – whereas earlier most of the time data was simply not available unless students personally backed them up. There is no need for cumbersome time table management based on lab availability since one can run any lab in any of the classrooms. Downtime of few PCs doesn't affect the lab classes anymore because even if a few PCs are down, students can access the relevant VM from any other machine

Company:
Infotech Computers & Communications

Recipient:
Harbhajan Singh, Founder & CEO, Infotech Computers & Communications

A university wanted to undertake campus wide networking, while simultaneously doing a networking upgrade from 650 nodes to 1140



nodes. It also wanted Wi-Fi to be expanded across the campus. Infotech Computers & Communications, upgraded the network and deployed a campus wide wireless solution. The firm used tried and tested solutions of Cisco from UTM to firewalls. This project is incidentally Haryana's largest wireless campus. The firm deployed Cisco Core Switch with 1000+ nodes. Over 2000 meters fibre has been laid out and this will require no major update for the coming 5-10 years.

Company:
Future Businesstech India

Recipient:
Sandeep Das, Associate VP - Services, Future Businesstech India

A large firm moved to a new facility which is an environment friendly building. The building houses about 1500 employees. This firm wanted an eco-friendly and green building with minimal AC, use of natural textured building materials while minimizing paints and using open spaces and sunlight to ensure light and ventilation. The customer brief was to create an eco-friendly yet scalable and modular data centre that will both



meet business needs and also be a green data centre. The goal was to build a green data centre with the best PUE (Power, Usage, Efficiency) possible. The customer wanted a modular data centre that could be scaled with minimum or no downtime.

After several consultations, site study and POC, the following components were designed, built and deployed:

- Modular solutions : UPS (modular hot swappable) ,batteries : hot swappable, cooling : chilled water based, hot aisle containment, modular hot swappable power distribution, Security and Environmental monitoring solutions, Remote monitoring with Struxureware IT DC management software) from Schneider Electric (APC)
- Modular Cabling Systems from (MPO and MRJ21 based modular cabling 1G, 10G)3) Modular IT infra from HPE enterprise Servers and Storage. (HPE synergy and 3Par)

The objective was to make the data centre completely managed and modular and integrating the same with BMS and an IT management dashboard. This was a greenfield implementation. Primary objectives: Green DC, modular design with easy scalability and easy management with dashboards were met. This DC is completely eco-friendly with the best PUE (Power Use Efficiency. This can be fully managed on a mobile app and most importantly, has zero downtime for new additions.

Company:
Central Data Systems (CDS)

Recipient:
Kota Subrahmanya, Director, Central Data Systems

SLK Group was consolidating and expanding into a new campus which aggregated users from multiple offices in Bangalore. The size



of the new campus was more than 5000 users. The goal of the project was to implement a future ready software defined network which was also policy driven.

CDS designed a complete software defined solution across the data centre and the network. It consisted of industry leading Application Centric Infrastructure (ACI) for data centres and Software Defined Access (SDA) for network and integration of both ACI and SDA. CDS deployed ACI for DC and SDA for network and wireless and achieved integration of both to meet the set objectives.

Today, the network is an intuitive network which is self learning and correcting. Hence, there is increased productivity and reduced downtime. The network is also policy driven. This has helped in improving operation efficiency with reduced manpower to manage the network.

Unified access for both wire and wireless leads to enhanced security as a single security framework is present for wired and wireless users. A software defined network provides greater automation and agility with increased visibility. This helps in trouble shooting issues proactively, reducing downtime and improving operational efficiency.



Company:
Adit Microsys

Recipient:
Biren Shah, Managing Director, Adit Microsys

For an SMB, AditMicrosys provided "Enterprise class Infrastructure set up" which was struggling with various operational

issues. The SMB was using a proprietary solution which had server, storage and mail built-in to one box. The client was facing many operational issues, mail delivery issues, security issues, and was completely dependent on the vendor for any changes.

Adit Microsys moved the SMB to standard Windows based solutions, with a clever mix of priced products along with open source products. This helped the customer gain much higher functionality than what they had earlier, removed vendor dependency, eliminated all their operational issues with respect to performance, security, mail deliveries, use policies and the complete focus is now on business instead of dealing with IT infra issues on daily basis.

