

55% reduction in Delivery time with our remote infrastructure management for Leading US Bank

Challenges	Solution	Value delivered
<ul style="list-style-type: none">• Bank needed efficient infrastructure management services• Reduce recurring issues in infrastructure which was impacting uptimes• Need for better monitoring across the board with Eyes on Glass single panes	<ul style="list-style-type: none">• Provided complete support for Oracle/SQL patching and release activities for L2/L3 level• Successfully provided Service Desk Support across Infrastructure and Application Support adhering defined SLA's• Complete view of configuration item related to business service involving capacity and availability planning along with the availability status categorized on daily and weekly basis.• Well defined Business Continuity Plan to make sure uninterrupted service delivery• Automated Script Run for<ul style="list-style-type: none">○ Backup Failure Alerts○ Patch Distribution○ Finding Log Gaps from Primary to Standby -Log Sequence Number	<ul style="list-style-type: none">• Consistently achieved over 99.99% availability ensuring almost zero downtime of client's operations• 55% reduction in delivery time through automation of build and deployment process