



Database Support Services

Fortune 100 Insurance and Banking Company

A large automobile insurer in the US offering property and casualty, home, health, and life insurance in addition to banking and mutual fund services.

Project / Service Category

Database Support

Benefits

- Seamless transition with proactive administration enabled by experienced HTC resources
- Significant cost savings by leveraging the expertise of HTC resources
- Assured service levels with standards based support processes in place

Background

The client, a large automobile insurer in the US, was looking to hire a reliable IT vendor, who can provide Level 2 Database (DB) support and help them meet their objectives on improved service levels. The contract with their existing vendor was nearing closure; unhappy with the services provided they were keen in selecting another service provider.

After a thorough selection process, HTC was chosen by the client for their Level 2 DB support service needs. It is to be noted that HTC has been providing an entire gamut of IT services to the client for over a decade.

Scope

The scope of the work is to provide the following Level 2 DB support services:

- Provide Incident Management services for the incidents forwarded by Level 1 support and document the incident recovery steps
- Perform change tasks that are part of implementation, upgrade, incident recovery and maintenance activities
- Escalate unresolved incidents to Level 3 and coordinate for the closure
- Perform problem trending analysis, create problem tickets by logging, describing, categorizing, and prioritizing in the service management tool
- Assist Level 3 in determining the root cause

Solution

HTC adopted a two-phased approach for the project execution:

- Knowledge Transition from the existing vendor
- Service Delivery from onsite and offshore locations

Knowledge Transition from the existing vendor

HTC setup a transition team headed by a transition manager to perform the necessary knowledge transfer from both the client and the existing vendor. The team consisted of senior Database Analysts (DBAs) from the company's onsite (US) and offshore facilities in India (Chennai and Hyderabad).

The following are some of the challenges faced, and the mitigation techniques adopted by HTC during the transition process:

- Inadequate inputs from the existing vendor's resources – HTC collected inputs from client's technical teams and third-level DBAs that reduced dependency on the existing vendor. HTC also prepared a well-defined transition plan and checklist
- Existing vendor resources were working from remote location – HTC conducted knowledge transition sessions via desktop sharing and over the telephone

Service Delivery

HTC provides Level 2 support services in the areas of DB2-Open Systems, DB2-Mainframe, DB2-PeopleSoft, IMS, Microsoft SQL Server, and Oracle.

The highlight includes:

- 24x7 support services from onsite and offshore locations
- A round the clock, three shifts based dedicated services that ensure at least an hour overlap between the shifts to enable smooth handoff of tasks and open tickets
- Client's service management system utilization to effectively route and track incidents, changes, requests, and problems

- Extensive experience in providing cost effective and innovative IT and Business Process Services and Solutions across domains for global customers since 1990
- Quality and information security processes compliant to SEI CMM Level 5, ISO 9001, ISO 27001, and PCI DSS standards
- Global presence, large delivery centers, talented professionals, capabilities across multiple technologies, platforms, and domains



www.htcinc.com

Reimagine technology to accelerate your business

USA | UK | Germany | India | UAE | Australia | Malaysia | Singapore | Indonesia