



Qness

Case Study

About Qness

Qness, India's leading integrated business services provider with revenues of over Rs 3500 crores, was established in 2007.

Headquartered in Bengaluru, the company has a pan-India presence with 65 offices across 34 cities, as well as operations in 7 other countries: USA, Canada, Sri Lanka, UAE, Malaysia, the Philippines and Singapore.

Powered by over 1,50,000 employees, Qness serves over 1300+ customers across 4 segments, namely, Global Technology Solutions, People & Services, Integrated Facility Management and Industrials.

Superior services and technology solutions have enabled Qness to achieve market leadership in many of the businesses in which they have a presence.

Summary

Business Challenge

Qness managed their IT infrastructure on premise, but this proved to be a constraint in terms of IT security, scalability and maintenance. They wanted to redesign their back-end architectures and put them in virtual environments. By doing so, Qness wanted to significantly reduce their expenditure and relieve their IT department of the burden of hosting, maintaining, updating and scaling up server options.

Addressed by NxtGen

NxtGen provided Qness with the Infinite Datacenter and unique on-premise datacenter as a solution to their problems. As a result, Qness had their on-premise data center without having to worry about maintenance and security issues. This seamless transition to an on-premise data center managed by NxtGen not only reduced the expenditures but also helped Qness focus on strengthening their business further and maintaining their existing market share.

The Challenge

In the current set up, Qess maintained their IT infrastructure on their premises, which hosted applications critical to the many business segments in which they were involved. But regular IT maintenance, IT security, updates, scalability and regular patches were proving to be quite a task for their IT department.

Qess wanted to reengineer their back-end architectures (servers, databases, application software, and more) and put them in virtual environments where they could be remotely accessed, without requiring physical server hardware of their own, thereby drastically reducing their Capex.

By doing so, they also wanted to take some of the responsibilities of hosting, maintaining, updating, and scaling up server operations off the hands of their developers and IT managers.

Transformation with NxtGen's Solution

Having conducted a thorough study of offerings from various providers, Qess narrowed the choices down to NxtGen's solutions. The criteria for Qess from their service provider were scalability, cost benefit, performance and technical capabilities, among others.

While most service providers offered all of this, what clinched the deal was the Infinite Datacenter offering, along with their unique on-premise data center from NxtGen.

This offered Qess the access to technology which would enable them to do more with their business, and the opportunity to have their data center in their own office, but not worry about any of the maintenance or security aspects.

Moreover, while the transition was happening from their own infrastructure to NxtGen's, Qess realized that they did not have enough bandwidth to transfer data and applications. NxtGen addressed this issue by transferring the data on protected data storage, to avoid downtime.



"We were facing issues regarding IT security, scalability and maintenance and were on the lookout for the ideal solution. With NxtGen's Infinite Datacenter and unique on-premise data center, all our concerns were met. Their superior technology transformed the way we functioned - making us more efficient whilst reducing expenditures."

Babu Melepuram, General Manager - Information Technology



Result

Qess enjoyed a seamless and smooth transition from their own infrastructure to an on-premise data center maintained by NxtGen, thereby drastically reducing their Opex and addressing their concerns about IT security, scalability and maintenance.

This move helped them focus on providing a strong and stable technology platform for the various business verticals, and enabled them to focus on their business, compete hard to gain customer loyalty and maintain their hard-won market share.