

# Choice Solutions Limited – IMS Business Profiled in CIO Review



## Choice Solutions: Proffering Customized Solutions to Ease Standard SLA Roadblocks



Jagannath Kallakurchi Venkubharao, CEO & MD

service that has to be extended to any part of the country with Customer defined SLAs that are flexible, accountable and from single source of Service Provider.

Having understood the pulse of the next generation Customer Choice Solutions Limited Headquartered in Hyderabad, offers customer centric solutions that are accompanied by flexible customer defined SLAs that cater to their specific requirements. "Choice has different layers of Service delivery team with decentralized service delivery mechanism to provide services that provide clients with full ownership," says Jagannath Kallakurchi Venkubharao CEO & MD

Built on ITIL / ITSM standards, the solution ensures that the standards are up-to-date, while maintaining accurate IT Infrastructure Data (both hardware and software)

IMS – Infrastructure Management Service – moving with the pace of next generation customers – has graduated from mere Hardware break fix services to Out-Sourcing of entire IT Infrastructure Management. The present day IMS is expected to provide high availability of IT Infrastructure covering entire gamut of functioning of IT Infrastructure – from power to connectivity, security and availability of data. Industry prefers to focus on their core business functions and outsource the IT Infrastructure function – to specialist Organisation which acts as Single Point of Contact (SPOC) with full accountability to manage the data and provide high availability of the IT.

Along on these line IT Services Management have shifted from the 9-6 weekday service from a single place in an A-Class city to a 24/7

### Trailblazing the IMS domain

Having closely associated with reputed OEMs for being a SPOC (Single Point of Contact) for all the data center needs of clients, Choice is well endowed with in-house capabilities to monitor, manage and maintain Data Centers remotely or through on-site teams. Moreover, Choice helps clients to manage compliance requirements of various certifying bodies and OEMs via Choice's Automated Asset Management solution. Built on ITIL /ITSM standards, the solution ensures that the standards are up-to-date, while maintaining accurate IT Infrastructure Data. An early entrant into RIMS (Remote Infrastructure Management/Monitoring), Choice is proud of the fact that they had started their NOC operations as early as in 2007. "We have been using RIMS to complement client's IT Infrastructure Services using an approach in which the RIMS and

manual services go together ensures that customer gets the best of the IT Infrastructure Management Services that we provide," adds Jagannath. The company's On Site Facilities Management Services complements to RIMS through their own on-site Engineers land holding them with back end Center of Excellence providing continuous support. With a well-oiled delivery and escalation matrix to manage service escalations 24x7, Choice offers a dependable onsite IT Services on a continuous basis.

Keeping its pace with the dynamic trends of the industry across India, Choice Solutions has added RIMS tools that specialize in Automated Managed Services, Help Desk Management, support on MS product Applications, and support on Anti-Virus, Data Security Management and Net Management. The company proudly displays a year on year growth while plotting the graph, thus clearhystating that Choice Solutions is a promising vendor to watch out for in the IMS domain. CR

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