Case Study– Managed Services (1/2)

Business Need

- Client is a US based multinational financial services corporation headquartered in Manhattan, New York City. Client has operations in 140 countries with approximately 16,000 offices worldwide
- Client has a Payment exchange based application that plays a critical operational role . Any down time or performance degradation can cause a monetary as well reputation loss .
- Client had the following challenges with their internal resources (IT infrastructure and People) :
    - Current datacentre is running out of space
    - Need a redundant and scalable environment for Payment exchange based application
    - Implementing security best practices in existing IT environment
    - 24x7 availability of infrastructure and business applications
    - Server, Database, network and security Administration
    - SLA based deliverables for end client

Solution

- LGTech analysed the application environment and evaluated in-house and outsourced datacentre options
- A Team of 3 consultants undertook an extensive analysis to understand the client's functional, non-functional, and technical requirements for a week
- Suggested and finalised Tier III+ datacentre service provider in US for cloud hosting with maximum uptime guarantee

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Solution

- Migrated existing servers (physical and virtual) over cloud through OVF(open virtual format) images
- Evaluated tools for monitoring the infrastructure and recommended Eventsentry
- Designed and implemented a high availability technical architecture to ensure maximum uptime for the payment processing and related applications
- Configured and manage the BCP which promptly recover Client's data,, restore the processing environment, resume critical processing, and re-establish service levels at the alternate location
- Adopt ITIL based practices for process improvements

Achievements

- Self-oriented architecture
- 30% Higher Uptime and improved quality performance
- Improved availability of services due to proactive monitoring
- Complete visibility and Instant alerts through EventSentry
- 60% cost saving due to pay as use model

Technology Stack

AWS,LINUX and Windows OS, MSQL database, Cisco Firewall, IDS, .net 3.5, IIS 7.5, Symantic Antivirus, EventSentry