

Remote Infrastructure Management, Why Should CIOs say “YES”.

Mark (not the real name) runs a business on online education and he has a good number of clients including students, professors, colleges. He keeps a large IT infrastructure as he is into online business. But he was in a big crisis when we met him. He states, "It is very difficult to manage my IT infrastructure today, I don't get right people and if I hire some experts they don't commit for a long time, and for replacement it is again difficult as the new person would be totally fresh to my infrastructure. Another important issue is the high operational cost, it is very expensive". Many enterprises face such issues of lack of expertise resources, high operational cost, unscalable and insecure environments. And, as IT becomes more pivotal to the day-to-day operations of organizations of all sizes, it has also become imperative that organizations optimize the availability and performance of their IT in order to gain the greatest economic value from these investments. Remote Infrastructure Management Services are drafted and executed to meet such challenges in the IT infrastructure management.

Remote Infrastructure Management (RIM), is a general term used for the management of various IT services such as applications, network, IT helpdesk, software deployment and support. Actually it is not new to IT industry. Infrastructure is generally managed remotely even if we are next to the Data Center. According to Bill Piatt, CIO of the International Finance Corporation (IFC), all infrastructure is managed remotely. No one is ever sitting inside your data center anyway, even if it is in your basement.

RIM get its importance today as it is being included as an additional service in global sourcing. The global Remote Infrastructure Management (RIM) industry has grown at more than 80 per cent CAGR from US\$2 billion in 2006 to US\$6 billion to US\$7 billion in 2008. RIM services will be the next growth engine for the offshore service industry as the total market is anywhere from \$80 billion to \$120 billion. But experts say that offshore take is growing at 20 percent to 30 percent annually, as global IT services providers amp up their offshore delivery capabilities and CIOs look to cut infrastructure costs..

What makes RIM Services more applicable. There are a bunch of reasons and the best would be the competitive advantage. With RIM services a firm could leverage the power of IT to streamline their key business processes. Even with the basic investments, the key issues relating to application performance, scalability, security, management and effective utilization are mostly unresolved. RIM services help an enterprise to meet the challenges with all the new technologies as well as to succeed in the core business. As we all know the costs of managing and supporting Infrastructure is facing an increase where as the cost of hardware and software are decreasing. RIM services avails and ensures the best technical support in a very cost effective way. Its always a wise decision to concentrate on your core business and get services from RIM providers as they do it very elegant way.

RIM helps enterprises in different ways by adding value to the entire business.

Service from Expert Hands

RIM services are drafted in such a way to meet the different requirements with the most modern technologies. An Enterprise could benefit the modern technologies to make them first in the market with 100% customer satisfaction with RIM services, in fact it is very difficult to get experts on each and every latest technologies. It is widely recognized that RIM Services can be flexed to meet any demand and type. It can be of network services, internal help desk, servers and on mission critical or non critical. RIM services are more appreciated today as they are very flexible and easily customized.

The article on CIO.com also listed the percentages of infrastructure support functions that can be managed by a RIM Services provider.

- Network Services 80%
- Internal Help Desk 75%
- Servers 70%
- Maintenance 60%
- Administration 35%
- Mainframe 30%
- End-user Devices 15%

Most of the RIM providers do have the best resources with international qualifications to stand strong in the competition. The major certifications are as follow.

System Certifications:	RHCE, SCSA, SCNA, MCSE, MCSD
Network certifications:	CCNA/CCNP/CCIE
Database certifications:	OCP, OCA, MCDBA
Security certifications:	CISSP, CISA, BS7799 auditors
Process certifications:	ITIL, Six Sigma

Remote Infrastructure Management services usually follow ITIL framework in service management and delivery which helps itself to RIM very effectively. ITIL has a quality focus, primarily through improvements to the delivery of IT services. The quality of service is directly linked to client and IT expectations as well as financial considerations. Every process is integrated with the others so that each one meets its goals. Enterprises have the full control of its strategic components such as physical IT assets, technology refresh, policy and architecture which provides visibility into the availability, performance and utilization of each component. RIM combines flexibility with control.

Cost Saving

According to McKinsey and NASSCOM, outsourcing the infrastructure management can dramatically reduce the labour related costs by 30% to 40%. RIM Services also help to reduce the budget for future infrastructure investments. Most often the Service price includes cost of tools and maintenance. Market researcher Gartner estimates that 80% of the dollars companies spend on IT is dedicated to "keeping the lights on" and represents "dead money" which does not contribute directly to business growth. RIM Services deliver technology centric business solutions to help you derive maximum return from IT spend.

RIM Services makes you gain ' the Maximum profit at the lowest operational costs'

Proactive and Preventive Support

The Pro-active advisory services in RIM provide additional benefits of enhanced productivity and increased ROI. RIM Service Providers offer Most often RIM service engagements are driven and governed by SLA's (Service Level Agreements). RIM providers invest in manpower and the advanced technologies to address all key layers of technology platforms.

Security Audit

RIM helps enterprises to analyse the internal control design and effectiveness. This includes, but is not limited to, efficiency and security protocols, development processes, and IT governance or oversight. RIM services avail the best expertise on each domain and they can analyse the entire IT infrastructure and this would be accurate and impartial.

According to Adam Strichman, approximately 70 percent to 80 percent of vendor IT outsourcing proposals hitting the market today contain some form of offshore infrastructure delivery of services. RIM is very relevant in today's business world as most of the enterprises are making all the possible cost cuttings. RIM services combine rigorous processes based on industry standard frameworks with domain expertise, proven methodologies, knowledge engineering, tools, industry excellence and in-depth technology expertise. RIM services are vital and mandatory for enterprises today, says Shijil S, CTO Sparksupport. By all means this decision helps the enterprises, he continues. It is time for CIOs to take up the challenge and say "YES" to RIM.