

AN ASIAN GOVERNMENT AGENCY CASE STUDY

**ASIAN GOVERNMENT AGENCY
LEVERAGES MANAGED HOSTING TO
CONTROL COSTS AND ENSURE HIGH
SERVICE UPTIME**

A leading Asian government agency in charge of regional business development was experiencing growing pains with its Web site—a strategically important communication channel for the organization. The agency had grown increasingly dissatisfied with its Web hosting service and its provider, so when the existing contract was up for renewal, the government agency sought a better solution.

Offshore Disaster Recovery

Tata Communications stood out from competitors due to its end-to-end suite of managed services. As part of the proposal, Tata Communications offered off-site, remote disaster recovery to protect the agency's Web content in an offshore location – a prerequisite in the RFP. Tata Communications also offered a managed firewall service, which was appealing to the agency.

Tata Communications won the bid for hosting the Web site. The agency was particularly pleased to have a single point of contact with the same policies and procedures across both the primary site located in their home country and a secondary backup site located at the Managed Services Operation Centre (MSOC) facility in Chennai. The organization also requested a robust service-level agreement (SLA) to ensure uptime. As part of the agreement, Tata Communications delivered an SLA that offered an exceptional service availability guarantee.

Reduced Capital Outlay

The managed hosting and security solution also enabled the government agency to control costs by shifting capital expenditures to operating expenditures, allowing for a predictable monthly fee rather than an initial, expensive outlay to build a Web hosting infrastructure.

Tata Communications' staff expertise was also an important benefit. Limited IT resources meant the organization needed to rely heavily on Tata Communications' hosting and storage personnel to design a unique solution. In addition to the managed hosting solution, Tata Communications also provided managed firewall service to prevent harmful traffic from entering the network.

Looking Ahead

The government organization has been extremely satisfied with Tata Communications' end-to-end solution. Looking ahead, the agency is planning to integrate Tata Communications' Content Delivery Network (CDN), which will enable live online video broadcasts of major regional events.

Why the Singapore Government Agency Chose Tata Communications

- Cost-effective data centers—both onshore and offshore
- Tata Communications' strong network capability around Asia
- Reduced costs through data center outsourcing of Web site and infrastructure
- Reliable, around-the-clock, 24x7x365 support
- Full redundancy and backup to prevent data loss
- High SLA for all services
- Industry best practices around IT governance
- Scalable, expand-as-you-grow model to add bandwidth and services as needed

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