



INDUSTRY

Media & Entertainment

Remote Infrastructure
Support for a US Based
e-Commerce Company

THE BENEFITS

- Website Uptime - 99.95%
- No SLA outages till date
- Response time of 5 minutes for all tickets has been maintained
- Improved Average Resolution time for L1/L2 - 15 minutes

L&T Infotech worked with a leading provider of spoken audio entertainment to completely outsource DataCenter management.

THE CLIENT

A leading internet provider of spoken audio entertainment, information and educational programming.

THE CHALLENGE

To completely outsource DataCenter management.

THE SOLUTION

- 24x7x365 SLA based L1/L2/L3 support for 250+ servers, network, databases and applications
- Server Operating Systems included Solaris 10 and Windows 2003 Enterprise Server
- Servers applications included Oracle Database, Apache Web Servers, Broadvision One-to-One Enterprise Servers, Interaction Manager, Endeca Servers, Hyperion Brio Application Servers



L&T Infotech is a 100% subsidiary of the US\$ 9.8 billion, technology-driven engineering and construction major, Larsen & Toubro. We offer comprehensive, end-to-end software solutions and services to leading companies across the globe. We provide the winning edge to our clients by leveraging our Business-to-IT Connect and Deeply Committed People.

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