

# Global payment technology solutions company reduces TCO & improves productivity with Virtusa

## Challenges

- Cumbersome Deployment Topology – Large volume of Middleware services running on Windows and Unix instances, along with high data volume database servers
- No automated alerts for batch job monitoring and too many routines to be performed manually.
- Manual ticket creation and informal email communication leading to unstructured operations, risking business critical issues to be unnoticed
- Mis-aligned operational processes

## Solution

- Transition from break/fix to Managed Services model with 12x7x365 support
- Streamlined ITSM processes with monitoring using Splunk, Moogsoft tools
- Process aligned tooling for operational efficiency – ServiceNow (for tickets) and OTRS (for bulk ops)
- Automation – Accello RPA (Virtusa in-house tool) for automating manual activities
- Virtusa's best practices and methodologies for productivity improvement (Preempt, Accelerate and Compress)
- Robust governance with metrics driven reporting and tracking

## Value delivered

- Transition from break/fix to managed services model
- Automated provisioning of services / instances with high quality (zero deviations)
- Robotic process automation for 50 use cases
- Resource optimization - FTE reduction by 13%
- Reduction of annual system alerts by ~800K
- Dashboard for depicting real-time performance reports of operations and business processes
- Reduction in escalations and financial losses, otherwise used happen due to human errors in previous model