

## Inatech Opens Dedicated MAC Facility in Chennai

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Inatech has used the latest in innovative technologies and office design for its service support desk in Chennai, India.

As part of the system integrator's service offshore offerings, a new dedicated Managed Applications Centre (MAC) room has been unveiled that will service customers across the world. The new cock-pit style help desk takes its concept from a Network Applications Centre with an extension to provide Level 1 – 3 support for all applications customers, reminiscent of a Star Trek Voyager.

The Oracle Certified Advantage Partner (CAP) can now better deliver additional services as a help desk, remote database and applications management provider through a single optimized team.

Inatech has reorganised its help desk following feedback from customers requesting teams to manage both technical and function issues. As a leader in SME systems integration and managed services, Inatech can further its flexible product offerings to help customers remain agile in the current financial climate.

Inatech unveiled its new concept of modular managed services to help businesses fight the recession during OUG 2008 in December. iBIZ and iDBA modular programmes assist companies to achieve core goals through expanded business and technical expertise to support the individual IT manager or director. Its MAC offering underpins these services to provide a flexible, reliable, available and resilient service.

The new department to service iBIZ and iDBA modular programmes will allow customer applications (e.g Oracle ERP Suite, Microsoft Dynamics suite) and databases to be monitored 24/7 using a cockpit-style instrumentation set-up. Similar to a film studio from Star Trek the IT consultants can access all customers remotely using Virtual Private Networks (VPN) channels that can be displayed on both desktop and large visual displays incorporated with sound alerts.

Each station has the ability to take over system administration screens seamlessly (with remote driving capability) and split separate functions to multiple team members and screens simultaneously. This means that while one individual is watching over the database and interfaces another Inatech consultant can observe hardware and memory usage statistics.

“We have opened our support services into one office with a single team all working together to share resources,” says Vedante Shrihari, managing director. “Managed services and systems integration customers now have one team dedicated to their requirements which means we can respond rapidly and utilise wider expertise to solve issues quickly.”

The layout has been separated between "reactive" and "proactive" actions. The cockpit feel allows specialists attending a problem to quickly take over and have additional support functions on standby if necessary. The help desk office design also allows for multiple display units and terminals to be visible from a single point without being obtrusive.

Inatech is an IT solutions company with strategic locations worldwide, and 1,000 qualified consultants working across all industries. With its EMEA headquarters in London, UK, and offices in 16 cities in 8 countries, Inatech is able to take advantage of onshore and offshore resources. Founded in 2002, Inatech manages solutions development, systems management, and outsourcing. In 2007, Inatech merged with Calsoft Enterprise Solutions, to strengthen its Microsoft solutions portfolio. An Oracle Certified Advantage Partner, Inatech works with enterprises that are re-engineering their processes and are adapting to rapid change. Being part of Calsoft Group, supported by technical innovators Calsoft Labs, Calsoft Enterprise Group balances track record with invention. Its development practices are certified at CMMi Level 5. Calsoft Enterprise Group is relied upon to sort out business problems, troubleshoot legacy and first-to-market technology, and to manage risk in emergencies and for the long term. Inatech is an ethical business, with a shared belief that what is right for the environment

and the workforce is right for the bottom line.

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