

AIESEC CASE STUDY

MANAGED HOSTING AND STORAGE— TATA COMMUNICATIONS DELIVERS SUPERIOR PERFORMANCE FOR COLLABORATION PLATFORM

AIESEC (www.aiesec.org) is the largest international student organisation in the world. It was established shortly after the Second World War by seven countries, and is currently operating across more than 90 countries in over 900 Universities with over 18,000 members.

This network of students interacts through AIESEC.net, the online collaboration and communications platform. With over 1,400 active communities, 250,000 documents and 10,000 forum postings per month, it is the largest and most active installation of the OpenACS platform in the world.

The Challenge

AIESEC had partnered with a hosting provider to support the AIESEC.net platform but was not getting satisfactory service levels. At the same time, AIESEC needed to maintain its ongoing monthly spending within a fixed budget.

After reviewing the market, AIESEC chose to work with TCS and Tata Communications to manage and host the platform and provide a higher level of availability and support. Working together as part of the Tata Group, TCS and Tata Communications were able to provide a complete, managed solution for AIESEC.

Solution Architecture

TCS acts as the primary owner and interface for IT support for AIESEC, running all of the applications and services under an SLA. Tata Communications provides Managed Security services combined with a Managed Hosting solution based on HP servers running LINUX.

Tata Communications manages the Operating System from within its data centre in London and monitors the solution from its Managed Services Operating Centre in Chennai. Tata Communications delivers high performance levels with 24x7x365 support, high availability and rapid response to service outages.

Predictable Costs

By amortising the capital equipment costs over a multi-year contract, Tata Communications was able to provide a fixed monthly service charge that enabled AIESEC to manage its expense flows in accordance with its income flow.

Superior Performance and Support

AIESEC now benefits from a more predictable and reliable IT support structure backed by TCS and Tata Communications.

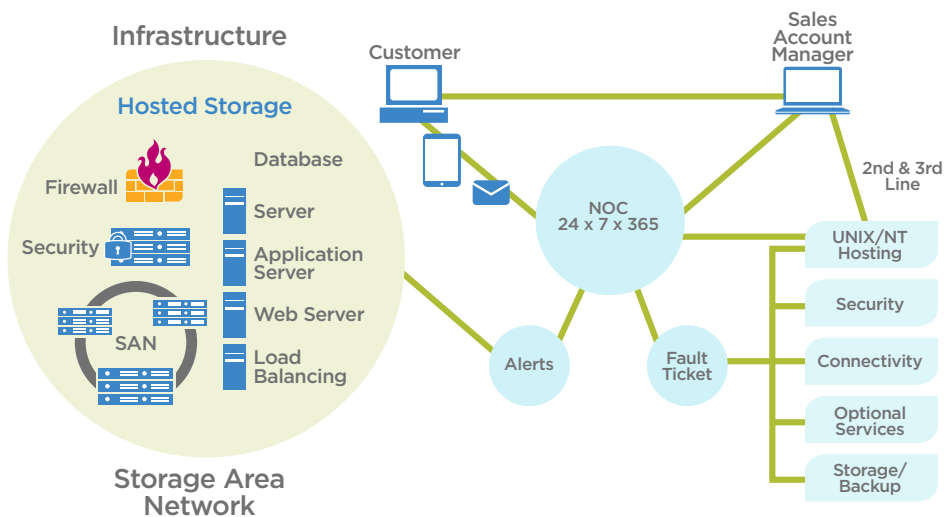
Enrique Villalon, former VP Information Systems says “We have been very pleased with the flexibility and creative approach shown by TCS and Tata Communications and are confident that we have chosen the right partner to support AIESEC into the future”.

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Enrique Villalon
VP Information Systems
AIESEC

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For more information on Managed Hosting and Storage Services, please visit: www.tatacommunications.com/contact