

## Case Study

# Cost-effective internal communication solution for a leading automobile company

*How an automobile company resolved its internal communication problems and achieved multiple benefits*



### **Business Situation**

The customer, a leading automobile company, had problems with respect to person-to-person communication within the organization. This resulted in inflated phone bills and expensive business travels. The customer wanted a cost-effective solution that could provide audio conversation and audio conferencing facility, facilitating quick connection with people based even in remote locations. The customer partnered with Mahindra Satyam and decided to implement Microsoft Live Communication Server 2005 to resolve these challenges.

### **Mahindra Satyam Solution**

The Mahindra Satyam team started with user requirement collection and designed and executed the Live Communication 2005 architecture. Then it implemented separate SQL database server to form two-tier architecture, Live Communication Server Access Proxy on DMZ to provide access for roaming users so that they could log on to LCS environment and Antigen for LCS environment to prevent spam. After completing the entire process, Mahindra Satyam transitioned complete knowledge about the solution's operations to the client's team. The tools and IT environment that Mahindra Satyam used to design and implement the solution included Windows 2003, Microsoft Exchange Server 2003 and Microsoft Live Communication Server 2005.

### **Business Benefits**

- Enabled instant messaging
- Improved productivity
- Reduced the number of voice calls by enabling voice over IM
- Facilitated complete knowledge transfer
- Administration and monitoring activities made possible on a day-to-day basis

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### **Mahindra Satyam's Infrastructure Services Practice**

Mahindra Satyam's Infrastructure Services Practice offers reliable and efficient IT Infrastructure solutions that include Consulting, Designing, Building, Managing, Integrating, Securing and Empowering the IT Infrastructure. Areas of global expertise include: Remote Infrastructure Management, Shared & Dedicated Hosting Services, Application Packaging, Virtualization, End-user Computing, Storage Solutions, Security, Database Services, Mobilization and Smart Cards.

The Practice has over 2,500 dedicated and certified Infrastructure experts; three Global Technology Command Centers (NOC) located in India and Malaysia providing shared infrastructure services and application packaging services; and three global delivery/data centers, strategically located in India, Singapore and USA that enable us to offer services 24x7. The Practice works closely with leading technology vendors such as Microsoft, CA, VMware amongst others and delivers reliable and efficient Infrastructure solutions to customers across 15 industries in 60 countries.

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