

IT Strategy Services Helps a Chemicals Manufacturer Improve Efficiency and Reduce Expenditure

Customer: SDC Technologies, Inc.

Size: 201-500 employees

Region: Irvine, CA

Industry: Chemicals

Profile: SDC manufactures abrasion resistant coatings that add premium performance, appearance, and durability to eyewear, sunglasses, safety lenses, automotive and aerospace products, electronic devices, and other custom applications.

Services: IT Strategy and Planning

Business Need

The client is a world leader in the development and manufacturing of proprietary, high-performance coating systems. It manufactures high-performance abrasion resistant hardcoats, ophthalmic grade coatings, and anti-fog and anti-frost coatings.

As the client started growing, maintaining IT infrastructure and supporting new technology initiatives in-house became difficult with just a handful of employees specialized in IT-related tasks. The client was, therefore, on the lookout for a Managed IT Services Partner that could provide IT Strategy and Planning Services to help them adapt to a hyper-competitive market, stay on top of trends, and fuel growth.

The client partnered with Synoptek to manage their IT infrastructure needs — round-the-clock. As the client's existing infrastructure began to limit its ability to innovate and secure data, Synoptek offered IT Strategy and Planning Services on which the client's growing business could be built.

Solution and Approach

Given the growing IT demands of the client, Synoptek delivered an array of IT Strategy and Planning Services:

Existing IT Environment Assessment

- Commissioned an IT Systems Assessment and Remediation
- Evaluated existing applications and infrastructure

Gap Analysis

- Conducted a budget and utilization assessment to help prioritize the gaps to be addressed first
- Provided insights into actions that can drive more value from IT, achieve competitive advantage, and improve customer experience
- Set up IT capability with appropriate infrastructure, systems, and security to meet the business objectives

IT Organization Design

- Provided strategic guidance to choose technological innovations that accelerate growth
- Helped build a tech-driven mindset to ensure long-term success of the established IT setup

Technology Roadmap and Recommendations

- Developed and executed a clear and strategic IT roadmap – with priorities closely aligned with the business and the IT goals

- Provided a clear communication plan for the users and developed a comprehensive migration plan to avoid downtime
- Recommended upgradation of network infrastructure to overcome the problem of network outages while proactively identifying and resolving network issues
- Recommended migrating users accounts from the on-premises servers to Office 365

After client's approval, Synoptek implemented all the recommended IT services including replacement of core switching and network equipment, modernizing legacy applications, improving security posture, deploying redundant firewall appliances, and O365 migration.

In addition, Synoptek provided a robust backup and disaster recovery solution across multiple locations. Synoptek also enabled device management and server administration for ongoing server

management and monitoring. Following steps were undertaken:

- Server consolidation to reduce footprint and additional capital expenditures.
- Host server replacements to improve performance of virtual infrastructure.

Business Results

With Synoptek's comprehensive IT Strategy and Planning Services, the client could build a secure, reliable, and scalable IT environment without increasing IT administration overhead. Synoptek enabled the client to:

- Consolidate servers and reduce IT footprint
- Significantly reduce IT capital expenditures as well as server maintenance costs
- Replace the on-premises servers and leverage the capabilities of virtual infrastructure
- Proactively identify network issues, improve network uptime, and maintain security posture

