

# Case Study of world's 2nd largest datacentre



**Challenge:** To implement an efficient ITSM system for its customers and internal users, manage their orders and integrate with cloud management (offers colocation, cloud services, IT Managed Services etc.) for world's 2<sup>nd</sup> largest datacentre spread over 1 Million Sq. Ft of area

**Task:** To provide world-class support to customers & integrate with several other enterprise applications

## Action:

- ✓ eStomi conducted workshops on-premise to understand the requirements. It worked hand-in-hand with other vendors to design enterprise level integrations
- ✓ Incident, Problem, Service Request, Change, Knowledge and Asset Management modules along with Survey were implemented for external customers as well as internal users
- ✓ Integrated with Salesforce to manage customer orders; and with SAP to generate Purchase Orders, implemented Material Request and Issue functionality integrated with Asset Management/CMDB
- ✓ Complex external and internal workflows, integrations with cloud management, inward/outward asset flows and next generation analytics were implemented

## Result:

- ✓ Touted as a seamless nervous system of the organization
- ✓ Centralized SupportDesk for external customers and internal users providing support/services
- ✓ End to end automation achieved eliminating manual errors