Duster Total Solutions Services

Case Study

About DTSS

Duster Total Solutions Services is India's leading facility management service provider in terms of scale, customer profile, reach, employee strength, area under maintenance, etc. Present in 35 cities and towns, DTSS caters to over 800 clients across a range of industries- from hospitality and healthcare to education and retail, IT and manufacturing- with specialized expertise in every department.

In 2008, Dusters and Total Solutions merged to form one of India's largest FM service providers - Duster Total Solution Services (DTSS). Their services include - soft services, technical services, pest management services, business support services, specialized cleaning services and specialized pharmaceutical services. In 2016, DTSS became a part of the SiS group.

DTSS believes in constant enhancement of the service offerings, people-centricity by encouraging internal growth and strong adherence to compliance, all the while focusing on increased reach and scale.

Summary

Business Challenge

DTSS had roped in Amazon web services as their technology partner. However this proved to be a problem as AWS had its datacenter outside India. This increased the latency and impacted DTSS' performance. Hence DTSS wanted a datacenter that was not only located in India but would also match or surpass the services provided by AWS in terms of competence and performance.

Addressed by NxtGen

After a thorough research, DTSS signed NxtGen as their new technology partner. The result was immediate. With NxtGen's advanced infrastructure, there was an improvement in performance through reduction in latency from 1000 milliseconds to less than 40 milliseconds. The overall performance improved significantly, making it possible to run business critical applications without any hassles. As a result, DTSS was now able to operate more efficiently as well as save time and money.

NxtGen
Infinite Datacenter

The business problem

DTSS had already signed with Amazon Web Services as their technology partner and used AWS's cloud platform for a wide range of mission-critical workloads. But since AWS had their Data Center outside of India, DTSS used to face a lot of issues pertaining to performance and latency. Over time, these issues started putting a strain on DTSS's day-to-day operations and slowly started to impact business.

What DTSS needed was a technology partner whose data center was located within India to reduce latency, and someone who would be able to match, or preferably exceed Amazon Web Services in terms of performance.

The solution with NxtGen

DTSS needed to solve their issue of latency and performance. During the process of searching for a new technology partner, they came across NxtGen. When it came to the criterion DTSS was looking for in their technology partner, NxtGen easily ticked off all the boxes. Their data center was located within India; it 's reputation rested on the superior performance when compared to competition; and had great DR solutions—in addition to the revolutionary Infinite Datacenter.

Based on rigorous research and ready references provided by colleagues who had worked with NxtGen, DTSS quickly signed up, and began their journey of IT transformation.

Result

Once the migration from Amazon Web Services to NxtGen was completed, DTSS was able to almost immediately notice a difference. Their latency had dropped from 1000 milliseconds on AWS to less than 40 milliseconds on NxtGen's infrastructure. The overall performance and the compute power to run their business-critical applications dramatically improved. Added to this, the after-sales support from NxtGen made the transition more seamless.
As a direct consequence of enlisting NxtGen and migrating from Amazon Web Services, DTSS's employees were able to work more efficiently as the connectivity and performance improved drastically—saving a considerable amount of time and money in the process.

"After conducting a comprehensive research, we narrowed down on NxtGen based on references by our colleagues. NxtGen did not only meet our requirements, but also exceeded all our expectations! With their superior technology, our latency period dropped drastically. Also their impeccable after-sales support ensured that we did not face any glitches during the transition"

Yatendra Kumar
AVP & Head - IT

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