Application Servers Management A Comprehensive Solution

Effective management of the Application servers with optimal usage of technology and resources

CLIENT

The client is a leading private sector banks in India with customers in 2,587 cities. The bank caters to a wide range of banking services covering commercial and investment banking on the wholesale side and transactional / branch banking on the retail side. The bank has made substantial investments in acquiring the best technology to build the infrastructure for a world class bank.

CHALLENGE

The Bank had a series of requirements for installing Middleware products such as WebLogic, OBIEE, Oracle Forms, WebSphere etc. on the Core Banking environment. The requests were sporadic in nature leading to MindCraft consultants visiting the bank multiple times for installations. This led to higher turn around time due to the wait period for the consultant to reach the bank's premises, receive detailed instructions and then carry out the activity.

This also had an impact on the overall costs for the bank as each installation was separately priced.

Also post implementation, the support required had to be managed as a separate exercise.

SOLUTION

MindCraft implemented a Managed Services model for the bank wherein consultants are deployed onsite to carry out the various installations for middleware products. The onsite consultants also provide ongoing support to the application servers. Ongoing support essentially includes:

➢ Proactive monitoring of the application server's configuration parameters to ensure uptime
➢ Highlighting issues and raising alerts to appropriate stake-holders to ensure corrective actions/workarounds are implemented to avoid business losses
➢ Planning and coordination of various activities resulting in seamless execution of installations, migrations and upgrades for middleware products
➢ Documentation of daily activities of the monitored environment, highlighting the critical activities
➢ Trend analysis on the environment leading to continuous refinement of product installation and management

MindCraft consultants, apart from establishing a process oriented middleware environment, also setup the baseline for security implementation across all the middleware products. The security setup was imperative considering the criticality of the deployment environment as it was around their Core Banking system.

Baselines were setup for all critical parameters and the thresholds monitored regularly to ensure maximum uptime for the core banking environment.

BENEFITS

- Consistent Usage
- Continuous Support
- Increment in Response Time
- Overall Efficiency
- Anticipatory Activities

FEATURES

- Onsite availability of MindCraft consultants led to faster and seamless implementation of middleware products
- It also enabled continuity in terms of providing the required support for the installations
- Based on the varied product range, ready availability of appropriate skill sets led to marked increase in the response time for carrying out the installation and also in terms of providing product support
- Continuous monitoring of the environment led to proactive actions by the consultants and business owners resulting in tangible reduction of downtime
- Structured and process oriented services led to suggestions on performance improvement and architecture suggestions by MindCraft consultants for all middleware product implementation
- The onsite availability of consultants led to effective usage of middleware support resources across different function areas of the bank averaging the risk of high and low volume installation and support requirements

CONCLUSION

The bank has always invested in higher end technology to provide better services to their customers. The Managed Services Solution from MindCraft thus played a significant role for the Bank in continuing to maintain its reputation of providing its end customers enhanced banking services using technology, thereby strengthening their belief in the capability of the bank.

ABOUT US

MindCraft is a Software Products, Solutions and Services organization. We enable customers to transform their businesses through products for Banking, Insurance, Mutual Fund & Financial Services and a cross industry product suite.
We help our customers get competitive edge through technology services that include Development & Integration, Business Intelligence & Analytics and Systems Software Management. Incorporated in India in 2002, we have a team of over 500. We also have a presence in Singapore, USA & UAE.

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