

Application: 6617

Sri Harsha Koneru Transforming Enterprise IT Efficiency and Compliance

**Page: General Information**

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

**Name of Organization/Company**

Infoway Software LLC

[REDACTED]

[REDACTED]

**Additional Contacts**

I do not wish to list additional contacts

**Page: Entry Information**

**Entry Title**

Sri Harsha Koneru Transforming Enterprise IT Efficiency and Compliance

**Category**

Q11f. Employee of the Year - Information Technology - Managed Services

**Employee Nominee Submission Format**

Written Answers

**a. Briefly describe the nominated non-executive person's employer: the organization's history and past performance (up to 200 words). Required**

Sri Harsha Koneru is a seasoned IT professional with over 12 years of deep expertise in endpoint management, cloud-based infrastructure, and data center operations. His journey reflects a progressive track record of delivering robust, secure, and scalable IT solutions in highly regulated industries, particularly in pharmaceutical and healthcare sectors.

As a Systems Administrator at implementation partner HCL, Harsha has played a pivotal role in transforming IT operations at Alkermes, a prominent pharmaceutical company, through collaboration with HCL. HCL, known for its client-centered IT consulting and managed services, entrusted Harsha with enterprise-critical responsibilities, including managing over 3,000 endpoints and 100+ servers with 99.99% uptime reliability.

Two of Harsha's notable contributions include:

Achieving 98% patch compliance across 3,000+ devices, aligning with stringent FDA and HIPAA standards. Automating 60% of deployment tasks through PowerShell, eliminating 25+ hours/month of manual effort, thereby boosting team efficiency by 40%.

His leadership in technical operations not only enhanced internal efficiency but also supported Alkermes' broader mission to innovate in medicine through a secure and agile digital foundation.

**b. Outline the nominated non-executive employee's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required**

Innovation in Endpoint Management and Compliance

Sri Harsha Koneru's work on optimizing IT infrastructure for Alkermes stands out for its depth, scale, and alignment with regulatory needs. At its core, his innovation addressed the complexity of managing diverse systems in a hybrid environment while ensuring compliance, security, and agility.

1. Unified Endpoint & Data Center Management

Harsha architected and maintained a centralized management framework using Microsoft SCCM/MECM and Intune, handling 3,000+ endpoints. He implemented automated deployment systems, reducing manual processes by 60% and enabling consistent policy enforcement.

2. Compliance & Security Innovation

By developing tailored security baselines, conditional access policies, and automated patch management, Harsha elevated endpoint compliance to 98% and reduced non-compliant devices by 85%. These results are especially critical in the pharmaceutical sector where regulatory scrutiny is high.

3. PowerShell-Driven Automation

Through strategic use of PowerShell scripting, he reduced recurring manual tasks by over 25 hours per month, enabling faster software rollouts and allowing IT teams to focus on high-priority initiatives.

4. Deployment & User Onboarding Acceleration

Using Windows Autopilot, Harsha cut device provisioning time by 50%, ensuring new hires were production-ready within hours instead of days—significantly enhancing user experience and business responsiveness.

5. Business Continuity Assurance

His leadership ensured 99.99% uptime across 100+ servers and enabled sub-4-hour RTO and sub-1-hour RPO, key metrics in disaster recovery that safeguarded critical pharmaceutical operations.

This multi-layered technical innovation transformed Alkermes' IT landscape into a secure, compliant, and efficient environment.

**c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other employees or to other workers in your industry and/or to the nominee's past performance (up to 250 words). Required**

Sri Harsha Koneru's accomplishments stand out not just for their technical excellence but for their strategic impact in a highly regulated industry. Few managed services professionals demonstrate the same degree of operational, compliance, and automation mastery in an enterprise environment.

Harsha's success is particularly noteworthy when compared to industry norms:

While many enterprises struggle to exceed 85% patch compliance, Harsha achieved 98%.

Industry averages for device provisioning often range between 1–3 days. Harsha halved onboarding time, achieving same-day productivity.

Manual task reduction typically reaches 20–30% in similar IT transformations; Harsha automated 60% of deployments.

Key Differentiators:

Compliance Leadership: Reduced non-compliant devices by 85%, aligning with FDA/HIPAA regulations.

Operational Efficiency: Saved 25+ hours/month of manual work via PowerShell, increasing IT agility by 40%.

Business Continuity: Maintained 99.99% uptime with sub-4-hour RTO and sub-1-hour RPO for critical systems.

End User Experience: Reduced provisioning time by 50% through Windows Autopilot adoption.

Proactive IT Monitoring: Developed dashboards that reduced system response time by 30%.

Conclusion – Industry Benchmarking Excellence

Few peers in the managed services field match the level of end-to-end impact Harsha delivers. His integration of automation, compliance, and business continuity sets a new standard in IT administration and managed services performance.

**d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

Sri Harsha Koneru's exceptional work is further validated through external sources and operational outcomes that reflect both industry alignment and innovation leadership.

A detailed review of Alkermes' \$1.17 billion revenue milestone highlights how secure, efficient IT operations directly supported pharmaceutical R&D and commercialization, underpinned by Harsha's infrastructure leadership.

Multiple outlets including Fierce Pharma and Stock Titan have recognized Alkermes for growth and job creation, attributing operational maturity as a key enabler an area strengthened through Harsha's systems administration and automation.

Internal IT metrics 98% patch compliance, 99.99% server uptime, and a 50% reduction in device provisioning time demonstrate a measurable uplift in security, availability, and employee onboarding efficiency.

Harsha's deployment of real-time dashboards has driven a 30% faster issue resolution, a benchmark often cited in high-performing ITIL environments.

These outcomes are not hypothetical; they are substantiated through live environments, media-recognized business growth, and internal KPI improvements. Together, they confirm that Sri Harsha Koneru's efforts go beyond standard systems administration, offering transformative, measurable, and validated excellence worthy of the Stevie Employee of the Year – Managed Services honor.

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**Supporting Document**

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