**infraonDESK**
Powered by EverestIMS

CASE STUDY

The Customer
SEBI

The Securities and Exchange Board of India (SEBI) is the regulator of the securities and commodity markets in India and is owned by the Government of India. It was established in 1988 and given Statutory Powers on 30th January 1992 through the SEBI Act, 1992.

The Preamble of the Securities and Exchange Board of India describes the basic functions of the Securities and Exchange Board of India as "...to protect the interests of investors in securities and to promote the development of, and to regulate the securities market and for matters connected therewith or incidental thereto"
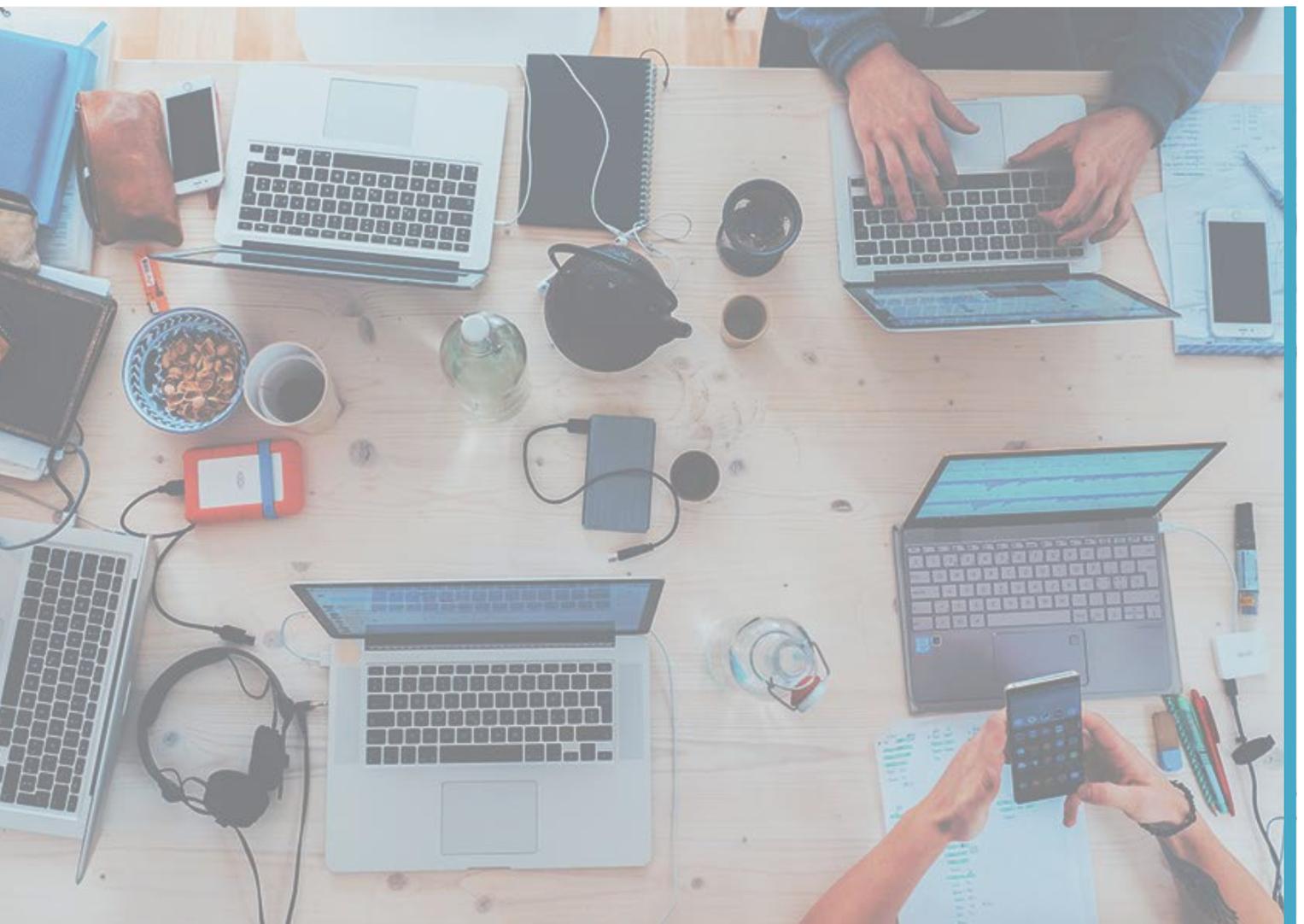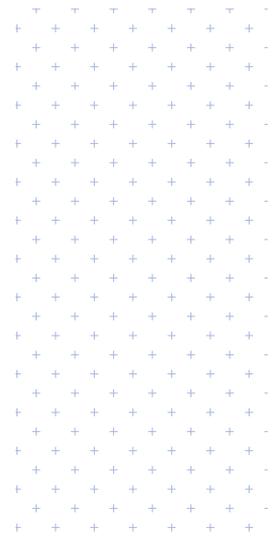
Requirement Summary

NOC Operations, IT Service Desk and
SLA Management

SEBI needed a centralized NOC Operations & Service Management solution to monitor & control their complete IT infrastructure and applications while providing centralized support and integrated service delivery for all IT related issues for their devices and applications. They also wanted to extend the same to their End Users.