Adit Microsys used a mix of priced products and open source products. It implemented Zimba mail server with features such as Fetchmail, to work as a hybrid solution with Rediffmail, saving a huge cost compared to solutions such as Office365. The company also implemented Spiceworks, an open source software,



to help the SMB manage the IT assets inventory.

Today, the scope of the IT Infrastructure is now much wider than it used to be. The SMB did not have DR, had no track of IT assets inventory and there was no helpdesk set up. Today, the SMB is not dependent on a vendor. Also, average IT support calls have reduced from 15 a day to two-three a week

Most SMBs have needs that are like that of an enterprise, but do not have such budgets. By a clever mix of priced and open source products, Adit Microsys has given the customer an enterprise class IT set up at an SMB budget. Equally important, the firm eliminated any vendor dependency and given them control of their own set up.

Company:
**Unified Data Tech
Solution**

Recipient:
**Kunal Katkoria, Director,
Unified Data Tech
Solution**

A big insurance company was looking to improve its critical OLTP workloads by reducing its batch job timings and improving its transactions per minute.



Simultaneously, the insurance firm had a requirement to improve data centre economics. Unified Data Tech Solution proposed a IBM Software Defined Storage solution and its benefits on how it could provide one umbrella of storage infrastructure, while allowing the organisation to remain vendor agnostic. The firm also proposed an IBM FlashSystem with micro-latency modules to reduce the latency of IO which would directly improve the transaction per minute and reduce overall batch job timings.

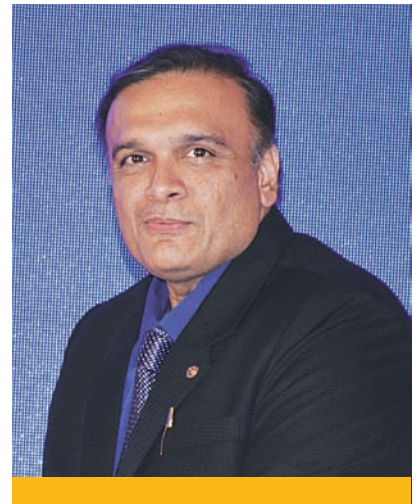
For improving the data centre economics, the firm leveraged the above two technologies and added IBM Real-time compression. By using these technologies, the insurance firm effectively reduced the overall storage requirement by 50%. The insurance firm has today improved registration of new consumers. Additionally, data centre economics have improved as racksize, power and cooling have reduced by 80% due to usage of memory-based flash storage.

Company:
Fortune Grecells

Recipient:
**Kshitij M Kotak, CIO,
Fortune Grecells**

The client provides highly specialised advisory services to global Indian corporations and government owned financial institutions. The client has privately developed custom web applications that are used throughout the organisation from their various offices, and application and databases are continuously being optimised while being hosted in captive data centre at one of its locations.

To serve its clients, Fortune Grecells' client needs up-to-date data analysis requiring that the applications and databases are functional at all times. The main objective of the project was to make the client disaster ready with



an automated, off-site disaster recovery service at an affordable price without multiplying licensing costs so that the client can continue to run operations even when primary data centre fails. This is particularly challenging as the databases size runs into terabytes.

The implemented solution made a mirror server available at remote location over point-to-point internet connectivity. With this approach, every change made to any data on primary server reflects on mirror server in a matter of seconds and in case of primary site collapse, or collapse of server at primary datacentre, users are redirected to failover server to continue work as before. The solution is designed to benefit from XaaByte server integration built-in feature to backup critical databases into sandbox and protect the organisation from malware or ransomware attacks giving it the ability to rise from digital disaster.

The virtualisation aspect of the solution design offers an opportunity to tweak investments into hardware and allocate processing and memory resources as needed. It also makes the solution portable from one hardware to another. The solution is designed to facilitate XaaByte solution VMSS module add-on to take sandbox entire system image and restore as needed to avoid any unforeseen circumstances.

Document Management



Company:
Rincon India Solutions

Recipient:
Harshad Thakkar, Head of Sales, Rincon India Solutions

Asset Reconstruction Company India (ARCIL) is India's first asset reconstruction company dealing with not just enterprise level troubled assets of banks and financial institutions, but also with the retail segment – be it homes or automobiles. As with any troubled asset, there is a lot of paper work involved; besides access rights are difficult to maintain. Another factor to consider was the cost of real estate for storing the documents. ARCIL opted for FileDirector Document Management solution from Spielberg Software, Germany and supplied by Rincon India Solutions in Mumbai.

