**Case Study**

**End-to-End IT Infrastructure Support & Managed Maintenance for Innovation Glass India Pvt. Ltd.**

**Customer**

**Innovation Glass India Pvt. Ltd.**

**Service Provider**

**Databytes Consulting Technologies Pvt. Ltd.**

**Engagement**

**IT Infrastructure Assessment, Preventive Maintenance, Technical Support & Managed IT Infrastructure Services**

**Engagement Period**

**1 Year**

---

## 1. Customer Overview

**Innovation Glass India Pvt. Ltd.** partnered with Databytes Consulting Technologies Pvt. Ltd. to strengthen the reliability and operational continuity of its IT infrastructure through structured preventive maintenance and responsive technical support.

The engagement covered multiple areas of the organization's IT environment, including **end-user computing, printing, network infrastructure, storage, and physical access-control systems**.

The objective was to establish a structured support framework that could proactively identify issues, minimize equipment downtime, provide timely technical assistance, and maintain the overall health of the IT environment.

---

## 2. The Customer's IT Infrastructure Challenge

As organizations grow, their IT environment becomes a combination of multiple technologies, devices, vendors, and systems. Keeping these components operational requires more than simply responding when something fails.

Innovation Glass required a structured approach to:

- Maintain desktops and laptops
- Support network infrastructure
- Maintain printers and peripheral equipment
- Monitor and maintain storage infrastructure
- Support biometric and access-control systems
- Troubleshoot hardware and software issues

- Perform regular preventive maintenance
- Identify potential equipment failures before they impact operations
- Provide remote and onsite technical support
- Establish defined escalation and service processes
- Maintain regular service and infrastructure health reports

The requirement was therefore not just **hardware repair**, but a more structured **IT infrastructure support model**.

---

**3. Databytes' Approach**

we implemented a proactive IT infrastructure maintenance approach combining **preventive maintenance, corrective support, troubleshooting, onsite assistance, reporting and SLA-based escalation**.

The engagement was structured around four key principles:

**01 — Prevent**

Regular health checks and preventive maintenance to identify potential issues before they become business disruptions.

**02 — Respond**

Remote and onsite technical assistance for hardware, software and infrastructure-related issues.

**03 — Monitor**

Regular assessment of equipment health, configuration, performance and operational status.

**04 — Improve**

Recommendations for corrective actions, upgrades, replacements and infrastructure improvements based on observed requirements.

---

**4. Infrastructure Covered**

The engagement included support for a diverse set of IT assets.

| **Infrastructure Area** | **Scope** |
|---|---|
| **End-User Computing** | Desktop systems |
| **Computing Devices** | Laptops & spare laptops |
| **Printing** | Printers |
| **Network Infrastructure** | Switch, Firewall & Wi-Fi |
| **Storage** | NAS Storage |

| Infrastructure Area | Scope |
|---|---|
| **Physical Security** | Biometric & Access Control |

The documented infrastructure included **15 desktop systems, 15 laptops, 6 printers, network infrastructure, NAS storage and biometric/access-control systems**.

---

**5. Services Delivered by Databytes Consulting Tech**

**Preventive Maintenance**

Databytes established a **quarterly preventive maintenance cycle** covering:

- Equipment inspection
- Cleaning
- Functional testing
- Performance checks
- Hardware health assessment
- Software/configuration checks
- Firmware/software version review
- Identification of potential failures
- Corrective-action recommendations

A **Preventive Maintenance Report (PMR)** was provided after each scheduled visit.

**Hardware & Software Support**

The engagement included:

- Hardware troubleshooting
- Software troubleshooting
- Configuration assistance
- User-management assistance
- Identification of defective components
- Repair/service support
- Software and firmware update assistance
- Post-update configuration support
- Existing Firewall Configuration

**Remote & Onsite Technical Support**

Databytes provided remote technical assistance during business hours, with onsite intervention when remote troubleshooting was insufficient.

The support framework included defined response targets for remote and onsite incidents and priority-based handling of critical, high, medium and low-severity issues.

---

**6. Structured SLA & Escalation**

One of the important elements of the engagement was establishing a structured support and escalation mechanism.

**Support Framework**

**Level 1 – Desk Support**

Initial ticket handling and troubleshooting.

**Level 2 – Service Engineer**

Advanced troubleshooting and onsite technical intervention.

**Level 3 – Management**

Escalation of critical or unresolved issues requiring management intervention.

The documented escalation process was designed to ensure timely communication, appropriate technical intervention and effective issue resolution.

---

**7. Reporting & IT Infrastructure Visibility**

Databytes did not limit the engagement to fixing issues.

The service included structured reporting to give the customer visibility into the condition of its IT infrastructure.

Reports included:

- Preventive maintenance activities
- Service incidents
- Resolution status
- Pending issues
- Equipment health observations
- Corrective-action recommendations
- Service activity records

Quarterly health and service reports provided an overall view of infrastructure performance and outstanding requirements.

---

**8. Business Value Delivered**

Through a proactive maintenance and support model, Databytes helped create a more structured approach to IT infrastructure management.

**Key benefits included:**

**Reduced Downtime**

Regular preventive maintenance helped identify potential issues before they could cause larger disruptions.

**Improved Infrastructure Reliability**

Continuous health checks and corrective support helped maintain equipment in operational condition.