In pursuing a driven path towards improving their Service Delivery and CSAT score, SEBI wanted to implement an **SLA driven ITIL enabled Service Management system** integrated with customer feedback.
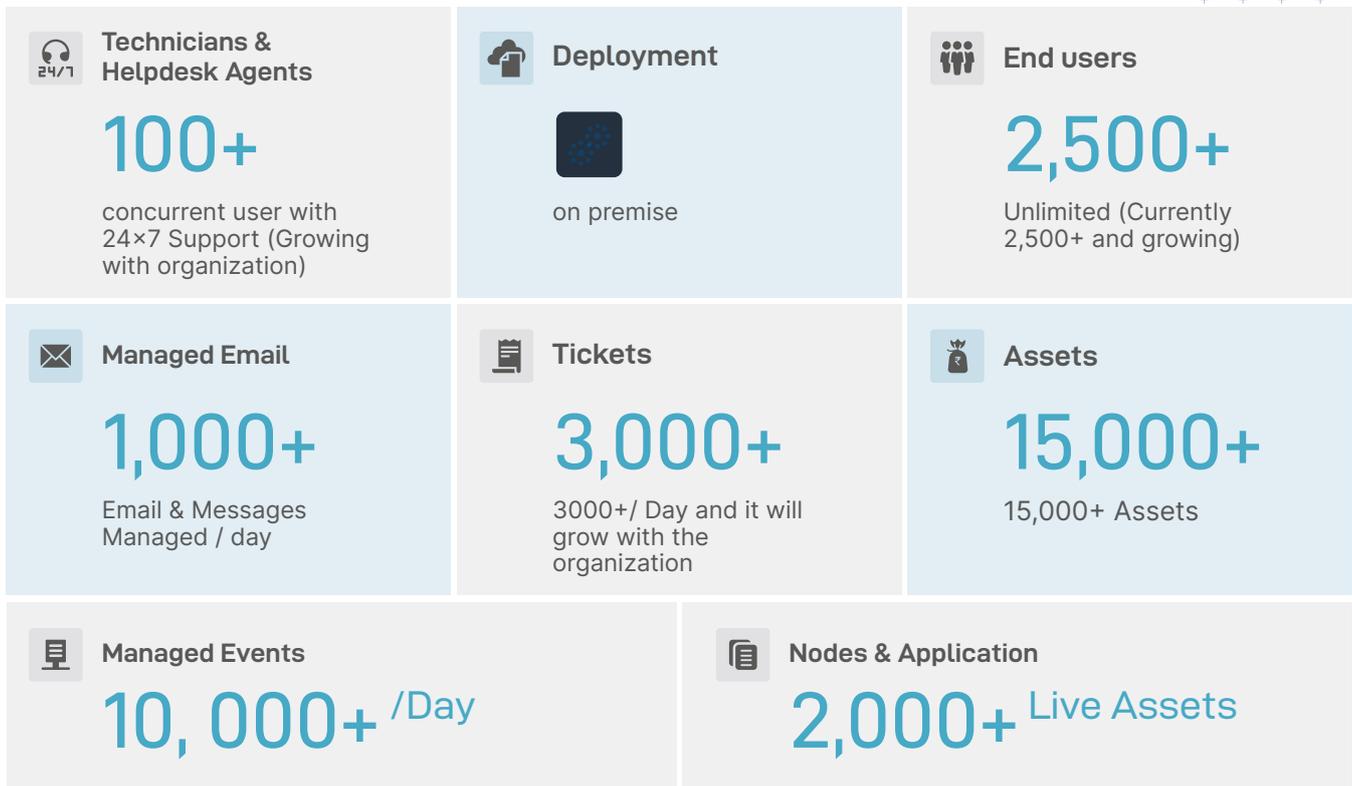
SEBI also want to consolidate the Events generated from existing applications **SIEM** as well as from current and new monitoring systems to manage proactive issues. Their IT helpdesk and NOC team size was more than **100 technicians** each with their own individual responsibilities which ensured collaborative service management and workflow automation as a prime focus area.

The IT Helpdesk & NOC team wanted to have **multiple channel support** for their operations and needed to consolidate communication from Email, Web, Mobile phone, Call Management systems, etc. Once all the issues consolidated at one place, their team wanted to **automate the complete workflow** and blend the same with **Collaboration**, Communications, SLA and KPI management.

The Solution

EverestIMS blended Infraon IMS and Infraon Desk seamlessly together to power SEBI's integrated solution.