The solution involves three servers – a mix of physical and virtual. The first one runs the core software on Windows Server OS on a virtual machine; the second is the existing MS SQL database server which is shared with FileDirector; whereas, the MS SQL database server is on a

virtual machine. The third one is a physical server on which the images are stored.

ARCIL uses the Active Directory service of Windows and users were integrated using Active Directory. There were users who were not part of the Microsoft AD but those too were able to use FileDirector. Rights and permissions were assigned to users so users could access only specific case papers and view only or view and edit or view and print etc. ARCIL's scanning service provider initially had scanned the files into respective folders and sub folders. These files were imported batchwise into FileDirector and the indexing fields were provided in the folder / subfolder names and file names. Whereas, ARCIL now has its Document Management Centre outside of Mumbai, where it receives all physical files from different locations. The files are directly scanned into the application without putting them into folders / sub folders, which has reduced one hop and consequently reduced any chances of error.

End users were asked to install the FileDirector client on their desktops regardless of whether they accessed it locally or remotely. Over a period, some users also started using the web interface. There is a hybrid system of accessing the data with some users using the web interface, some using the thick client and some using a combination of both.

Every document is now tagged with the relevant meta data which makes it easy to locate a particular document. Rights and permissions are assigned to users based on the projects they are working on. Rights are also assigned as to who can only view vs who can view and print, etc. All accesses have an audit trail maintained. Since the documents are now available online, there is no need to store the documents in the office. The documents are scanned and stored offsite, but are available on the central server.

The major vendor products behind the solution include: Microsoft Windows Server Operating system on the servers; Microsoft SQL server as the database; Microsoft IIS; document scanners from different vendors such as Canon, Fujitsu etc; Windows 7 and above on the desktops; VMware for virtualisation; and Lenovo server for storing of images with RAID 5.

Business benefits:

- ▶ Easy location of documents in times of need
- ▶ Security is maintained
- ▶ No wastage of expensive real estate
- ▶ Digitisation of documents
- ▶ Time saving and building process efficiencies
- ▶ Better utilisation of resources
- ▶ Almost a million images and a terabyte of data digitised

Company:
Graftronics

Recipient:
Vimesh Avlani, Director, Graftronics

The project involved implementation of a Document Management System, which can seamlessly integrate with multiple existing applications and also automate some of the document-based processes, which were being processed manually. The customer uses different applications to process information. However, for several use cases, the source data (document) for processing remained the same. Since physical documents, and in some cases digital documents, need to be moved to different teams under different applications for completing the actions for processing the transaction, there were significant



process delays.

Further, multiple copies of documents were generated for transaction processing which added to the problem of document management. Grafronics implemented dMACQ DMS product and provided a complete end-to-end solution which included multiple application integration (including SAP and HRMS), and document based workflow with two-way integration for seamless data flow between the DMS and the applications.

The solution also included customisation of the application to suit specific expectations of the client, which included:

- ▶ Availability of document images on the application side, with user access controls, while the document is at all times stored in the central DMS repository
- ▶ Document based workflow with two-way integration for seamless data flow between the DMS and the applications
- ▶ Master transaction and data management flows between various applications and ensuring data consistency between all applications with DMS being the central repository

dMACQ DMS has an in-built Master Data Management module in its architecture which was used innovatively to seamlessly integrate with client applications. The use of Master Data Management module

brought novelty to the solution as that enabled seamless data exchange between client application and dMACQ DMS. The module was further used to enable work-flows for process automation.

Business benefits:

- ▶ Critical materials procured for production were able to be moved to an actual production floor much faster with the automated document based approval process in place
- ▶ There was immediate efficiency gain for the customer in terms of transaction processing
- ▶ There was direct cost savings as several duplicate versions of documents were maintained at multiple departments

The unique differentiator of this project was the novelty brought by dMACQ DMS, which comes with a Master Data Management module built-in to its architecture.

Company:
Netspider Infotech

Recipient:
Samir Dhingra, CEO,
Netspider Infotech

With the need to create electronic records, Municipal Corporation of Greater Mumbai (MCGM) was desirous of digitising all its physical documents. MCGM initiated the process of scanning and digitising of its files and required a system for easy retrieval of the digitised files. Netspider was selected to implement an end-to-end office digitisation system including, but not limited to, scanning, indexing, setting up of a Document Management System, uploading scanned data along with indexes and supporting the system for the total contract period of five years. The project is now in its fourth running year.

