



# Satyam Computer Services

## star of India

“We were looking for a fully managed service from a committed and flexible partner, who could promise 100% availability and take the penalties if it wasn't achieved. Orange ticked every one of those boxes.”

**C. H. Srinivasu**  
Head of IMS-N&S  
Satyam Computer Services

### highlights

- leading IT services organization in India
- growth compromised by legacy network infrastructure
- Orange selected as global managed IP network provider
- new sites and customer locations rapidly plugged into the Satyam VPN
- resulted in more bandwidth, any-to-any connectivity and 100% network availability guarantees

## issues and challenges

Satyam is one of India's largest IT services organizations, serving customers all over the world. With headquarters in Hyderabad, Satyam employs over 42,000 people at its 25 development centers in India, the Americas, East Asia and Europe and is growing at over 25% each year.

Many of Satyam's customers are Fortune 500 companies that require application development, BPO and professional services. Delivering high quality services to these customers through its legacy network, though, was becoming increasingly difficult. It had to rely on unmanaged international private circuits to reach customers' data centers. This situation prevented delay-sensitive applications from sharing the same network as ERP applications – Satyam's stock in trade.

Satyam's growth was also exacerbating the problem: complexity increased as each new site introduced a new vendor. The bottlenecks in this architecture left it over-exposed to serious network outages.

- **the objective:** find a trusted partner to provide and manage a modern, scalable communications environment on which new applications could be deployed to improve working practices

## the Orange Business Services solution

- The global MPLS IP VPN from Orange Business Services supports four classes of service (CoS), which allows Satyam to prioritize delay-sensitive traffic, such as video and SAP.
- The managed network connects all of Satyam's key locations in India and East Asia – representing 35,000 staff – to customer data centers all over the world. The 622 Mbps backbone is guaranteed to be 100% available and is supported by fully redundant routers and access lines at each site.
- The flexible, resilient network is designed to grow with Satyam, minimizing any impact on Satyam's customers and locations. Dedicated life cycle, project and customer service managers ensure that the network is continually optimized to meet Satyam's changing needs.

## the benefits

With Orange Business Services handling the complex management of the network infrastructure, Satyam can concentrate on what it does best: developing applications and business processes for its blue-chip clients.

### fully managed IP network

- integration of Satyam development centers and customer locations wherever they are in the world
- improved application response times
- guaranteed 100% network availability
- reduced networking costs with a single network for voice, video and data

### on-time deployment and implementation

- complete project management of global network
- smooth and rapid installation of new locations
- worry-free IT infrastructure management
- expert advice regarding ongoing strategy and development

**for more information about Orange Business Services, visit [www.orange-business.com](http://www.orange-business.com)**

**for more information about Satyam Computer Services, visit [www.satyam.com](http://www.satyam.com)**

## listening and learning...

"The Orange account team is very technically knowledgeable and really listens to us as a business."

**C.H. Srinivasu**



## results

- global any-to-any connectivity
- improved application response times
- Platinum class of service (CoS) for voice and video
- guaranteed 100% network availability
- fully managed connection of Satyam's customer sites



**Business  
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