



# MEDIA BUZZ



## Dataquest's latest issue spotlights the Infrastructure Management Services space in India

### Infrastructure Management

#### Opportunity during Tough Times

There is substantial growth in remote management and monitoring services to the high level of expertise vendors have gained through their global experience. This, in turn, will drive the infrastructure management services market.



**L**ack of resources in the IT and finance departments, along with the high cost of IT, is one of the major reasons for the growth of Infrastructure Management Services (IMS). The market is expected to grow at a CAGR of 15% over the next five years. This growth is driven by the need for cost-effective solutions to manage the growing complexity of IT environments. IMS providers offer a range of services, including 24x7 monitoring, incident response, and performance optimization. The market is expected to reach \$1.5 billion by 2015, up from \$0.8 billion in 2010.

**Key Players:** IBM, HP, Oracle, and various independent vendors.

### Infrastructure Management



**"We must take it out from our financial model for our plans and strategies as it places and we have to give additional resources"**

**"A CEO's nightmare is to keep the infrastructure working, approach, and give the customer exactly, they don't want to make additional resources"**

**"Typically, a 20:20 infrastructure split is better than a 10:10 split"**

**"Customer view is that they believe should be up and running and the service provider should do whatever it takes to achieve that"**

**"Infrastructure management is in our gene and we have been doing remote management from day one of our operations"**

**"Typically, a 20:20 infrastructure split is better than a 10:10 split"**

**"Customer view is that they believe should be up and running and the service provider should do whatever it takes to achieve that"**

**"Infrastructure management is in our gene and we have been doing remote management from day one of our operations"**

### Infrastructure Management



**"Typically, a 20:20 infrastructure split is better than a 10:10 split"**

**"Customer view is that they believe should be up and running and the service provider should do whatever it takes to achieve that"**

**"Infrastructure management is in our gene and we have been doing remote management from day one of our operations"**

**"Typically, a 20:20 infrastructure split is better than a 10:10 split"**

**"Customer view is that they believe should be up and running and the service provider should do whatever it takes to achieve that"**

**"Infrastructure management is in our gene and we have been doing remote management from day one of our operations"**

### Infrastructure Management

#### Challenges Ahead

While the market for Infrastructure Management Services (IMS) is growing, there are several challenges ahead. One of the major challenges is the lack of standardization in the market. Different vendors offer different services and pricing models, making it difficult for customers to compare and choose the right provider. Another challenge is the high cost of IMS services, which may deter some organizations from adopting them. Additionally, there is a need for more skilled professionals in the field of IMS, which may limit the growth of the market in the short term.

**Key Challenges:** Lack of standardization, high cost, and shortage of skilled professionals.

HCL Technologies (which traces its foray into infrastructure management services in the form of the first HCL Comnet deal struck with the National Stock Exchange in the early 1990s) is one of the earliest Indian players in the space starting with networking but later diversifying into an integrated portfolio. Says Kiran Bhagwanani, country manager, India & Middle East (IME) for HCL Technologies, "Infrastructure management is in HCL's gene and we have been doing remote management from day one of our operations."



**"Infrastructure management is in our gene and we have been doing remote management from day one of our operations"**