A Microsoft based solution space was selected due to existing



investment in DMS products and technologies. The proposed solution composition consists of two software solutions, namely Gama System eDocs and Gama System eArchive. Gama System eDocs is a feature-rich DMS solution enabling the customer to fully support its operational processes and manage all document types.

Benefits

- ▶ Preserving the physical records: The documents are safe, electronically retrieved, certified with digital signatures and are legally valid
- ▶ Retrieval has become a moment's task, with easy search parameters for more than 80 crore documents that are preserved in the archive
- ▶ There has been an 80 per cent improvement in timely responses to RTI applications as files can be retrieved easily through a simple search mechanism upto the page level
- ▶ All citizen centric documents are available online through the Citizen Portal

The Citizen Portal has been developed according to W3C guidelines, guidelines for Indian Government websites (GIGW) and Web Content Accessibility Guidelines (WCAG). The portal allows citizens to download original documents in original, intrinsic document format, the same way a normal web download happens.

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ACCELERATING ON THE IP HIGHWAY

As competition intensifies, many prominent firms in the Indian channel community are investing in creating their own Intellectual Property (IP). As more and more enterprises start consuming services and products via the cloud, the Indian partner community

is creating IP, that will enable these partners to create businesses at margins that are sustainable and repeatable. CRN India recently recognised some leading channel partners for taking the initiative to create their own IP. We present some of the winning partners.

Intellectual Property (IP)

Company:
Choice Solutions

Recipient:
P S Rama Krishana, ED,
Choice Solutions

Companies across the world are striving to achieve operational efficiency in their businesses. On an average, about 65 per cent of their power spend is in HVAC & about 22 per cent in IT Infrastructure segments. Choice Solutions has identified this critical need, and has created its own IP called 'Power724', which delivers guaranteed savings up to 25 per cent of the customer's HVAC power consumption.

Power724 is an integrated, turnkey energy savings solution platform. This solution is delivered on a robust methodology that incorporates a sensor based IoT product stack (Power Sense) to gather the power usage – right down to the device level, and provides intelligence through a comprehensive power analytics providing a full view of interconnected power assets (Power 360) to enable informed decisions.

The company has deployed this product in a Mumbai based financial institution, which has projected



savings of over 6.5 million kWh per year, enabling a direct cost savings and reducing carbon footprint.

Energy savings solutions and services in India and across the globe is a very disorganised sector. Choice Solutions' Power724 is attempting to bring a tangible solution "Energy Savings as-a-Service" delivered in an organised manner. The product helps enterprises continuously monitor power usage and provides actionable intelligence. It also helps enterprises identify usage, wastage and areas of opportunities for improvement.



Company:
CDP (India)

Recipient:
Ankit Desai, Director & COO, CDP (India)

Modern workplaces are powered by a multitude of building systems and applications. Managing these systems and applications to ensure operational efficiency while retaining a seamless office experience is a priority for the various stakeholders

involved in operating and maintaining the workplaces. Hence, CDP has indigenously developed a mobility solution, 1OfficeView, that transforms the office into a Smart Office. The various elements of the existing office that were converged into a single mobility solution are meeting rooms, conference rooms, board rooms, private cabins and lockers. This product can also be integrated with surveillance cameras and provide centralised dashboards.

This solution reduces the mundane task for the customer to manage their office seamlessly by



making the employee's daily office infrastructure resources available on a single system. Feedback of the resources is directly shared with the maintenance department. Analytical insights are available of resources that are consumed. The organisation's optimisation of facilities also experiences an exponential increase thus saving cost and time.

This also has a face recognition technology based visitor management system. Various distinguishable landmarks of facial features are measured by Facial Recognition Tech (FRT) from approximately 80 nodal points, creating a faceprint – a numerical code. The measurements gathered by the system are then put in a database and compared to other detected faces when a visitor stands before the camera.

The product has a high probability of succeeding in the market as many firms today have geographically dispersed teams. This has led to workspaces getting more distributed leading to more capex. As a result, enterprises today have to manage increasing number of devices and systems. By using this product, firms can build an intelligent workplace. Firms can begin to collect data about their everyday operations which reveals previously unknown trends and errs in their day-to-day operations.

