

Netmagic boosts
Tally Solutions'
operations

Netmagic solves
Tally Solutions'
connectivity
issues and thus
helps the
company run its
processes
smoothly





About Tally Solutions

"Bangalore based Tally Solutions Private Limited, is the leading developer of packaged software solutions for business enterprises in India. This home grown company's products include Tally. ERP 9 & its associated Tally. Net services, Shopper POS for retail outlets and Shopper HO for retail chains. Tally ERP 9 offers an integrated business and inventory management solutions for various industries and is used by over 2 million companies in India. Its products are used in more than 90 countries.

Requirements and challenges

Tally's IT team preferred to internally manage all its 25 servers and the running of important applications like its own homegrown Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Email services and other business critical processes such as HR, payroll, production & dispatch and call center activities. These business critical services were essential to reach Tally offices and its 10,000-strong ecosystem of distributors, resellers and its customer base. They had to be connected to Tally's servers 365 days a year on a 24/7 basis. So the need for continuous connectivity was crucial.

Tally was dependent on an Internet service provider for connectivity. However, there were frequent disruptions which led to loss of connectivity. "The area where the Tally office is located was vulnerable to fibre cable breakdowns leading to downtime of 4-5 hours," says Mr Shashidhara DG, Senior Manager, Tally Solutions. The company simply could not afford these interruptions to its business anymore.

In February 2008, the company took a strategic decision to co-locate its servers with a data center service provider to reduce the risk of interruptions for connectivity.

The objective for using a third party service provider was:

- To Co-locate servers at a Internet Data Center*
- Availability of uninterrupted connectivity and stable bandwidth*
- Enable basic monitoring of systems*

"Earlier on, we hosted the applications on our servers and depended on the service provider for connectivity. The main reasons why we decided to opt for an Internet Data Center (IDC) are always-on connectivity, uptime and ensuring that our systems run smoothly." - Shashidhara DG

Besides Netmagic, Tally Solutions considered a few other service providers, but decided to go with Netmagic since it was the only company specializing in data center services. The rest of the players in the market were primarily into providing Internet services.



netmagic

When it's mission critical

About Netmagic

Netmagic Solutions is India's leading Managed IT Service Provider, specializing in Internet Data Centers, Managed Hosting, Remote Infrastructure Monitoring & Management, Mail & Messaging Services and Application Hosting Services.

Netmagic Solutions is ISO 27001 (formerly BS7799-2) certified and our processes are designed as per ITIL framework. Combining world class internet data centers with advanced technology and professional service capabilities, Netmagic Solutions delivers mission critical hosted applications for over 650 of world's best known enterprises from multiple locations to their customers in a secure and seamless manner.

Netmagic has multiple carrier-neutral data centers located in Mumbai, Bangalore and a virtual data center in the United States. These are equipped with best-in-class infrastructure, world-class services, tools and skilled personnel giving our customers the option to host their applications in any of these centers. Netmagic assures mission critical support to its customers in association with its ecosystem of channel and alliance partners

Role of Netmagic

The Tally Solutions team signed in a co-location agreement with Netmagic where in it rented rack space at the Netmagic data center facility in Bangalore. The servers were moved into the facility and Netmagic provides basic monitoring, bandwidth, back-up and power.

Netmagic services for Tally

- *Co-location services*
- *Monitoring of servers*
- *24X7 uninterrupted connectivity*
- *Data back up*

By opting for these services Tally's connectivity problems were solved.

Business benefits

- *No more breakdowns and downtimes*
- *Frees up IT team's time so that it can focus on core IT issues*
- *1st level monitoring during off-hours*

"We are extremely happy with the way Netmagic team has worked for us. By solving our issues of connectivity and monitoring of systems, they have helped us to keep our business operations running smoothly 365X24X7."
Shashidhara DG