

## Guest CEO Editorial



**Mr. Atul Hemani**

MD, Omnitech

**Mr. Atul Hemani**, Managing Director: Aged 43 years, Engineering Graduate from Bombay University has an experience of over 20 years in IT industry. He is a co-founder of Omnitech and had worked for 2 years with HCL prior to starting this venture.

He is responsible for overall business strategy and direction for the organization. He has undergone various soft skills programs. He has also been instrumental to bring up the premium relationships with Intel, Microsoft, HP, CA and IBM.

In past, he has managed domestic marketing and finance aspects of the company successfully. He has moved out of his earlier responsibilities of manufacturing, logistics and accounts to focus fulltime into international business strategy and promotion for Outsourced Services in the area of Infrastructure Management, Application Development and Software Testing.

point in "To Do" list of most of the CIOs for the obvious reasons. RIM not only helps to lower the support costs but also enables to get higher & committed service deliverables.

As the applicability and acceptance of RIM is getting better, areas of Monitoring, Availability/ Diagnostics and Performance management services will tend to grow. This gets further extended into "Virtual IT Setup" and utilise Pay as per Use model. High end consolidation, Shared resources, technical expertise and capabilities of service providers bring distinct advantage to customers to consider RIM.

### **Tholons:**

**Is there a technology innovation/trend in the pipeline in the high-growth Remote Infrastructure Management space?**

### **Atul Hemani:**

Supporting more and more platforms/ technologies, optimisation of bandwidth, security, remote backup management and navigational aspects are ongoing innovation areas in Remote Infrastructure Management (RIM) space. RIM is a clear

**Tholons: What major advantage does India possess as a RIM destination, which other countries/cities are emerging Centers of Excellence for the industry?**

**A tul Hemani:** India is very well established and recognised as the IT services destination as well as the leader in IT Services space. Besides the advantage of being on a leading curve, India as a RIM destination has four key differentiators which are as follows;

- Availability of young talented and highly skilled people
- Better communication ability
- Different time zone
- Cost effective operations

China, Vietnam, Philippines, East Europe, South America countries are emerging to provide RIM Services. The geographical spread into type B and C cities, meaningful relationships between education institutes and industry and ongoing innovations can help India to continue its leadership in this space. For this, Government and industry both will have to work in tandem at a very rapid pace.

**Tholons: Convergence of services in the offshoring space is the latest buzz word, how do you see the prospect of a single service provider as a one stop shop for clients? Is that a real driver for the service providers to expand their service portfolio?**

**A tul Hemani:** Today, businesses need to be available (365\*24\*7), scalable on demand, efficient and most importantly cost effective. In this competitive world, organisations prefer to focus on their core competencies while outsourcing other functions to capable service providers. In such context, “One Window Solution” is the right choice to leverage on best of both worlds. Services providers such as India’s big 5 and few select mid-sized IT service providers offer end-to-end solution by offering various services like Infrastructure Management, Application Management, and Performance Management. We at Omnitech call this true “End User Experience” for our customers. These offerings further get expanded to Complete IT Outsourcing and Cloud Computing.

**Tholons: Green IT is getting good traction recently and a mandatory part for every firm's Corporate Social Responsibility. How are firms such as yours gearing up internally and also to service your clients in an environment friendly manner?**

**A tul Hemani:** Green IT is extremely important aspect from an environment point of view. Organisations are encouraging the "Green" initiative and are looking for investing into Green System, Data Centers, Buildings and so on.

At Omnitech, we have identified this as one of the focus initiatives and have decided to go Green for all our future technology centers such as OmniCenters – Disaster Recovery Centers, Data Centers, Network Operations Centers, and Technology Labs. Our technology campus at Hinjewadi, Pune is being designed & planned to be Green. We acknowledge that this brings us host of new business opportunities in the area of consulting and implementation of IT solution. We have already launched offerings for Green Data Center.

**Tholons: What is the business opportunity in the disaster recovery and business continuity space? What special challenges do clients and firms face in adopting the best practices in the DR and BCP space in developing countries such as India with the infrastructure problems?**

**A tul Hemani:** The DR/BCP is necessity of global businesses for obvious reasons and which is only getting more and more critical in today's situation. There is a great business opportunity to provide services and solutions in this space. The opportunity lies in various areas like consulting, implementation, management and managed services through state of art of recovery centers. Some of the challenges related to infrastructure in India are connectivity (last mile, bandwidth scalability at DR site), roads & airports (for an approach to DR site in stipulated time) and most importantly uninterrupted feed of power (Ideally there should be dual feed of power supply to the site). Service providers like us need to overcome such challenges by anticipating time efforts as well as investing into additional resources to provide right solutions/services to their clients. For example, it took us 3 months to get last mile connectivity to our OmniCenter – India's first managed disaster recovery center at Navi Mumbai and had to make an additional investment into dedicated transformer and equipments for the right power feed.

Besides infrastructure related challenges, there are other challenges in terms of clarity/permissions from various governing authorities in the areas of connectivity, export benefits, banking regulations and so on. I personally relate these challenges more to "First Time" adaption challenges, as DR/BCP had never been an important and integral part of businesses in India. With right representations from Clients and Service providers to authorities and overall maturity will only help to resolve this to the fullest extent.