DCM Infotech

Case Study

Cloud Services

Financial Services Company saved over 80% in Capex and improved the RTO/RPO by moving to the cloud

Our customer is a fintech company that empowers billions of people and millions of merchants to buy and sell online, extending the reach of financial services. Their India center is a back office which provides support services in various areas like HR, IT etc.

While the company is Europe based, it has offices across the globe. Their main Data Center is in Europe while the DR was in Asia.

Company Overview

Operating in **50+** markets home to **43** different nationalities.

Deploys more than **400** payment methods

Serves more than **4, 50,000+** merchants with over **100+** payment methods

IT Environment

IT infra in based on CAPEX model

Heavy VMWare users

Microsoft environment

CHALLENGES

Long application loading time and mounting the database

High speed of replication, which caused data corruption

Increased AMC for maintaining old hardware and becoming exorbitant with each passing year

SOLUTIONS

DR set-up with more flexibility and lower CAPEX

IBM Cloud – with the capability of Bare metal server with all the necessary security compliances and the flexibility of taking a public cloud

Migration of on-prem to public cloud

IMPACT

Customer moved from CAPEX to OPEX model.

Saved on AMC and other Maintenance costs resulted in better utilization of their budgets.

Improved their RPO/RTO

Case Study | DC Cloud Management

MANAGING DATA CENTRE WITH REDUCTION OF TCO CONSTANT

While the company is Europe based, it has offices across the globe. Their main Data Center is in Europe while the DR was in Asia. They are heavy VMWare users in a predominantly Microsoft environment of operating systems databases and applications. They had a site to site storage replication using NetApps storage on both primary and DR site. As the servers and storage devices were more than 6 years old and support costs were rising they wanted to do a tech-refresh. As per the original plan they wanted to continue with the same methodology of site-to-site storage based replication since it had been proven in their environment, worked well and did not require additional servers to be procured. Their Data Center is based in north India and is managed be the third party vendor. They use multiple modules of SAP for their operations. The servers used for the ERP are HPUX based in addition the customer has Windows and Linux servers. The network is primarily based on Cisco. They have a strong web application through which customers can interact and know the status of their bills, connections etc.

CHOOSING THE RIGHT SOLUTION AND MEETING THE DEADLINES

DCM has a well-developed managed IT services practice, managing Data Centers for some of the largest customers in Delhi/NCR. With the customer we assessed their existing Data Center set-up, the challenges faced and proposed them methodologies to help them managing their IT infrastructure better and with lower cost.

We assigned a transitioning manager on this project along with the specialists from multiple areas – HP-UX, SAP, Oracle DB, IBM Websphere and Weblogic - to understand the nuances of the customer's site in detail. Then the team shadowed the existing personnel to understand the operations and documentation.

Once there was clarity on how the processes are run and the escalation matrix on both sides, we deployed our team to slowly takeover shifts while the incumbent vendor worked in the shadows to give support in case needed.

We have 24*7 support personnel placed at the customer site. All these engineers are specialized for managing DCs and are multi skilled to ensure coverage for all shifts in all technologies. There is a team lead at site who manages the shifts and is involved in the routine interactions with the customer.

The team leader in turn reports to a delivery manager who is based out of our NOCs. On a quarterly basis the Delivery head and the marketing head meet the customer leadership teams to see if there are any challenges which need to be addressed on either side. DCM has 2 NOCs – one in Gurgaon and another in Hyderabad.

These NOCs have a pool of Subject Matter Experts (SMEs) in multiple technologies. Onsite and offshore teams access these resources in case there are problems which need specific interventions of specialists. After taking over all the shifts as a part of continuous improvement our team was involved in identifying processes which were routine.

These processes were then automated by writing scripts for various tools. This has resulted in reduction of more than 30% manual labour in monitoring activities. These engineers ensure that 90% of the day-to-day challenges are addressed and solved by them and service levels which are much better than the customer's SLAs.