



HGS Saves Almost **\$3 Million**
Annually From Reduced Downtime,

& Improved Network Operations
Using **OpManager**

About the **Company**

Hinduja Global Solutions (HGS) is an Indian business process management (BPM) organization headquartered in Bangalore and part of the Hinduja Group. HGS combines technology-powered automation, analytics, and digital services focusing on back office processing, contact centers, and human resources solutions to deliver transformation impact to clients. The team that manages the Networks Operations Center (NOC) at HGS shared their opinion about OpManager with us.

Network Challenges Faced by the **HGS IT Team**

In BPM, IT infrastructure uptime is crucial as it directly impacts daily business processes. HGS wanted to make sure that the health and availability of its network were always optimum; in order to do this, the HGS network operations center (NOC) team measured and monitored the performance of routers, switches, WAN links, servers, virtual machines, services, processes, storages, and applications.

Checking for file and folder availability, event logs, syslogs, and Simple Network Management Protocol (SNMP) traps are also part of its daily monitoring tasks. With **two data centers** comprised of **780 servers** in a distributed network architecture, the biggest network challenge HGS faced was high troubleshooting time.



The HGS NOC Team Shares Their Experience with **OpManager**

Beginning with its easy installation and setup, HGS appreciated ManageEngine OpManager's user-friendly UI. HGS says the OpManager features it loved most were workflow automation, the user specific dashboards, intuitive reports, threshold-based alerting, the business view map, the rack view, layer two mapping, custom monitor creation, 3D floor mapping, severity-based alarms, alert configuring, BW alert CPU, and memory and disk utilization alerts.





OpManager is an ever-improving monitoring solution with new features such as greater reporting capabilities, additional performance monitoring, failover support, and an enhanced dashboard with a great overview of all of our devices. In my opinion, it is the most beneficial tool we have.

- NOC team
Hinduja Global Solutions



On the automation front, OpManager offers code-free IT workflow automation with out-of-the-box checks and actions. An agile and flexible drag-n-drop workflow builder initiates IT workflow on network faults or on a routine basis. We record the IT workflow procedures as an XML and ensure structured practices across IT audit trails of workflow progresses and logs with detailed workflow execution log reports.

Utilizing OpManager, the HGS NOC team has streamlined business processes to save almost \$3 million annually through reduced maintenance time and costs, decreased network downtimes, and improved operations.

About **OpManager**

ManageEngine OpManager is a network management platform that helps enterprises, service providers and SMEs manage their data centers and IT infrastructure efficiently and cost effectively. Automated workflows, intelligent alerting engines, configurable discovery rules, and extendable templates enable IT teams to set up a 24/7 monitoring system within hours of installation. Do-it-yourself addons extend the scope of management to include network change and configuration management, IP address management, as well as monitoring of networks, applications, databases, and virtualization. For more information about OpManager, visit manageengine.com/opmanager

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