**Faster Technical Response**

Defined SLA and escalation mechanisms provided a structured way to handle incidents.

**Centralized IT Support**

Multiple infrastructure categories could be supported through a single IT service partner.

**Better IT Visibility**

Regular reports provided visibility into equipment health, incidents and pending requirements.

**Predictable IT Support**

The customer had an established framework for preventive maintenance, troubleshooting and technical assistance.

The AMC documentation specifically identifies improved equipment reliability, operational continuity, professional preventive/corrective support and remote/onsite assistance as key benefits.

---

## 9. From IT Maintenance to Complete Infrastructure Management

**Databytes is more than an IT maintenance provider.**

Our approach is to act as a **complete IT infrastructure solutions partner**, helping organizations design, deploy, secure, connect and maintain their technology environment.

**Our Solution Portfolio**

**Telecom & Connectivity**

- Internet Leased Lines
- SIP Trunking
- Cloud Telephony
- SD-WAN
- Enterprise Connectivity

**Network & Infrastructure**

- Enterprise Switches
- Routers
- Wi-Fi Infrastructure
- Firewall Solutions
- Network Design & Deployment
- Structured Cabling

**Cloud Solutions**

- Microsoft Azure
- AWS
- Cloud Infrastructure
- Cloud Migration
- Managed Cloud Services
- Virtual Infrastructure

**Cybersecurity**

- Next-Generation Firewalls
- Endpoint Security
- Microsoft Defender
- Microsoft Purview & DLP
- Security Monitoring
- SOC/NOC Services
- Network Security

**Boardroom & Collaboration**

- Video Conferencing Solutions
- Microsoft Teams Rooms
- Meeting Room Solutions
- IP PBX
- Collaboration Devices
- Logitech / Poly / Jabra / Yealink solutions

**End-User & Workplace IT**

- Desktops
- Laptops
- Printers
- Peripherals
- IT Asset Support
- AMC & Managed Support

**Server & Storage**

- Enterprise Servers
- NAS & Storage
- Backup Infrastructure
- Virtualization
- Data Center Infrastructure

**Physical Security**

- CCTV
- Biometric Systems
- Access Control
- Surveillance Infrastructure

---

**10. Our Complete IT Infrastructure Approach**

Instead of customers working with multiple vendors for different technologies, Databytes can provide a **single-point technology partnership** across the IT infrastructure lifecycle.

**CONSULT**

Understand business requirements and existing infrastructure.

↓

**DESIGN**

Architect the right technology, connectivity, security and infrastructure.

↓

**DEPLOY**

Supply, install, configure and integrate the required solutions.

↓

**SECURE**

Protect infrastructure, endpoints, networks, cloud environments and data.

↓

**MANAGE**

Provide monitoring, technical support and managed services.

↓

**MAINTAIN**

Perform preventive maintenance, troubleshooting and corrective support.

↓

**OPTIMIZE**

Identify improvements, upgrades and opportunities to improve performance and reduce IT complexity.

---

**11. Why Databytes?**

**One Partner. Complete IT Infrastructure.**

Databytes Consulting Technologies Pvt. Ltd. helps organizations build and maintain reliable IT environments by bringing together **IT infrastructure, networking, connectivity, cloud, cybersecurity, collaboration and managed support** under one technology partner.

Our role goes beyond supplying hardware.

**We understand the requirement → design the solution → deploy the infrastructure → secure the environment → manage the technology → provide ongoing support.**

This enables customers to focus on their core business while Databytes takes care of the technology infrastructure that supports it.

---

## 12. About Databytes Consulting Technologies Pvt. Ltd.

**Databytes Consulting Technologies Pvt. Ltd.** is an IT infrastructure and technology solutions provider focused on helping businesses build reliable, secure and scalable technology environments.

Our capabilities span **Telecom & Connectivity, Network & Hardware, Cloud & Security, Boardroom & Collaboration, Server & Storage, Structured Cabling, Physical Security and Managed IT Services**.

With a solution-oriented approach, Databytes works with organizations to understand their technology requirements and deliver solutions that are aligned with their operational and business objectives.

**Our Philosophy**

**We are not just a box seller. We are a technology solutions partner.**

From a single device or network requirement to a complete enterprise IT infrastructure, Databytes can support customers across the technology lifecycle.

---

## 13. Customer Success Snapshot

**Innovation Glass India Pvt. Ltd.**

**Engagement:** IT Infrastructure AMC & Technical Support

**Duration:** 1 Year

**Support Model:** Remote + Onsite

**Maintenance:** Quarterly Preventive Maintenance

**Infrastructure:** End-user computing, printing, networking, storage & access control

**Service Model:** SLA-based support & escalation

**Reporting:** Service Reports + Quarterly Infrastructure Health Reports

The engagement demonstrates Databytes' ability to manage a **multi-category IT environment through a structured, proactive and SLA-driven support model**.

---

## 14. Closing Statement

**Your IT Infrastructure. Our Responsibility.**

Whether you are **setting up a new office, upgrading an existing infrastructure, moving to the cloud, strengthening cybersecurity, deploying collaboration solutions or looking for ongoing IT support**, Databytes can provide the technology expertise and infrastructure services required to build a reliable IT environment.

**From infrastructure deployment to ongoing management — Databytes is your complete IT infrastructure partner.**

---