1OfficeView helps create a flexible, dynamic, connected enterprise. It is a cross-functional initiative that transforms the workplace that is not owned by a single department anymore. Web-based solution supported by mobile apps that integrate with several IT and FM systems to help employees work more effectively. Several reports available that provide perceptive analytics like Heat Map, Check-in count, Booking analytics, location-wise footfall of visitors and utilisation reports help enterprises in maximising their real estate utilisation.

And many other customisable reports.

Company:
Futuresoft Solutions

Recipient:
Vipul Datta, CEO,
Futuresoft Solutions

eSign (Electronic Signature Service) is an innovative initiative from the firm for allowing easy, efficient, and secure signing of electronic documents by authenticating signer using Aadhaar eKYC services. With this service, any Aadhaar holder can digitally sign an electronic document without having to obtain a physical digital signature dongle. Application Service Providers can integrate this service within their application to offer Aadhaar holders a way to sign electronic forms and documents. The need to obtain Digital Signature Certificate through a printed paper application form with ink signature and supporting documents will not be required.

eSign is considered to be the most critical transformation across Government agencies which had to be implemented across ministries and departments. In India, this product has already been used by a state government agency which decided to extend secure online document signing facility to their consumers (citizens). These digital signatures are impossible to imitate, which also comes with an automatic time stamp. This acts as a



further verification and authentication of the document being signed. At times when such documents need to be furnished in court for any reason, they serve as invaluable documentation and evidence.

Such digital signatures are even easily portable and can be carried around to the required location at which the signature must be made. These signatures can be used on all types of documents, of varying formats, regardless of whether they have been encrypted or not. One of the largest uses of such signatures is on digital certificates to authenticate any merit, participation or role of an individual.

Company:
Compusoft Advisors (India)

Recipient:
Devesh Aggarwal, CEO,
Compusoft Advisors (India)

Over the years, Compusoft Advisors (India) has invested more time in building its own IP around the solutions that it has been focusing on. The firm has decided to package few of its vertical and horizontal solutions that it has built into creating its own IP.

The firm has developed BuildEX – a CRM for the real estate sector. BuildEX is a CRM Software developed by Compusoft. This is built as an extension of Microsoft Dynamics which provides a complete solution majorly focused for real estate developers. It is designed to simplify the customer centric experience for real estate business. The real estate business is complex as it involves multiple processes. BuildEX has been created to cater to the needs of multiple processes during the entire sales process, from inventory being made available for sale to closing the deal. And, all the documentation after the deal is closed is also captured till the possession of the apartment is completed.

BuildEX has many useful features



such as – Centralised Contacts Management, Maintain Inventory of Sale-able Real Estate Units, Graphical Representation of Building Layouts, Campaign Management with RoI on campaigns, Effective Opportunity and Pipeline Management, Sales Team Management and Goal Tracking. Post sales, features such as Contract Management Process, Customer Support and Query Handling, Post-Handover Maintenance Support, CRM Dashboards, Mobility Solution for Sales Workforce, Social Listening and Social Campaigns, Customisable Process Workflow, integration with backend ERP systems, Lost Opportunities Tracking, Brokers Management, will prove to be extremely helpful.

A customer centric approach is required for a real estate company. Delivering high quality customer experience continuously is often a challenge. For example, before buying a property, an individual has tons of questions and queries which needs a satisfactory answer.

So, firstly it is required to understand the mindset of the particular prospect that what he /she is thinking and what their queries are. BuildEX CRM software has been brought into the picture to help firms address queries proactively.

The solution is integrated with social platforms like Facebook, Twitter, etc. to analyse and understand customer



sentiments regarding the real estate developer's organisation and projects. It has the capability to convert these social platforms chats into leads or service cases as the case may be. BuildEX has the capability to initiate a customer survey at any part of the process to get real time feedback from the prospect / customer. This will help increase the productivity of internal employees and help increase customer satisfaction. BuildEX also has integration with Resulticks (a complete marketing automation platform), which allow the user to plan and execute a campaign from within the solution and also monitor campaign responses across multiple channels.

A customer portal can be extended on top of BuildEX for a customer to understand status of their bookings and raise queries / tickets directly from the platform which gets integrated with BuildEX and gets routed to right resource within the organisation to ensure the queries / tickets are responded and monitored to its resolution.

