

Career in IT Infrastructure Management and Services

Today the field of IT infrastructure Management & Services is growing rapidly. With the boom in this sector India has experienced a major hike in the field of IT Infrastructure. IT is a vast field in the IT sector and skilled professionals are getting good jobs in the technology industry.

At present India has become the hub of the IT industries as well as there are many good institutes in India also which are providing trained and skilled professionals to these industries across the globe. These professionals are providing their services to small and medium sized companies. There are mainly three categories in this line like application outsourcing, system integration and information technology consulting.

3 Outsourcing Waves in Indian IT Industry.

1st Wave IT enabled services (ITES), Business Process Outsourcing Firms

2nd Wave IT Software Services(ITSS) Software Development and Testing

3rd Wave IT-Infrastructure Management Services. (IT-IMS)

Why to Outsource Infrastructure Services?

- To reduce operational expenditure and increase revenues.
- Employees feel free to put their best skills to the core business process.
- Increase their business with improvement on core business processes.

Many companies give support services like network support, server support, and remote system administration services, hence for those who are certified with these type of courses and degrees from good institutions have a wide scope in this field.

The main technology cities of India are Mumbai, Pune, Kolkata, Bangalore, New Delhi, Hyderabad, Noida etc. For those who are fresher in the IT sector have good career aspects in these cities. Many MNC's also having their operations centers in these cities. IT is a growing sector and in the coming years a large number of employment opportunities are about to come

Remote Infrastructure Management Services – The New Trend of Offshoring

One typically relates offshoring, especially to India, with either ADM (Application Development and Maintenance) or BPO (Business Process Outsourcing) based services. These two have been around for a long time and were the initial drivers that encouraged companies to outsource their operations, while ensuring a higher quality of service at reduced costs. Of late, **a new trend which is gaining tremendous potential and is effectively considered the third wave of outsourcing is Remote Infrastructure Management Services (RIMS).**

Remote infrastructure Management Services is a Business 2 Business service that covers all aspects of maintenance and monitoring of clients IT infrastructure; inclusive of networks, mailboxes, servers, VOIP, data centers, etc.

All this can be done either on-site or remotely from a Network Operation Centre(NOC). RIMS are gaining a fair amount of popularity among CTO's as they are ensured of end-to-end reliable services encompassing all aspects of their IT infrastructure. The growing interest is going to be fueled by changing customer and vendor perspectives towards the RIMS space and the advancement of technology over the last few years.

A Nasscom-McKinsey report, titled 'The Rising Remote Infrastructure Management Opportunity: Establishing India's Leadership' (released in February 2008) on RIMS estimates that the market for Remote infrastructure Management services lies between \$96 bn – \$104 bn. As things stand, less than 1 % of this market is being taken care of by offshore vendors. The large potential that lies ahead is a clear indication of the way the tide may turn with regard to offshoring in this domain. Many vendors have realized the potential that Remote Infrastructure Management services offers and are already developing tools, processes and global delivery models that can be tailor made to meet client requirements.

All said and done, a major aspect of identifying the right vendors is a major concern. A couple of basic points that can help identify a right vendor would be:

Skills and experience -

Once a company can identify the skills for which it requires outsourcing, it becomes important to compare the same with the labor being provided by the vendor. Potential vendors would have skill sets which not only manage your requirement, but also related skill sets that may come in handy in the future, hence, being able to provide end-to-end support. Needless to say, it makes clear sense to invest with an established vendor who has experience in remote operations as a core competency.

The rules of engagement -

A suitable vendor would be able to take care of all client requirements while ensuring that all rules of operations laid down by governing bodies and the local government are followed. It is preferred to go with a vendor who is certified by international organizations for process and quality. Regulations like data security, reporting, use of licensed software are important when outsourcing operations to a vendor. Many smaller vendors would tend to use unaccepted practices in order to cut costs. A thorough audit of the operations

With technology advancing at the pace with which it has over the last decade, remote monitoring and remote controlling of infrastructure has become more efficient and more reliable. With the advent of higher speeds across the internet, more and more CTO's are comfortable with offshoring infrastructure operations to an experienced vendor, who does not necessarily have to be located in the same city. With most vendors themselves creating redundant links to a customer's network, CTO's can sleep better knowing that their infrastructure is in safer hands.