

## Case Study: MGRM streamlined IT set-up with Cyber Futuristics

### Multi-domain Global Relationship Management



MGRM is a research-based group having its presence in more than twelve countries across six continents. It has a consumer base of approximately two million corporates and individuals. The company offers services in healthcare, automobile, insurance, technologies, pharmaceutical, education and healthcare domain through application, tools, expert systems, etc.

#### BUSINESS CHALLENGE

MGRM was experiencing service issues with their existing IT set-up. Their non-flexible IT supported to service degradation, higher cost and no room for network bandwidth scalability. This was becoming a bothersome factor that required immediate attention.

The internal staff in the company was inefficient to manage IT infrastructure, leading to no data backup and recovery systems, data security threats, no mitigation and contingency plans against power outages, earthquakes, system outages and man-made disasters.

They approached several service providers in the market however only dealt with high commercials, resulting into high TCO.

#### BUSINESS SOLUTION

Cyber Futuristic team of consultants did an RCA to identify the pain areas for MGRM. We realized the client's deprivation of assured network uptime, scalability of network bandwidth, stringent security system for their facility layout and data back-up & recovery must be addressed to streamline their IT process.

After this detailed analysis in conjunction with the strategy planned, we proposed an unmatched Business Continuity Plan for better network uptime & data back-up.

This was to be done through complete IT colocation in an efficient and world-class data center which will ensure guaranteed network uptime, network redundancy, stringent data security, well managed IT resources, protection against data threats, 24/7 network support and servers residing in temperature controlled environment.

The business started with primary site initially. MGRM top management was satisfied with the deliverables offered by Cyber Futuristics. After six months, Cyber Futuristics picked up the order for complete IT setup.

#### SOLUTION OVERVIEW

**Organization:** Multi-domain Global Relationship Management (MGRM)

**Industry Vertical:** Education, Pharma, Healthcare and Insurance

**Country:** India

#### Organization Profile:

MGRM group of companies specializes in application & tool development along with providing services and products for Healthcare, Automobile, Education, Pharma and Insurance industry.

#### Business Challenge:

MGRM was seeking a reliable alternate to manage their IT services. They reported issues of inefficient internal staff, non-flexible support system and comparative higher commercial.

#### Business Solution:

Cyber Futuristics offered

- IT colocation in an efficient data center.
- Business Continuity Plan for Network Uptime & Data Back-up.
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#### Benefits:

- Network Reliability & Scalability
- Better network performance, connectivity and speed.
- Security and Data Protection
- 24/7 network support

## BUSINESS CHALLENGE

- Top-of-the-line equipment, instant scalability and reliable network with sustainability ensured through high-powered generators and cooling systems resolved IT service management issues for MGRM.
- Proper business mitigation plan and contingency plan in place for MGRM for data accessibility, data recovery and high network uptime.
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*Our inefficient IT set-up and inability of internal staff to manage IT services was becoming quite worrisome.*

*Cyber Futuristics helped us achieve service easiness through their excellent IT services and remarkable dedication towards our project. Their implemented BCP through colocation and complete managed IT services have encouraged us to speak more highly of our technology services.*

XYZ  
- The MGRM Group