



### **Technology Expert, Gurprit Singh, speaks to The Other News on Remote Infrastructure Management and the tremendous potential it offers.**

Remote Infrastructure Management (RIM) is fast evolving as a potential game changer. It offers long term benefits both in terms of ease of operations and as an aid to strategic business development. TON caught up with Gurprit Singh, former COO - Ricoh India Ltd, to give more insight into RIM and business benefits it offers.

#### **What's the basic idea behind RIM?**



RIM is generally used in reference to managing IT Infrastructure remotely, however this could be related to any other infrastructure such as for medical equipments. There are many reasons for using RIM:

- Off-loading day to day monitoring and management of IT infrastructure from your team to an outsource partner so that your team can focus on strategic initiatives.
- Utilise some expert and highly expensive services not available in-house with your team.
- Need for 24X7 support that may not be feasible through internal team.

RIM also helps you in scaling up fast and if required scale down without much HR challenges.

#### **What are the benefits both in terms of money and technology that RIM offers?**

It is widely accepted that using RIM, most of the organisations are able to achieve a saving between 20-25 per cent, with same or improved quality of service. However, I feel it is not only about saving money! Another key benefit that RIM offers is standardisation of IT systems and

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processes as most of the outsourcing vendors have adopted to service management best practices. RIM also helps businesses proactively monitor issues and resolve them before their impact is felt.

### **How is the aspect of security taken care of in such an environment?**

Organisations needs to ensure that the outsourcing vendors is using certified tools for providing remote management services as well as systems and processes are security compliant. One must look for vendor with ISO 27001 certification.

### **What are the challenges this industry face currently?**

A lot of customer across various segments are holding a lot of IT decisions as currently they do not have clarity on adoption of cloud strategy. Customers may adopt cloud in phases with some of the infrastructure residing in-house and some with cloud solution provider. This results in customer holding decision on outsourcing of infrastructure management. RIM vendors need to build in flexibility in the systems to handle such scenarios, and also need to align with cloud vendors.

### **Which skill set is in demand for RIM professionals?**

RIM was earlier limited to network and helpdesk management services but today customers are looking at RIM vendors to support end-to-end IT infrastructure including, databases and applications. Customer are looking for vendors who not only understand the technologies but the business as well. As most of the technologies have high business impact so customer are looking at vendors to shift from managing technology to managing business impact.

### **What kind of job opportunities do you see RIM offering in the near future?**

As per NASSCOM there are about 100,000 people employed in India for providing RIM services

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and this is expected to double by 2012.

### **How good is the level of awareness about the concept of remote management in general?**

RIM has come a long way in the last 3 to 5 years in terms of awareness. However, we have not seen a large scale adoption by customers in India. One of the main reason is limited focus and strategy to acquire RIM customers in Indian market by large IT system integrators, their main focus remains USA and Europe. And the regional system integrators have not invested in building good skills sets on RIM tools, systems and processes.