

APPLICATION SERVERS - - MANAGED SERVICES

An established and structured approach in service delivery leading to increased issue resolution and productive usage of the application servers

CLIENT

One of the largest private sector banks in India with a presence in over 19 countries globally. It has under its umbrella, multiple Group Companies including Life and General insurance, Asset Management, Securities and many others.

CHALLENGE

The Bank had more than 250 application servers spread across various products – WebSphere, WebLogic, Pramati, Apache etc. Lack of the required skill set resulted in higher turn-around

time for issue resolution. Performance and availability of applications dependent on the middleware layer were affected due to problems which could not be efficiently managed and resolved.

This in turn had a global repercussion on the bank's Application Systems uptime.

SOLUTION

MindCraft deployed consultants with varied skill sets to manage the middleware environment. The senior consultants studied the technology landscape of the middleware implementation in detail and arrived at a gap document with respect to the bank's requirements as well as Industry Best Practices.

Based on the gap document, 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

- Develop expertise to troubleshoot and manage Pramati issues
- Establish structured processes to ensure faster resolution of issues
- Documentation issues, plan of action on troubleshooting, management and resolution
- Creation of reports to track service delivery progress, root cause analysis of incidents etc.

The MindCraft consultants

implemented the project plan with a focused approach, leading to overall improvement of the environment uptime.

The team was further split into specific focus 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 of the Pramati application server product resulted in independent management of the product, reducing escalations and again improving the resolution time.
- 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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