

Tecnovate Dataservices deploys HP technology for effective management



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Rajesh Magow
Chief Financial Officer,
Tecnovate Dataservices

Tecnovate eSolutions, established in India in July 2001 by ebookers plc, Europe's No.1 Online Travel Business, is a pioneer in Multilingual Offshore Business Process Outsourcing (BPO) in India.

Tecnovate has grown from a 15-person organisation in 2001 to the present 750. Presently operating out of a 22,000 sq. ft. centre in Okhla, New Delhi, the company has emerged as a high-end, BPO solutions partner, gaining in-depth experience by successfully servicing ebookers plc, Europe's leading Online Travel Business and its group companies across 11 European countries in 9 different languages (English, French, German, Swiss, Dutch, Finnish, Swedish, Norwegian, and Spanish).



Under the leadership of an experienced Leadership Team, Tecnovate offers a high quality, cost effective multilingual BPO solution through a Proven Process Transition Methodology and a Tested Service Delivery Framework from its two 24/7 operational, state-of-the-art, eBPO facilities. The company offers services like telesales, e-mail sales and online sales support, customer care services, booking support, ticketing, air and land product data entry, billing settlement plan and land supplier reconciliation as part of travel services. Within IT services it offers services in the areas of Web production, Web development and technical help desk services.

Business challenges

The management at the company realised the need for IT Systems, which were compatible across various locations. The challenge that the company faced in its endeavour was that the UK Site (Head Office) was predominantly working on Dell Infrastructure.

Also there was a strong consensus amongst the team at the UK Head Office to balance risk in the IT-isation drive by introducing another competitive brand and thereby avoiding reliance on a single vendor, in this case being HP.

Industry

BPO

Solution

HP Information architecture comprising up of servers, desktops and laptops are providing a standardised environment for Tecnovate Dataservices

Hardware

HP ProLiant servers, Compaq Desktops and Laptops.

Software

Altiris

Challenge

Increase efficiency, bring in benefits of standardisation and a superior IT infrastructure.

Benefits

Increase efficiency, bring in benefits of standardisation and a superior IT infrastructure.

How HP helped

"We were looking at heavy-duty servers and desktops which would cater to the entire organisation's IT requirements", said Rajesh Magow, Chief Financial Officer, Tecnovate Dataservices.

"We also wanted around the clock support for IT systems and processes, for which we appointed Microclinic India Pvt. Ltd".

"We chose HP because of the company's broad range of reliable solutions that are developed to meet the needs of small and medium businesses," said Rajesh.

HP was also involved in storage requirements and server consolidation. In this IT-isation drive, HP has installed 2,000 Compaq desktops, over 60 servers and 30 laptops for Tecnovate Dataservices.

"We at Tecnovate believe that the standardisation on HP technology platform will enable us to integrate new systems and procedures much more easily as compared to the past," said Rajesh.

The systems integrator, Microclinic India Pvt. Ltd. is also deploying a solution on PC Lifecycle Management using Altiris software.

Key business benefits

The installation has vastly helped Tecnovate Dataservices in effective image management and deployment. The installation of Compaq desktops allowed Tecnovate to reap the benefits of standardisation.

Tecnovate Dataservices is predominantly on the ProLiant platform and HP-Compaq storage solutions. This approach has helped to optimise utilisation of the IT infrastructure ultimately resulting in greater value for money for the client.

"We couldn't be happier with the HP solution. It has proven to be extremely reliable and the products are easy for everyone to use. The heavy duty servers and desktops with a 24/7 support have helped us in effective client servicing," said Rajesh.



About Tecnovate Dataservices

Tecnovate Dataservices is a high growth Centre of Excellence, providing an offshore hub for a full spectrum of Contact Centre Services, BPO Services and IT Services. Tecnovate's proven expertise in delivering exceptional bottom-line impact to clients through its well-trained and highly qualified professionals offers a high quality, cost effective multilingual BPO solution from its two 24/7 operational, state-of-the-art eBPO facilities.

About Microclinic India Pvt. Ltd

Microclinic India Pvt. Ltd started its operations in 1991 as a maintenance organisation and slowly moved towards the security arena. Microclinic India now deals in firewalls, anti-virus solutions and monitoring tools like Sniffer. The company also deals in desktops, laptops and servers for HP and IBM.