

STAYING FOCUSED ON IT TRANSFORMATION

Tavant Technologies drives innovation, cutting IT deployment times by weeks and resolving support tickets 59 percent faster



Technology

India

Business needs

Rapidly growing Tavant Technologies needed to streamline how it managed the deployment and support services for its ever-expanding data center and estate of client machines. It required a support service that could automate processes, offer proactive issue detection and speed up deployment.

Solutions at a glance

- [Enterprise and Client Support](#)
 - [ProSupport Plus](#)
 - [ProDeploy Plus](#)
 - [TechDirect](#)
 - [SupportAssist](#)
- [Data Center](#)

Business results

- Less need for manual IT support helps drive innovation
- Faster provisioning of mission-critical database infrastructure
- Increases IT performance with automated patching
- Deployment cut by up to 17 days with expert support
- Accelerates time to resolve support tickets by 59%
- Raises productivity through proactive issue detection

“We saved 15 to 17 days of work deploying our servers and storage thanks to ProDeploy Plus.”

Nagesh Jois
Director of Information Systems, Tavant Technologies

Tavant Technologies, whose headquarters is in the United States, develops digital solutions for businesses in areas such as consumer lending, media and entertainment, and retail. Its suite of products helps customers improve operational efficiency and productivity through predictive analysis delivered via artificial intelligence (AI) and machine-learning (ML) technologies.

Tavant Technologies currently has 2,500 employees and is growing fast—doubling revenues each year and increasing employee headcount by 16 percent annually. To meet its rate of growth, the company is expanding its IT infrastructure, which is based in India. Nagesh Jois, director of Information Systems at Tavant Technologies, says “Every few months, we seem to be expanding the data center infrastructure supporting our employees and our customers’ solutions. We also regularly refresh old client machines for existing staff and buy new ones for recruits.”

Trying to get ahead and save time

Supporting the expanding data center and client infrastructure was a growing challenge that took up an increasing amount of time for the IT administration team. Sourcing and deploying the technology also added to the existing management overhead. Comments Jois, “Adding more administrators was not an option because we wanted to focus resources on building our next-generation products and developing software for our product suite.”

Tavant Technologies has been expanding its data center with Dell EMC PowerEdge blade servers. It also deploys Dell EMC PowerVault MD3600i and MD3200i storage arrays to manage data with Dell EMC Networking M-Series switches for controlling data traffic and Dell EMC PowerVault Tape library for backups. In addition, Tavant Technologies employees use a range of Dell Latitude, OptiPlex and Precision client machines.

As part of the data center expansion, Tavant Technologies needed to implement new infrastructure for deploying mission-critical applications. Jois sought high-performance servers with large internal storage capacity to be connected to a Dell EMC MD Series array. Comments Jois, “We had only a short time frame to get the servers in place and running. We couldn’t afford any delays and didn’t have the capacity to reallocate any of the IT administration team to the project.”

“We avoided any delays around integrating the hardware with our existing environment because ProDeploy Plus engineers planned the implementation.”

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Saves a week finding the right solution

Jois turned to his Dell Technology Services Manager (TSM), who is part of the ProSupport Plus service. The TSM provides quarterly service reports for Dell EMC products and offers a direct link to key Dell EMC personnel, such as technical support engineers, solution consultants and implementation engineers. The TSM also gives Jois and his colleagues advanced notice of critical software patches and the status of warranties on Dell EMC solutions so the IT team can extend the warranties if necessary.

Comments Jois, “Because our TSM has a great understanding of our IT needs and Dell EMC products both current and future, he advises on the right IT solution for our data center infrastructure straightaway. It saves a lot of time in the procurement cycle. Plus, I don’t have to find the resource to work out the best solutions for the project.”

Reduces deployment time by up to 17 days

To accelerate deployment and save IT resources, Tavant Technologies also used ProDeploy Plus for Enterprise. The ProDeploy Plus team was responsible for deploying two Dell EMC PowerEdge M640 servers and a Dell EMC PowerVault MD1200 storage array as well as cabling the infrastructure to the network, including firewalls. Dell EMC certified engineers configured the hardware, and they tested and validated the complete system. They also provided Jois and his colleagues with documentation and hands-on training for operating the infrastructure.

“We saved 15 to 17 days of work deploying our servers and storage thanks to ProDeploy Plus,” says Jois. “Just as importantly, we avoided any delays around integrating the hardware with our existing environment because ProDeploy Plus engineers planned the implementation very carefully, evaluating our infrastructure and getting the site ready.”

Cuts the time to resolve support tickets by 59%

To ensure that support inquiries are handled fast, the Tavant Technologies IT team is using Dell EMC TechDirect. The IT team is empowered to manage support for the database infrastructure as well as other Dell EMC solutions via this online self-service portal. Personnel have 24/7 access to their Dell EMC account to request technical support and self-dispatch replacement parts. “The whole IT team is qualified to use TechDirect,” says Jois. “It has streamlined the entire support process substantially. We save more than 59 percent of our time handling support issues with TechDirect.”

Greater IT performance, increased worker productivity

In addition to TechDirect, Tavant Technologies is using SupportAssist for its data center hardware and client machines. SupportAssist, which is also part of ProSupport Plus, provides proactive and predictive support. The SupportAssist software agent running on Tavant Technologies’ Dell EMC solutions applies patches and raises support tickets if it detects a potential issue. Jois says, “A Dell EMC engineer will troubleshoot the issue with us over the phone or make an on-site visit. It works seamlessly and often prevents a potential issue from becoming a problem and impacting the company’s productivity. On top of this, because it’s a global support service, we’ll receive the same high level of service around the world.”

Jois concludes, “Support services from Dell EMC, including ProSupport Plus and ProDeploy Plus, have added much needed support so our IT Infrastructure can handle the growing needs of the business, and we can ensure our internal and external customers are delighted by our service.”



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