CSC On-Line Remote Monitoring for Infrastructure Leasing & Financial Services Limited

Industry: E-Goveranance
Location: India

Summary

Infrastructure Leasing & Financial Services Limited (IL&FS) is one of India's leading infrastructure development and finance companies. One of the major offerings of their portfolio of services is Project Management Services. IL&FS was appointed as one of the PM's agencies by the Dept. of IT (Govt. of India) for establishing CSCs. IL&FS approached Rolta to help ensure that the monitoring agent deployed to collect uptime data at a remote terminal (CSC) works in a hetrogeneous environment. They also wanted to ensure that the agent would be installed with minimum human intervention and operated unnoticed without hindering service provisioned under CSCs.

Details of Rolta's solution

The project consisted of a full SDLC. The following tasks were carried out:

• Project Planning
• Requirement Development
• Proof of Concept
• Solution Architecture and Design
• Implementation and Testing
• User Acceptance Testing
• Production Rollout and Optimization

Rolta enabled the deployment of a CSC On-Line Remote Monitoring Application to monitor the CSCs for uptime. This customized solution consisted of an agent operating at remote terminals to collect and forward uptime data to a central server and a centrally located web based decision support system. The data was then collated, and dashboards and reports were provided for analysis.

Key Solution Innovation

A thin micro agent was designed to operate on both Windows and Linux operating systems (including all variants)

Impact

• Improved SLA management of CSCs
• Better management and monitoring of CSC infrastructure
• End to End alarms and scheduling
• Centralized CSC Management

About Rolta

At Rolta, we envision a better future, and then design technology to create that future. Our innovative IT solutions span various verticals, including Utilities, Transportation, Process, Power, Banking and Insurance. Through our cutting edge software for mapping and earth sciences, we also provide a complete array of solutions for Defense and Homeland Security, including C4ISTAR information systems, Military Communications, Digital Soldier and Vehicle Systems. Our team diligently works to exceed our customers' expectations, and has successfully executed strategic projects in over 40 countries.