

Kirloskar leverages managed services for accelerated digital transformation



Client profile

Headquartered Pune, India, Kirloskar Limitless Group has been in business since 1888 and is one of the country's largest engineering conglomerates. The group's manufacturing interests include motors, gen-sets, iron castings, industrial chillers and pumpsets. Kirloskar has a significant presence in Europe, the US, South America, the Middle East, Africa and South East Asia.

Kirloskar Limitless Group was looking for a reliable IT service provider to help the business meet customer expectations and support ongoing success and growth. The group chose NTT DATA to manage their IT infrastructure. With efficient, secure and well-regulated infrastructure, Kirloskar has achieved better governance and control over its IT services and maintains 99.9%+ system uptime.

Business need

Prepare IT infrastructure for significant business growth

Kirloskar Limitless Group was looking to achieve significant business growth, both organically and through acquisitions, while maintaining high standards of quality. To meet customer expectations and maintain the group's position as an industry leader well into the future, Kirloskar needed robust IT infrastructure that could accommodate increasing demands and integrate new technologies, with no disruption to the business. This required a major digital transformation program and a reliable IT service provider that could help the organization implement their specific requirements.

Solution

Hybrid delivery model with remote and onsite/field support

Kirloskar wanted to have better control over its digital infrastructure and use proactive monitoring tools to improve IT infrastructure uptime.

A hybrid service delivery model, with support from NTT DATA's remote platform and comprising the right mix of people, processes and tools was provisioned as part of the solution. In addition, key domain experts were onsite to provide end-user service-desk as well as desk-side and field support.

NTT DATA worked with the Kirloskar team to implement IT processes in accordance with industry best practices. This included preparing a standard operating procedure to make IT services more efficient. A strong governance framework was implemented in agreement with top management.

Outcomes

Streamlined IT operations for improved efficiency and reliability

Partnering with NTT DATA enabled Kirloskar to implement systems and processes that will support digital transformation for business growth.

Close to 100% uptime

With system uptime now at 99.9%, Kirloskar can rely on the availability of crucial IT services.

Optimized IT investment

Robust IT services governance gives Kirloskar complete visibility of and control over IT assets, helping it optimize IT investments, improve mean time to repair and streamline IT operations.

Security and compliance

With greater security throughout the organization, Kirloskar has stronger protection against cyberthreats and is better able to comply with regulations.

Faster issue resolution

An efficient knowledge base, created to document common IT issues, has improved the speed and effectiveness of issue resolution.

Ability to scale

The standardization of processes enabled Kirloskar to extend services to other group companies at short notice.

Improved efficiency of IT operations

End-user management and infrastructure management services help make IT operations more efficient and consistent. This has made employees happier and improved the customer experience.

Following this successful IT services transformation, Kirloskar Limitless Group is consolidating their network operations center and centralized IT services to make operations more streamlined and efficient. This will further improve the group's ability to meet the needs of its diverse and growing



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