



HCL Comnet bags Rs 31 Cr Network Management order from National Insurance Company (NIC)

- Sets up a dedicated Network Operations Center for NIC to monitor and manage its network across 1000 locations nationally

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Exemplifying leadership in the network management domain, HCL Comnet, India's leading IT Services Company and a 100% subsidiary of HCL Technologies, has bagged Rs 31Cr network management order from NIC, India's leading public sector general Insurance company. Through project **NICNet** HCL Comnet will set up and manage NIC's network across 1000 locations in India. A landmark project and one of the largest in the domain of network management, **NICNet** will be a turnkey solution deployment that will entail *both on site* and *off site infrastructure management* for a period of three years. HCL Comnet is partnering Cisco systems Inc, a leading global networking company for the project.

Starting June 2003, the project entails setting up of a network to enable customer developed business applications, messaging and workflow applications and Voice and video-conferencing. Since voice and video are amongst the top priority applications an end-to-end QoS enabled network has been built with high resiliency for latency sensitive applications. A dedicated Network Operations Center (NOC) equipped with quality processes, best of breed tools and skilled workforce, will be set up at NIC's headquarters in Kolkata, to monitor and manage NIC's network across all locations.

Announcing the project win, Vineet Nayar, CEO, HCL Comnet said, "The NIC win is an endorsement of our quality-promise to provide customized and cost-effective infrastructure management solutions to our customers. HCL Comnet was amongst the first to perceive the potential of network management in the country and these orders are a strong validation of both our strategy and capability."

Commenting on the **NICNet** project, Mr. H S Wadhwa, Chairman and Managing Director, NIC said, "Networking our offices will empower NIC to effectively meet the challenges posed by the dynamic Insurance industry, besides strengthening our internal communication system. The long-term objective of this deployment is to extend the concept of 'Anytime Anywhere Insurance' by enabling our customers to access information about their insurance policies from any branch, across the country, irrespective of the policy purchase location. HCL Comnet's network management solution, their technical expertise to manage complex infrastructures and deliver within time lines, were some of the key criteria for choosing them as our networking partner."

With 4 dedicated Operations and Management Centers (OMC) across India, one disaster recovery center in Chennai and a central Operations and Management center located at Noida, HCL Comnet currently monitors and manages over 25,000 devices for more than 76 clients. The ISO 9002 certified and ITIL process compliant OMC carries out over 6 million measurements a day.

NIC Net Project Details

For successful implementation of the project, HCL Comnet will

- Set up and integrate a converged Voice-Video-Data network
- Design and implement Windows 2000 Active Directory - to be implemented across all the locations providing user access control, domain based services and enhanced user management capabilities
- Offer Infrastructure Security to ensure data integrity and security



- Provide 24*7 network health monitoring and management both onsite at the captive NOC in NIC Head Office at Kolkata and offsite through the state-of-the-art OMC at HCL Comnet Noida.
- Provide on-going Trend and Root Cause Analysis to sort out performance issues and deliver consistent performance.
- Provision for end-to-end Quality of Service to ensure good voice and video quality over the network.
- Provide Service Level Agreement (SLA) management and compliance by providing Device Management, Telco Management and enhanced reporting on network health and service levels.

Some of the key benefits to NIC will be:

- Converged WAN with Voice, fax & video facilities, delivering cost benefits in terms of reduced communication & travel expenses.
- Highly rugged and scalable design catering to all 1000 current locations, with adequate scalability for future expansion.
- Consistent and predictable Application Response Time to the end user
- A strong network backbone on which NIC can build further value-added services to enhance customer satisfaction.
- Complete visibility into the network through the integration of the best of breed tools deployed to the HCL OMC and the NIC NOC.

About HCL Comnet

A 100% subsidiary of HCL technologies, HCL Comnet is India's leading IT infrastructure management company. A focused player in the IT services arena, HCL Comnet seeks to provide simplified infrastructure solutions through delivering high-performance management services for complex, distributed infrastructure environments encompassing the Internet, Client and legacy based infrastructures. HCL Comnet addresses the growing demand for the cost-effective management of technology infrastructure across geographically dispersed locations. With a mission to develop innovative solutions for enterprises worldwide, the company has developed a unique model for Remote IT infrastructure management that enables customer organizations to achieve superior infrastructure performance at significantly reduced costs.

For further information:

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