Epta Layers

From Latency to Efficiency: How Epta Revamped the IT Infrastructure for Improved Manufacturing Operations

OVERVIEW

Based in Bangalore with sites in Hosur, Anekal, and Mumbai, our customer leads India's manufacturing sector with expertise in doors, windows, and advanced facade solutions. Despite their unmatched expertise in executing complex projects—from office complexes to luxury condos to airports—technical hurdles were hampering their growth. With an expanding global presence and over 1000 completed projects, they needed a reliable partner to streamline their IT infrastructure.

CHALLENGE

Overcoming IT Infrastructure Hurdles

The customer's reactive IT setup resulted in inefficiencies, marked by:

- Data packet losses
- Security vulnerabilities
- Fragmented vendor systems (multiple OEMs)

After acquiring a German conglomerate, it became evident their IT could not support expansion ambitions, highlighting the need for a streamlined, efficient, and secure IT infrastructure.

SOLUTION

A Multi-Phased Approach to IT Excellence

The Epta Layers team conducted thorough infrastructure audits across the customer's office locations, laying the groundwork for a strategic overhaul in three critical areas: security, data management, and network reliability.

1. Strengthening Security Protocols

Security was a top priority. Enhanced security measures covered gateway, email, and endpoint protection. A third-party partnership established a Security Operation Center (SOC) for proactive risk management, safeguarding data and operations.

2. Optimizing Data Management

We implemented a three-tier data center design to minimize downtime and boost reliability. Improved asset and patch management elevated service desk efficiency, while priority-based service tickets and detailed reports streamlined operations.

3. Upgrading Network Services

To address issues of disparate systems, the Epta team standardized network services across the board. By consolidating their systems, we eliminated inefficiencies from multiple vendors, improving production efficiency and setting the stage for global growth.

OUTCOMES

A Path to Continued Success

Our phased approach not only solved immediate pain points but also laid the foundation for a sustainable, scalable IT infrastructure that supports the customer's long-term business expansion. Delighted with the improvements at their Bangalore head office, the customer has greenlit the project plan for Phases 2 and 3, slated for the next financial year.

Moreover, the success of Phase 1 has been a learning experience, allowing Epta Layers to create intellectual property that will benefit future projects.

SOLUTION HIGHLIGHTS

- Epta Layers conducted infrastructure audits to enhance security, data management, and network reliability.
- Security was bolstered with improved gateway, email, and endpoint protection, plus a SOC for proactive risk management.
- A three-tier data center design minimized downtime and improved reliability through better asset and patch management.
- Standardized network services eliminated vendor inefficiencies and increased production efficiency.
- These improvements streamlined operations and supported global expansion.

For more details, contact

santhosh.baragur@eptalayers.com

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