



# Kirloskar leverages managed services for accelerated digital transformation and growth

## Client profile

Kirloskar Limitless Group consists of more than 13 group companies, and is headquartered in Pune, India. A pioneering industrial conglomerate in India, with a rich history spanning over 130 years. The group manufactures a wide range of products, including gensets, motors, pump sets, industrial chillers and iron castings. Nearly 50% of compressed natural gas (CNG) stations in India are powered by Kirloskar. Kirloskar Oil Engine Ltd. (KOEL) has four state-of-the-art manufacturing units in India and a sizable presence in international markets, including Dubai, South Africa, Kenya, Indonesia and Nigeria. It also has a rich heritage in providing diverse engineering solutions around the world.

## Summary

Kirloskar Limitless Group was looking for a reliable IT service provider to help the business meet customer expectations and support their ongoing success and growth. It chose NTT DATA to manage its IT infrastructure. With an efficient, secure and well-regulated infrastructure, Kirloskar has achieved better governance and control over its IT services and maintains 99.9%+ system uptime.

## Business need

### Prepare IT infrastructure for significant business growth

Kirloskar Limitless Group was looking to achieve significant business growth, both organically and through acquisitions, while maintaining high-quality standards. To meet customer expectations and its industry segment-leading position, well into the future, Kirloskar needed robust IT infrastructure that could accommodate increasing demands and integrate new technologies, with no disruption to the business. This required a major digital transformation program and a reliable IT service provider that could help the organization implement their specific requirements.

## Solution

### Hybrid delivery model with remote and onsite/field support

Kirloskar wanted to have better control over its digital infrastructure and use proactive monitoring tools to achieve better uptime for its IT infrastructure.

A hybrid service delivery model with support from NTT DATA's remote platform comprising the right mix of people, process and tools, and key domain experts onsite (including end user service desk and deskside/field support to cater to the manufacturing plants setup) was provisioned as part of the solution.

NTT DATA worked with the Kirloskar team to implement IT processes in accordance with industry best practices. This included preparing a standard operating procedure to make the IT services more efficient. In addition, a strong governance framework put into the practice in agreement with the top management.

## Outcomes

### Streamlined IT operations for improved efficiency and reliability

Partnering with NTT DATA enabled Kirloskar to improve system uptime, and implement systems and processes that will support the goal of digital transformation for business growth:

#### Close to 100% uptime

With 99.9% system uptime, Kirloskar can rely on the availability of crucial IT services.

#### Optimized IT investment

Robust IT services governance give Kirloskar complete visibility and control over IT assets, helping it optimize IT investments, improve mean time to repair and streamline IT operations.

#### Security and compliance

With greater security throughout the organization, Kirloskar has better protection against cyberthreats and ensure they're able to comply with regulations.

#### Faster issue resolution

An efficient knowledge base, created to document common IT issues, has improved the speed and effectiveness of issue resolution.

#### Ability to scale

The standardization of processes enabled Kirloskar to extend services to other group companies at short notice.

#### Improved efficiency of IT operations

End-user management and infrastructure management services help make IT operations more efficient and consistent. This made employees happier and improved the customer experience.

Following the successful IT services transformation, Kirloskar Limitless Group is consolidating the network operations center and centralized IT services. This will make operations more streamlined and efficient, further improving ability to meet the needs of its diverse and growing customer base.