



# Infrastructure Support Services

## A Fortune 500 Banking Major

A Fortune 500 banking major and leading global financial services firm with core businesses in asset management, investment banking, private banking, treasury and securities services, and commercial banking that offers financial solutions to clients in more than 100 countries.

### Project / Service Category

- Infrastructure Support Services

### Technology

- App-V, IIS, WebLogic, and WebSphere

### Benefits

- Reduced escalation percentage from 28% to 1% within 9 months in IIS support
- SLA achievements of 99.24% against the target of 95%
- Business continuity through process oriented service and high availability

### Services

- Data Center Operations
- Server Management
- Network Management
- Database Management
- Managed Security Services
- Desktop Services
- Backup and Disaster Recovery
- Technical Helpdesk

## Background

The client wanted to achieve significant reductions in support and maintenance cost of their IT Infrastructure. In particular, they were looking to have access to a pool of highly skilled professionals to provide 24x7 support for Web Sphere, WebLogic and IIS deployed at their premises.

## Solution

HTC bagged the contract and provided qualified and experienced resources to support infrastructure meant for all the three environments- Development, Test and Production. The project involved:

- Supporting 1200 + IIS servers upon which all windows based applications and data layers are running
- Supporting over 800 web servers – WebLogic and WebSphere running on UNIX
- Application packaging and migration to Windows 7 platform using App-V

HTC's support team primarily involved in production bug fixes on the infrastructure side along with testing and implementing application maintenance patches. Necessary infrastructure was built for new applications development and also to test these new applications in all the three areas. In the process, recurring issues and issues related to performance or memory leak were identified and analyzed. Besides, capacity planning and relevant issues effectively managed.

Throughout the application development life cycle, HTC ensured that its support team worked along with the client's team and provided necessary skill, tools and technology needed for a stable and effective infrastructure availability.



- 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