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Maharashtra State Electricity Transmission Company Ltd

MSETCL's success story; saving lakhs of rupees, reaching 99.99% uptime mark, intelligently blocking attacks with ESDS

About MSETCL

Mahatransco (Maharashtra State Electricity Transmission Company Limited MSETCL), a wholly owned corporate entity under the Maharashtra Government, is the largest state transmission utility in the country which owns and operates most of Maharashtra's Electric Power Transmission System. MSETCL operates a transmission network of 39,871 circuit km of transmission lines and 559 EHV Substations with 89178 MVA transformation capacity. The turnover of MSETCL was 356,950.98 (Rs. In Lakhs) per annum for the Financial Year 2015-16. MSETCL is proud to be updated with latest technology both in terms of IT as well as their core development and functionalities.

MSETCL could save Rs. 25 lakhs after successful colocation of servers

The Challenges

MSETCL had already signed up with their previous partners (Nxtgen), and used their services for colocation. Things were running fine, until the time MSETCL realized cost was becoming a major concern. There is no doubt that MSETCL'S operations are humongous. MSETCL's SAP operations & other mission-critical applications were running extensively across the olganization and its branches. Also managing high CAPEX was becoming tedious and cumbersome. Cost-cutting had become imperative. Apart from cost, MSETCL was willing to get personalized hand-holding when it came to technical support

The Need

Mainly, there were three striking needs of MSETCL. Onewas obviously the cost. MSETCL looked for a vendorwhich could help slash costs through smarterbillingprotocols.Second was Fully Managed Services extended bytechnically competent people who are happy to helpanytime with simple to complex technologies. Basically,they were looking for peace of mind so that they couldfocus on core business operations instead of worryingabout 'n' numberof aspects in colocation ecosystem.Third was World-Class Infrastructure for its mission-critical SAP application, mailing and web solutions. MSETCL team neededa TierIII state-of-the-art data centerwith robust security, network, and connectivity for high &uninterrupted performance. MSETCL laid focus on securecolocation in an environment which wasbuilt as perhighest security standards (compliantinfrastructure).

ESDSprovided 7 layers of security to enable seamless and secure co-location experience for MSETCL

The Solution

As MSETCL team started searching for vendors who could provide them the required services, they came across ESDS. The team surveyed about ESDS' data center and managed services approach and experience. After enough research and comparison amongst various vendors, they got excellent feedback and rating about ESDS, from acquaintances, from government as well other technology verticals.

MSETCL could find the perfect match with ESDS fortheircost, support & infrastructure requirements.

The Benefits

Lightning Fast Colocation in 2 Days

As MSETCL was on boarded, ESDS took complete charge and collocated their servers in its Tier III State-of-the-Artdata center with 7 layers of built-in security to enable seamless and secure colocation experience MSETCL was surprised by the way ESDS carried out the process of colocation. MSETCL's expectations were surpassed by ESDS as the whole process of migrating the huge landscape of SAP applications, mailing solutions &,web applications was done securely in a matter of just 2days. MSETCL not only experienced lightning fast colocation but there was a striking benefit of cost savings attached to it. MSETCL saved a sum of Rs. 25 Lakh.

Proactive Monitoring

Since MSETCL was now in ESDS' hands, the technology teams went an extra mile to deliver full-blown monitoring services through eNlight 360° (an intelligent comprehensive data center monitoring suite) to ensure proactive monitoring for maximum secrity. eNlight 360° is a web-based system for IT asset management, device deployment, comprehensive server monitoring and network management in datacenters spread across different geo-locations. eNlight 360° supports heterogeneous hypervisors for virtual machine management that makes it unique. With features like IP SLA monitoring, netflow, alerts, reports and application monitoring, ITIL frame work support, change management system, incident management system and problem management system, eNlight 360° becomes a single unified solution for management and monitoring of physical and virtual assets.

Exuberant support approach helped MSETCL focus on core business operations

Exuberant Personalized Support

Whenever MSETCL team needs any kind of help/assistance ESDS is just a call away. As ESDS has the perfect pool of technical skills, competencies and experience, the team is capable of resolving any level of issue. The exuberant support approach helped MSETCL focus on core business operations.

"ESDS has always been in the good books of organizations it has catered to. MSETCL isglad to have chosen ESDS as it rightly provides the best of services. MSETCL gets full-fledged support from the skillful and co-operative team of ESDS. Fantastic colocation, eNlight 360º and other support protocols. Great going ESDS," says **Mr. Mahesh Bhagwat**, *Superintendent Engineer, MSETCL.*

Full protection against ransomwar attacks

The WannaCry ransomware attack was a May 2017 worldwide cyber-attack by the WannaCry ransomware crypto worm, which targeted computers running the Microsoft Windows operating system by encrypting data and demanding ransom payments in the Bitcoin cryptocurrency. The attack began on Friday, 12 May 2017, and within a day was reported to have infected more than 230,000 computers in over 150 countries. The ransomware attack, infected the complete mail exchange server present in the premises of MSETCL. The technical team of ESDS began finding solutions, worked with an approach to help MSETCL overcome this situation as early as possible, and the issues were resolved in 48 hours, the adoption of the solution was done in no time. Also, the Microsoft Office version present at MSETCL end was Microsoft Office 2007, which is known to be very old and obsolete. ESDS team took up the additional responsibility of upgrading the MS Office version to enable quicker resolutions. The result was astonishing, not even a single mail got lost during the infection recovery of the mail exchange server, Also, upgradation from an order version to a newer version took place at the same time.

Frequent checks for vulnerability to prevent attacks

Team ESDS has taken the responsibility of weekly check of vulnerability in the collocated server and report sharing with MSETCL. This process is being successfully conducted since 20th of June 2017, on routine basis. The team provides regular reporting as well as health analysis of the colocated server. Indeed, this is self-initiated measure by ESDS, going out of the SLAS to ensure efficient business operations of MSETCL and to achieve maximum customer satisfaction.

About ESDS

Born with a global mind-set, ESDS began its operations from the city of Nashik (India) in 2005 and presently has its footprint in 19 nations across APAC, Europe, Middle East, the Americas, and Africa. ESDS acts as a catalyst for digital transformation in the modern outcome-based economy by enabling organizations to embrace advanced technologies.

At ESDS, we believe in creating lifetime relationships and fostering a culture of co-existence by uniting minds that are passionate about delivering innovative solutions and exuberant customer experience. More than 750 organizations, backed by a committed workforce at ESDS, have successfully achieved their business objectives.

ESDS Software Solution Ltd.

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