

# Infoline successfully deploys Microsoft System Centre for OETC

MUSCAT — Infoline, Oman's leading business process outsourcing (BPO) and IT enabled service (ITES) provider, has successfully implemented System Centre Service Manager, Operation Manager and Configuration Manager 2012 for Oman Electricity Transmission Company (OETC).

This is the most cost effective, flexible and comprehensive management platform which will enable OETC to more easily and efficiently manage their IT environments, including their server infrastructure, private and public clouds and client devices. It will help in increasing productivity, improve resolution time, improve manageability of the IT asset life cycle and ensure software license compliance reduce infrastructure costs, keep track of hardware & software inventory and will ensure visibility in IT environment with a daily health report.

It will help OETC in automation,



*Hilal al Shukri*

integration and centralising their IT infrastructure. It is for the first time that Microsoft System Centre Service Manager 2012 has been implemented with bilingual interface.

Infoline's consultants facilitate every client with a thoughtful perspective and empowering approach to drive results. By leveraging the

years of experience and proven methodologies, they bring value to any project with their depth and breadth of knowledge. In addition to optimisation services, Infoline's consultants develop a gap analysis and technology roadmap that provides plans for migrating to a newly optimised platform, helping their clients to leverage their return on investment (ROI) and reduce the total costs of ownership.

'Our IT infrastructure is currently managed professionally with Microsoft, as it will add value to our environment, the productivity and work process will be improved and all daily work will be documented and easy to be monitored and control. We have selected Infoline for this implementation as they have proven track of successful implementations of Microsoft products and have excellent resources for continual support', said Hilal al Shukri, IT Manager of OETC.