

End to end infrastructure managed services for a leading American bank

Challenges

- A structured ITIL process connecting the dots between incident and problem, and knowledge management wasn't existing. This resulted in very unstructured and inefficient operational execution
- A detailed engineering on repeated issues and automation scope was not assessed periodically. This did not give us any room to tell what improvement we are doing or what is going to be our focus in next quarters
- Lack of structured approach led to low productivity resulting in high delivery time

Solution

- Streamlined ITSM processes with monitoring using Foglight tool
- Leveraged ServiceNow for tickets & knowledge base maintenance to bring in operational efficiency
- Automated manual activities using Rundeck RPA tool
- Implemented the ITIL framework
- All tickets were clustered and deep data engineering work was performed to identify the repeated issues (Clustering & Problem management)
- Defined & Implemented complete database management strategy and disaster recovery strategy (DAG (Distributed Availability Group), HA / HADR)
- Reduce time required to build new servers by eliminating manual intervention (Powershell, Ansible and shell scripting)

Value delivered

- 40% reduction in incidents over 7 months due to robust Problem Management process
- Consistently achieved over 99.99% availability ensuring almost zero downtime of client's operations
- 20% increase in productivity. ~60% reduction of manual efforts over past 5 months
- 55% reduction in delivery time through automation of build and deployment process
- Average of 9 Hours+ Manual efforts spent by the team before Automation. Post Automation team is saving ~6 Hours of Manual efforts per day