BuildEX allows the customer to automate and organise its sales and service business processes within the

organisation. This helps the employee to increase their productivity as they have complete access to details of the project, real time visibility of the sale-able inventory, complete approval processes automated to help the employees get fast approvals and give the customer a complete visibility during the life cycle of booking an apartment to possession. BuildEX also integrated with any standard ERP to exchange real time data about customer payments. BuildEX also enables the company to send automated timely demand notes to its customers thus ensuring proper cash flow management.

All the documents during the life cycle of the booking are maintained in document management solutions like SharePoint to make the documents available in real time as and when required.

With BuildEX deployed the real estate developer not only connects with its customer during personal visits and phone calls but is always connected on most social platforms. Even channels like SMS, missed calls, chatbot can be used to stay connected with the end consumer.

Company:
Deltakraft Solutions

Recipient:
Dnyanesh Kulkarni,
Director, Deltakraft
Solutions

Today, customers want their problems solved in no time. Agent response time is being named as the most important factor in customer experience. Self Service using chat bots and voice bots is one of the most effective ways of creating a great customer experience for businesses. It can be seamlessly integrated with existing customer service channels.

Keeping this in mind, Deltakrafts Text has created a voice bot. It uses NLP, ML and AI technology to handle the most frequent customer inquiries and provide customers with relevant information. It can offer a more personalised feel if compared to static website

Text and Voice Bots to make it simple for customers to engage via digital channel, improving the customer experience, increasing first call resolution and making way for a host of self-service features. This reduces the load on call centres drastically. The target industries for this bot include sectors such as: Telecom, financial and insurance sector, Healthcare and Tertiary hospitals and customer support.



Company:
Cache Technologies and
Communications

Recipient:
Mohan Rajamani,
Director, Cache
Technologies and
Communications

This year, the firm has been constantly working on IoT products and trying to create its own IP. The firm has experience in the microbrewery industry wherein it has built a full blown sensor which can in real time monitor the temperature,



humidity specific gravity and various other parameters together with an iOS and Android app to give real-time alerts.

In an industry which monitors everything manually, this is revolutionary. Today, thanks to this solution, pilferage and unmonitored wastage -- the two key challenges for any microbrewery business has significantly reduced.

Company:
ZNet Technologies

Recipient:
Munesh Jadoun, Chairman
& Founder, ZNet
Technologies

Znet Technologies has created a product called RackNap, which enables cloud providers, datacenter, telecommunication, web hosting, and subscription services' providers to deliver Cloud Services in the most efficient way possible. This is accomplished with complete business cycle automation across several modules - marketplace and product display; service configuration and delivery; sales and billing flow; inventory and assets monitoring; CRM and support management; multi-tier partner channel enablement; end- customer panel management, and business analytics. With it, cloud service providers (CSPs) benefit by way of increased revenues and decreased cost of operations which leads to better profitability. This also leads to increased customer Average Revenue Per User (ARPU) by offering cloud and non-cloud offerings under one unified marketplace. The business problems that RackNap addresses include: complexities in order and cloud billing management; no centralised sales management tool; lack of coordination among different support channels; hurdles in selling cloud and absence of automation for cloud services' delivery, provisioning and orchestration.

RackNap helps cloud service





providers increase profitability and revenue as it enables delivery of cloud services with traditional offerings and by maximising RoI. It helps businesses get rid of dependency on multiple software, thereby, ongoing maintenance costs, increasing productivity. RackNap has been implemented as a business process automation solution by a number of leading Microsoft cloudpartners across the globe to sell cloud services along with their legacy services and achieve profitability.

RackNap is available in the Azure Marketplace with which Microsoft partners can install RackNap in their Azure subscription in a matter of minutes. RackNap enables all cloud solution providers, datacenter, telecommunication, web hosting, and subscription services' providers with complete business cycle automation across several modules - marketplace and product display; service configuration and delivery; sales and billing flow; inventory and assets monitoring; CRM and support management; multi-tier partner channel enablement; end- customer panel management, and business analytics.

Company:
XcellHost Cloud Services

Recipient:
Samir Jhaveri, MD,
XcellHost Cloud Services

The company has built India's fastest cloud designed fully on SSD Harddrive which is 50 per cent cheaper than AWS or Azure. The firm has over 5000 customers in over 50 countries. It also has over 12,000 servers under management. The



company claims 3x more performance than the normal SATA cloud.

