



TRIMAX

Answering needs.
Integrating technologies.

Case Study



The State Government of Rajasthan wanted a statewide area network to connect all the 5,000 government offices across the districts of Rajasthan. The motive included establishing a communication corridor and bringing governance closer to the public. How did Rajasthan accomplish this?

eGovernment

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Trimax facilitates eGovernance for Rajasthan

About the Client

As part of the eGovernance initiative of the National eGovernance Plan (NeGP), the Government of Rajasthan (GoR) planned to set up a Rajasthan State Wide Area Network (RSWAN). RSWAN is the communication corridor connecting all the State Government offices, dedicated to improve the quality of services to the people of the state, and thereby, administration and efficiency.

Business Challenge

The project at hand is complex and of large scale. The GoR wanted the SWAN up and running along with its integration with the existing network.

Scope of work included:

- » To provide reliable vertical and horizontal communication corridor within the state administration and to make the Government more productive and compatible with electronic transactions
- » To achieve eGovernance commitment and bring government closer to the public
- » To provide an efficient delivery system
- » To strengthen the disaster management capacity

The key uses of the RSWAN to the State Government and the people is:

- » Data, voice and video communication
- » Electronic Data Interchange (EDI) services
- » Value-added services
- » Helpdesk for RSWAN users
- » Information kiosks, data warehousing and others

Solution Offered

The Government of Rajasthan selected Trimax, along with Airtel, to design and implement RSWAN in the State. Trimax providing end-to-end connectivity across various departments of GoR via SWAN. The solution is comprising in three phases:

Design Phase

Preparation and submission of:

- » Comprehensive project implementation plans and schedules for vertical and horizontal segments
- » IP, firewall, IP telephony, security, internet access, HDMS, NMS, IPS and routing policies
- » Separate PAT and FAT plans and schedules for vertical segment and horizontal segment of SWAN
- » Manpower deployment plan and schedule for different locations and stages of the project
- » Separate schedules of supply, installation, testing and commissioning of vertical and horizontal links at SHQ (state headquarters), DHQ (District headquarters), BHQ (Block headquarters) and New Delhi offices

Implementation Phase

- » All active and passive components

- » Implementation of both vertical (covering one SHQ, 32 DHQs and 240 BHQs) and horizontal segments covering 3,614 GoR offices across the state (covering 3,574 GoR offices located at DHQs and BHQs, 4 GoR offices located at New Delhi, and 32 district collectorate offices, to be connected with respective DHQ)
- » Install and establish connectivity among all the offices in the vertical and horizontal segment in co-ordination with the bandwidth service provider
- » Integration of the SWAN with the existing network in Rajasthan
- » Commissioning and testing of the laid network for SWAN, followed by the acceptance test

Operations and Maintenance Phase

The final phase of the solution involved the following activities:

- » Training to Government of Rajasthan officials
- » Round the clock network monitoring from SHQ (NOC at Yojana Bhawan, Jaipur)
- » Network Performance Management
- » Configuration Management
- » Network Fault Management
- » Carrier/ Link Management
- » Operational liaison with carrier/link providers
- » Asset Management
- » MIS and report generation
- » Security Management
- » Accounting Management
- » Fault Management and Rectification
- » SLA Management and its compliance
- » IP-PBX, Video Conferencing Management
- » Technical Support to all end users
- » Manpower Deployment
- » Virus Management
- » Maintenance Services
- » Helpdesk Services

Trimax is providing 24x7 maintenance and support to the RSWAN initiative.

Business Benefits

With a full-fledged, state of the art communication corridor, the GoR realized the following benefits:

- » Substantial reduction in Total Cost of Ownership (TCO)
- » Proficiently designed and established network, connecting all offices across vertical and horizontal segments of the Government of Rajasthan
- » An efficient network that helps every government initiative to reach out faster to every citizen in the state

About Trimax

Established in 1995, Trimax IT Infrastructure & Services Ltd. (Trimax) offers managed IT services, data center and cloud services, customized industry specific solutions, turnkey solutions and custom application services. Our clientele includes state governments, public sector undertakings, and business enterprises across banking, insurance, telecom, transport and energy (oil & gas) sectors. We have proven expertise in managing large and complex IT Infrastructure projects with a pan-India coverage. Our flexible engagement model enables customers to balance their CapEx and OpEx investments with their business priorities.



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Trimax IT Infrastructure & Services Ltd.

ISO 9001:2008, ISO 27001:2005 & ISO/IEC 20000-1:2005 Certified Company

Managed IT Services • Data Centre Services • Cloud Computing • Application & Business Intelligence Services

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