

Case Study: AskPCExperts Optimized its Business Performance with Cyber Futuristics



Remote Computer Support to
Solve all your
TECHNICAL PROBLEMS

AskPCExperts.com is a leading provider of online technical support services across the globe. The company's portfolio spans across an array of services, including computer help, malware removal, software installation, system optimization, and other PC peripheral set-up and support services.

BUSINESS CHALLENGES

The company was not compliant with the ISO 27001:2005 standards, required for establishing, maintaining implementing, and continuously improving information security Organization protocols inline ISMS policies. Hence, they were unable to devise a Business Continuity Plan (BCP) for Disaster Recovery. The other challenges faced by the client included:

- Traffic Congestion
- Low Bandwidth issue with slow response.
- Poor Power or Network Connectivity Outages
- Low Response Time
- Untimely Downtimes
- Frequent Service Interruptions
- Safety And Data Loss Threats from Disruptive Events

In addition, the company lacked a robust centralized Enterprise Resource Planning (ERP) solution, leading to an inefficient workflow from one department to another, hampering a smooth transition, company-wide visibility, faster cross-collaboration and swift process completion.

Since the businesses was completely dependent on IT resources like computers, laptops and phones for extending remote tech support, the company required a unified reporting system to analyze the incoming call volumes in real-time to check the customers inflow and revenue.

BUSINESS SOLUTION

Cyber Futuristics performed and executed a detailed study on AskPCExperts.com resources. Our team of certified professionals and engineers carried out a detailed planning and proactive management of its IT infrastructure. We found out that the company largely required Business Intelligence functionalities, to gain insights into business processes and identify potential scope of improvement, as they dealt with large call volumes every hour.

SOLUTION OVERVIEW

Organization: AskPCExperts.com

Industry Vertical: BPO

Country: India

Organization Profile:

AskPCExperts is a leading provider of online technical support services to its clients across the globe.

Business Challenge:

The company was not compliant with the ISO 27001:2005 standards, required for establishing, maintaining implementing, and continuously improving information security protocols. Due to this, the business was not able to devise a Business Continuity Plan for Disaster Recovery. In addition, they lacked a robust centralized Enterprise Resource Planning (ERP) solution.

Business Solution:

Cyber Futuristics offered the Manipal Group:

- Improved BCP for Disaster Recovery
- Resizing the Infrastructure
- Point to Point Leased Line

Benefits:

- A centralized ERP solution at our primary site
- Improved business continuity plan for Disaster Recovery
- Well-organized transportation of high volume data
- Dedicated bandwidth and network uptime
- Optimal server management

To ensure a complete resilience, reliance, and affirmation against any disruptive events, we offered following solution to the client:

- **Improved BCP for Disaster Recovery**

Our well-designed, robust, and fully-equipped disaster recovery facilities located in Noida (Primary site) and Jaipur (Secondary site) helped the client to timely recovery its mission critical business operations. Hence, there was an easy migration and replication from our primary site to secondary location solution. This ensured seamless operation for the client's ERP users. It further safeguarded its business against any latent interruptions like power failure, natural disasters, and system crash.

- **Resizing the Infrastructure**

By providing a centralized ERP solution at our primary site, along with DR facility, our expert team resized the client's computing and networking resources capacity and provided the customized bandwidth in line with their daily incremental & full replication data requirements. As a result, the client was able to seamlessly and efficiently re-route its call volumes to the DR facility. This significantly improved its online availability, prevented network outages, and improved business performance. Also, our ERP solution enabled a centralized storage/back-up of all enterprise data.

- **Point-to-Point (P2P) Leased Line capacity to get proper RPO /RTO.**

Our team deployed P2P leased line for a well-organized transportation of high volume data/ traffic between DC & DR to match the Organization committed RTO/RPO as per the designed BCP/DR Policies. Since AskPCExperts constantly receives large traffic volumes, it was significantly important for the company to have a guaranteed network uptime. With our dedicated bandwidth and superior Internet experience, the client was able to promptly address and resolve all technical emergencies.

BUSINESS SOLUTION

Cyber Futuristics helped AskPCExperts.com to effectively avoid slow traffic congestion issue with respect to its distributed set-up for accessing the customized ERP applications from multiple sites to a centralized region, resulting into:

- A centralized custom-built ERP solution at our primary site Improved business continuity plan for Disaster Recovery
- Well-organized transportation of high volume data
- Dedicated bandwidth and network uptime
- Optimal server management

THE CONCLUSION

AskPCExperts was able to successfully improve its business performance by leveraging our business continuity plan for DR arrangements. Cyber Futuristics is a leading provider of cloud computing and data center solutions to business of all sizes. We help our clients in providing world-class solutions at reasonable rates.

To know more about more about services, reach us at <http://www.cyfuture.com>