XcellHost has also innovated and launched Cloud SIEM-as-a-Service as part of the complete Unified Threat Management Platform, powered by Seceon, with Artificial Intelligence (AI) and Machine Learning (ML) features. Customers get immediate threat visibility within hours of deployment and without the need to hire an army of security analysts since the system reduced false positives with AI and customers get to focus on threats that matter thereby giving realtime threat visibility – the system does auto-remediation.

Since the entire solution is about cloud delivered as managed services from XcellHost SOC, customers don't have to invest in high-end compute, bandwidth, storage and security analysts. Traditional SIEM tools charge per events per second, making them prohibitively expensive and requiring certified security staff. These tools are not scalable as enterprises are now hosting their applications on multiple clouds.

XcellHost's Open Threat Management Platform offering is charged based on per device.

CLS 2018: CONFLUENCE OF INNOVATION AND GROWTH

Serving as a one-stop platform for India's IT channel ecosystem, CRN Channel Leadership Summit 2018 deep-dived into a plethora of opportunities, innovation, and growth



Senior dignitaries of the IT industry inaugurating the second edition of CRN Channel Leadership Summit

The second edition of CRN India's flagship Channel Leadership Summit (CLS), held in Goa on September 7-8, reiterated the the burgeoning growth of India's IT channel community. Kickstarter of the two-day summit, the fireside chat with RS Shanbhag, CMD, Valuepoint Group reflected the promising future of the Indian channel community and how Valuepoint Group has embarked on its growth journey. Revealing to Srikanth RP, Group Editor, CRN and Express Computer, Shanbhag

said, "The channel ecosystem has created a big future for itself. Valuepoint has set an aim to become a 300 million organisation by 2022; and we are ambitious and futuristic in our approach to achieve this growth. As part of our practice, we keep interacting with CIOs and the industry

decision makers to keep pace with the latest trends. For instance, over the last five years, we have grown well in the cyber security space, Software Defined Networks and SDWAN."

Sharing more, he informed that Valuepoint Group, in the SI business, is exploring opportunities in mobile services. Additionally, the organisation has created seven IP which have created US\$22 – 23 million business, with over 40 per cent of profitability.

CRN | **CHANNEL LEADERSHIP SUMMIT 2018**
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Fireside chat with RS Shanbhag, CMD, Value Point Group



Sanjay Zadoo, Country Head, Channel Business, Vertiv India



Ajay Sawant, Managing Director, Orient Technologies



Sukesh Jain, Senior Vice President, Samsung Electronics



Srikant Krishnan, MD, Dmacq Software



Kaushal Singh, Head Sales - HDVC, Panasonic India



Gaurish Lawande, Director - Systems Engineering, Nutanix India



Debjyoti Guha, Pre Sales Head - India & SAARC, F-Secure



Pramod Sharda, CEO, India & Middle East, IceWarp (left) and Jitesh Chauhan, MD, Rubik Infotech

Indian Channel League

The major highlight of the two-day summit, was Indian Channel League (ICL), a first-of-its-kind initiative, wherein partners were challenged with real business problems and were required to present a viable solution to the same. The jury, which presented the business problems and evaluated the solutions include, Girish A Hadkar, General Manager - IT, Piramal Realty; and Shreyas Dukle, Head - IT Services, Corporate Functions & Group Companies, Mahindra & Mahindra.

The summit also recognised the excellence of players in the ecosystem with CRN Excellence Awards and CRN Channel Champion Awards.

Knowledge and Trends

An interesting panel discussion titled, 'Accelerating on the Intellectual Property Highway', witnessed industry leaders delve into the importance of IP and how their respective companies are betting on this area. Moderated by Srikanth RP, the panel included Devesh Agarwal,

CEO, Compusoft Advisors; Mohan Rajamani, MD, Cache Technologies & Communications; Munesh Jadoun, CEO, Znet Technologies; Samir Jhaveri, MD, XcellHost Cloud Services; and P S Rama Krishna, ED, Choice Solutions.

