



Case study

Panasonic Life Solutions | Asia Pacific | India | Manufacturing | Digital Infrastructure

Panasonic Life Solutions is at the forefront of Digital India with optimized business operations

At a glance

Which services?

- Managed Services for Data Centers
- Managed Networks Services

Which technologies?

- Unified Communications Server
- VMware NSX

Which partners?

- Cisco
- VMware



‘The government’s appeal to every industry to make the country more digitally empowered, has driven us to become a leader in our manufacturing field.’

Dinesh Aggarwal, Joint Managing Director, Panasonic Life Solutions India

Why Panasonic Life Solutions needed to optimize their operations

Panasonic Life Solutions aims to be a digital frontrunner in the manufacturing industry in India. To achieve this goal they needed to provide highly available services to end users, ensuring continuous production in factories, freeing up IT teams to focus on innovation and strategic initiatives.

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How Panasonic Life Solutions created a hybrid IT support model

Panasonic Life Solutions consolidated and seamlessly migrated 45 applications across 44 sites to a scalable private cloud environment to meet business growth objectives. A stable hybrid IT support model covering the network and the data center optimizes operations and provides 24/7 support.

[Read more](#)

What optimized and automated operations mean for Panasonic Life Solutions

Operational efficiency across the data center, network, security, and cloud means that critical IT resources are freed up to drive innovation. Panasonic Life Solutions is now able to execute its digital strategy and become more competitive.

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Disclaimer: The work described in this case study was performed while the company was known as Dimension Data.

'We rely on our trusted partner to optimize and transform our hybrid IT environment to accelerate our digital ambitions.'

Dinesh Aggarwal, Joint Managing Director, Panasonic Life Solutions India

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Panasonic Life Solutions, a subsidiary of the Panasonic Group, is one of India's largest domestic manufacturers of electrical construction materials. They manufacture a range of innovative electrical, lighting, and ventilation products.

They wanted to improve the service they provided to their end users while keeping disruption to a minimum.

However, this objective was hampered by frequent downtime at their 44 production plants, caused by ageing infrastructure and an inefficient support model, which resulted in lost revenue.

With their small IT team kept busy dealing with day-to-day operational issues and escalations, the team didn't have time to focus on innovation and strategic initiatives. The lack of tools to enable proactive monitoring and management of the infrastructure also meant that the IT team couldn't provide effective support.

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To meet Panasonic Life Solutions' business growth objectives and mitigate the issues faced due to obsolete technology, we created a scalable private cloud environment and virtualized branch network architecture in its data center.

A hybrid IT support model underpins the existing infrastructure and optimizes data center and network operations. The model offers them complete visibility of their IT operations in the form of granular monitoring, control, and reporting, measured against set business outcomes.

The use of automation created a radical shift from their existing, reactive IT operations management environment establishing a more focused, predictive, and proactive environment.

With 99.9% uptime and 24/7 support across all their operations, including manufacturing facilities, warehouses, and offices, all services are available to end users at any point in time.

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As a result of their implementation of an optimized and automated support system, Panasonic Life Solutions is set to meet their target for revenue growth, partly due to an expected 10% reduction in operational costs.

There's also been a 15% reduction in risk by shifting their existing IT operations management strategy to a more focussed, predictive, and proactive management approach. With automation, Panasonic Life Solutions has experienced up to 25% improvement in performance as a result of reduced downtime.

They've also seen an improvement of between 15% and 20% in internal customer satisfaction because of the reduction of escalations and customer complaints. IT management can focus on initiatives to 'change the business' to become more productive, rather than focusing on 'running the business'. This will allow them to execute their digital transformation strategy and become more competitive in the market.

Technology accelerates digital business

'Panasonic Life Solutions can now focus on digital initiatives that will enable us to double our revenue targets. Our hybrid IT environment is running 24/7, thanks to NTT's Managed Services. An overlay of automated and integrated, proactive support services optimizes our environment.' Dinesh Aggarwal, Joint Managing Director, Panasonic Life Solutions India.