DCM Infotech

Case Study

Implementation Services

Helped an International Fintech Company get all its Indian systems compliant within 60 days.

Our customer is an international fintech company. Their India center provides digital wallets and payment gateway solutions.

During the demonetization in India in November 2016 the load on digital wallets and e-payments companies rose dramatically. There was a paucity of currency and the government was pushing for digital payments. Business grew suddenly, however that also brought along with it a need for better compliances. The Reserve Bank of India started mandating stricter compliance norms for the digital wallet & payment gateway companies.

To ensure that they complied with the RBI guidelines and did not lose out on business, our customer had to target strict deadlines for becoming compliant. One of the compliances was, ensuring all their end points were patched and all the known vulnerabilities within their endpoints eliminated. They wanted only one tool, which they could deploy patches across different operating systems and give them a "single pane of glass" view on all their compliances and vulnerabilities for servers and end points.

Company Overview

Payment gateway empowering **3,50,000+** businesses

Flagship Company of Naspers group which is a **$25** Billion internet and media conglomerate

Global payments and fintech leader

IT Environment

IT infra in based on CAPEX model

Heavy VMWare users

Microsoft environment

CHALLENGES

Lack of compliance tool

Cost – Payment gateway companies don't have a large margin.

Main challenge in becoming self-complaint on timely basis as Microsoft comes out with patches every *few* weeks and in addition.

SOLUTIONS

DR set-up with more flexibility and lower CAPEX

Suggested IBM Bare metal server with all the necessary security compliances.

Migration of on-prem to public cloud

IMPACT

Bigfix implementation

Gained ability to thwart attacks and comply with RBI guidelines

Windows and non-windows patching all executed through one tool.

Case Study | Implementation Services

FINTECH COMPANY GETS ALL ITS INDIAN SYSTEMS COMPLIANT WITHIN 60 DAYS

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

CHOOSING THE RIGHT SOLUTION AND MEETING THE DEADLINES

Our team of professionals assessed the customer's IT environment, third party applications and business processes based on which they broke down the customer's requirement. Since the customer wanted the capability of patching windows and Non- windows applications from the same package/ tool; DCM proposed IBM Bigfix that allows automated patching both windows and non-windows and quickly deploys and patches operating systems and third-party software with high first-pass success rates.

The IBM BigFix platform has a lot of functionality like identifying software and hardware inventory, doing license management etc. But the customer felt that it would be an overkill for their requirement. So we had to technically prove to them the complexities patching of third party software applications. Once they realized the complexities, they became more open to our solution design. So we did the pilot testing on few of their applications to roll out the patching process, once they were satisfied with the given results, customer bought the IBM BigFix license to implement the tool at their facility.

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With Bigfix implementation services, today the customer has faster patch deployments with more than 95% first time pass through rates within 72 hours of release of a patch by the OEM.

Due to the layered approach the load on the network bandwidth, when the patches are deployed or when inventory has to be taken is quite low.

Windows and non-windows patching all executed through one tool. Hence the employees of the customer don't need to learn multiple products for doing the same work.

Since we executed the project remotely, the overall costs of the project were within the customer's budget.