

Uninterrupted 24x7 Support For Critical Applications

Increased issue resolution and productive usage of the application servers through 20+ migrations across technologies

CLIENT

One of the fastest growing private sector bank in India with a comprehensive product suite of Financial Markets, Investment Banking, Corporate Finance, Branch Banking, Business and Transaction Banking, and Wealth Management business lines.

CHALLENGE

The bank faced challenges on account of their large number of servers. They had over 150 servers spread across multiple products - WAS, WebLogic, MQ, IIS, Apache, Tomcat, JBoss,

FanTail, ConnectDirect, Worklight, IIB, API / DataPower. This disbursement of IT infrastructure proved more complicated for the team. Lack of the required skill set

resulted in higher turn-around time for the issue to be resolved.

SOLUTION

MindCraft deployed consultants with varied skill sets to manage the middleware environment. The senior consultants conducted a gap analysis by studying the technology landscape of the middleware implementation in detail with respect to the bank's requirements as well as Industry Best Practices.

Based on the gap analysis, a project plan was created to implement the following:

- Fix gaps to address the bank's immediate requirements
- Implement Best Practices with respect to each product's

features and configuration parameters

A number of activities were conducted to establish structured processes for faster resolution of issues

- 400+ monthly issues were handled by the team.
- Frequent performance reviews were conducted for 5 critical applications
- Uninterrupted 24x7 support was provided
- 20+ migrations across technology or to higher versions were initiated

- Close to 10 security projects were taken up to strengthen security for critical applications

The team was further split to focus on specific areas to ensure performance improvement, migration of application servers to better technology environment as well as ensure effective service delivery.

BENEFITS



Efficient Usage



Reduced TAT



Increment in Proactive Activities



Access to Latest Versions



Improved Execution

FEATURES



- Appropriate skill set of MindCraft consultants on the varied middleware technology ensured productive usage of the Application Server environment.
- The escalation and calls to the Principal vendors reduced over a period of time resulting in lower turn-around time of issue resolution.
- The team's quick learning on new technologies like IIB, Worklight, API/DataPower, FanTail
- Activities such as migration to higher versions by the application support team ensured an up to date environment
- The team structure based on focused strategy improved overall performance with respect to the architecture and configuration of the application servers

CONCLUSION

MindCraft's Managed Services solution deployed at the bank, ensured an effective and streamlined environment, empowering key IT users with data to conduct trend analysis on various parameters and arrive at an ideal technology environment for Application Servers. In this manner, MindCraft played a significant role in helping the bank maintain its reputation of providing its end customers enhanced banking services using technology.

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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