The session by Srikant Krishnan, MD, Dmacq Software, focused on how Robotic Process Automation (RPA) is garnering traction among Indian organisations, as part of their digital transformation efforts. Krishnan said, "We have rich experience in implementing RPA globally, and have



Vikram Gidwani, Business Head, South Asia, Entrust Datacard



Shantaram Shinde, VP & National Head - Channel Business, Netmagic



Ranjan Chopra, MD, Team Computers



Kalyan Deep Ray, Manager, Global Partners Organization, SAARC, Commscope



Jyotish Werulkar, Country Sales Manager, Seqrite



Ratnesh Rathi, Director, Green IT Recycling Center

seen many success stories in India. With RPA, the time consumed for various tasks can be reduced significantly." He also shared several use cases and success stories of Dmacq's customers.

In his keynote address, Ajay Sawant, Managing Director, Orient Technologies, enlightened the audience on 'Transformation of Partner Organisations', wherein he spoke about Orient Technologies' journey of transformation from its inception; and provided key insights into the challenges and how partner organisation should approach their business transitions in accordance with emerging technology trends. Sawant commented, "There should be a methodological approach for transition, and we have to evolve constantly. Skillsets are central to any transformation and we must focus on training and certification of our teams. Additionally, we should also encourage collaboration, because we can't build on all the skills by ourselves."

Two of the most trending technologies today include Artificial Intelligence (AI) and Machine Learning (ML). In his special address, Ranjan Chopra, MD, Team Computers, candidly educated the audience on the applications of AI and ML in India. He said, "AI has completely taken over many functions across industry verticals, and it can significantly increase your business potential. However, India is still behind China in terms of AI and ML application. We need to realise the potential and bet big on these technologies."

Business opportunities

CLS 2018 was supported by a number of vendor companies and their sessions, which provided insights about their unique offerings for partners and their customers. Sanjay Zadoo, Country Head, Channel Business, Vertiv India provided a brief on Vertiv's solutions. Vertiv also conducted a power discussion session, serving as a platform for partners to raise their queries and have elaborate

business discussion. Whereas, Gaurish Lawande, Director - Systems Engineering, Nutanix India, focused on providing power to partners and transforming them from 'builders' to 'scalars'.

Addressing cyber security and the evolving threat landscape, Debjyoti Guha, Pre-sales Head - India & SAARC, F-secure, shared how the channel ecosystem will play a more important role than vendors in the market, amidst the burgeoning demand for service models. In another session, Kaushal Singh, Head of Sales - HDVC, Panasonic India, elaborated on the company's focus on IT and communications, security and display businesses.

With the ever increasing mobile technologies, Suresh Jain, SVP, Samsung Electronics, shared that 80 per cent of transactions are done on mobile phones, and 90 per cent of the internet is consumed on mobile in India. He also sensitised partners on mobile technologies as a new opportunity for their business portfolio.



Winners of CRN Excellence Awards 2018



Panel Discussion on 'Accelerating on the Intellectual Property Highway'



Anil Sethi, VP & GM - Channels, Dell EMC India

Pramod Sharda, CEO, India & Middle East, IceWarp revealed key findings by the company – only 22 per cent of enterprises have collaboration tools, of which just five per cent are utilising all the collaboration tools. In a separate power discussion session, Sharda also spoke on costs and margins with partners; and how IceWarp is looking to build its partner base.

In a session titled 'Winning with the ecosystem', Kalyan Deep Ray, Manager – Global Partners Organisation, SAARC, Commscope, reiterated continued focus on its partner ecosystem, and how it is bullish on opportunities with extensive reach across the country. In another session on cyber security, Jyotish

Werulkar, Country Sales Manager, Seqrite, shared how the company is uniquely positioned in the market. Werulkar also informed that 60 per cent of India's top educational institutes are secured by Seqrite.

Speaking on a unique topic, Ratnesh Rathi, Director, Green IT Recycling Center, presented a new area of opportunities for the channel community. In his session titled, 'Securing identities in the new digital world', Vikram Gidwani, Business Head – South Asia, Entrust Datacard, while emphasising the significance of cyber security, encouraged partners to be part of the company's journey.

Citing the significant growth

achieved by Dell EMC, Anil Sethi, VP & GM – Channels, Dell EMC India, expressed gratitude towards its partner and channel ecosystem. Sethi said, "Channel partners, system integrators and distributors have played a critical role in empowering Dell EMC's customers on their path towards digital transformation. The Dell EMC Partner Program has been instrumental in ensuring profitability and scale for all our partners in India and across the globe. We believe that the partner program will further catalyse our go-to-market strategy and business growth. We are committed to become the industry's most trusted advisor to our customers."

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