Setup Stats:

Technicians & Helpdesk Agents

100+

concurrent user with 24×7 Support (Growing with organization)

Deployment

on premise

End users

2,500+

Unlimited (Currently 2,500+ and growing)

Managed Email

1,000+

Email & Messages Managed / day

Tickets

3,000+

3000+/ Day and it will grow with the organization

Assets

15,000+

15,000+ Assets

Managed Events

10, 000+ /Day

Nodes & Application

## 2,000+ Live Assets

Solution Summary

The implementation was deployed to monitor the complete IT infrastructure via Infraon IMS (comprising 1000s of servers and network devices) along with the applications and to generate relevant Events and channel the same to Infraon Desk for Management.
Infraon Desk was implemented for the ITIL enabled Service Management, **workflow automation** and **team collaboration.** The implementation comprised the following features

Trouble Ticket Management	Incident Management	SLA & OLA Management	Change Management	Service Request Management	Workflow automation for all processes
Asset and CMDB Management	Problem Management	AD Integration	Knowledge Base Management		Customer Survey & Feedback
Mobile Application	Email Server Integration (for Email to Incidents andpushing notifications & escalations)				KPI Reports
IVR integration	Event Management • Infraon IMS Events • SIEM (Arcsight Integration) Events • 3rd party Application Events				Highly Available System with HA + DR

The Solution

Deployment Architecture (Includes DC-HA/DR)

The centralized Application and DB server was installed on the DC site in Mumbai with HA setup and DR in Chennai. All the Login authentication was done via Active directory accessible from the DC/DR. The solution also integrated multiple Mailboxes to receive complaints or requests for multiple department handling. Other NMS & 3rd party applications called our REST API to log the Incidents.
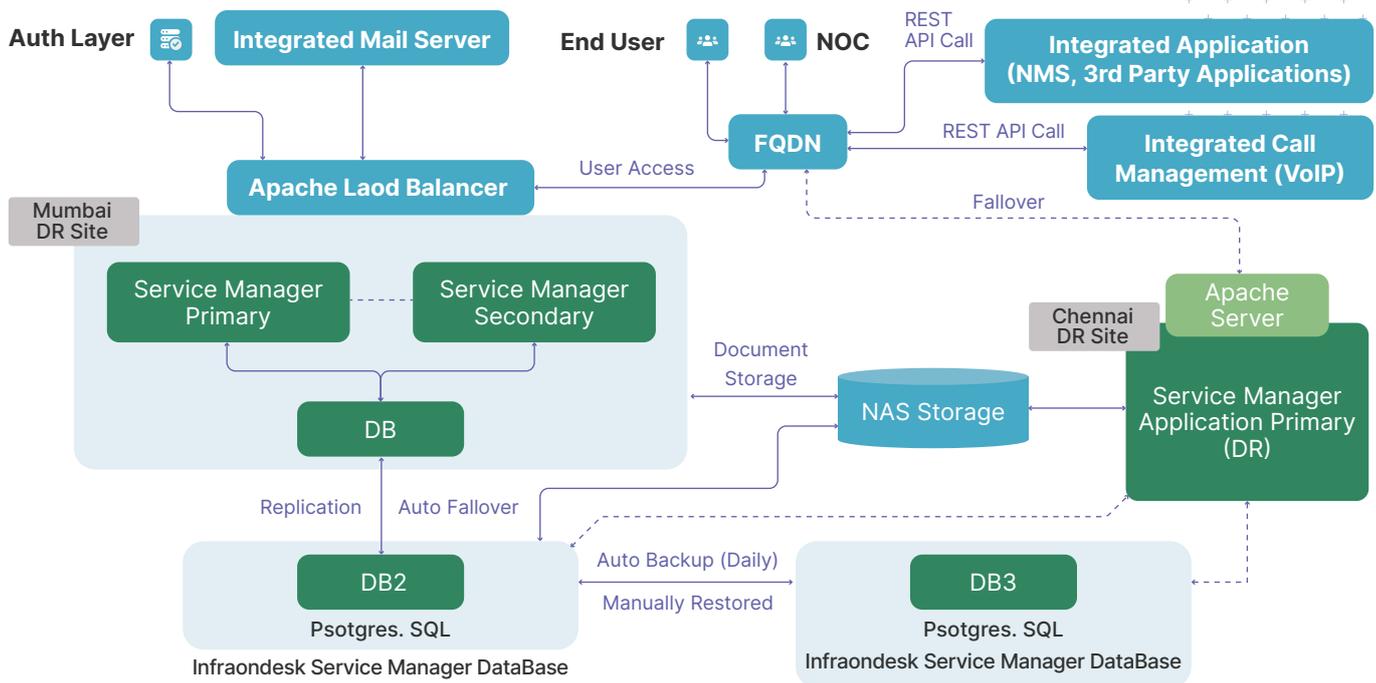
Benefits and Outcomes

SEBI's CSAT scores soared as they were able to consolidate IT related issues which meant that they were solving them in with a much faster "time to resolution". With concrete parameters that could now be monitored and tracked, they were able to increase their response levels to incidents which led to better closure. Workflow automation resulted in a rapid waterfall of information ensuring that the right teams were able to attend to relevant issues and incidents. The automatic consolidation of all communication from different sources was a much needed relief from manual intervention which made them lose time and efforts. The new system blended with automation, collaboration and KPIs turned into a powerful force multiplier wherein SEBI was able to get a complete birds-eye-view onto things. Customer satisfaction soared and SEBI was now able to act and resolve issues in a much more coherent manner.