

Rakuten India Enterprise Private Limited also known as RIEPL

Rakuten India is the Development Centre and primary technology hub for Rakuten Group, Inc.

Rakuten India's CEO(Chief People Officer) is Sunil Gopinath

- It specializes in:
 - Mobile and Web Development
 - Web Analytics
 - Platform Development
 - Backend Engineering
 - Data Science
 - Machine Learning
 - Artificial Intelligence
- It has a 24/7 support center to ensure reliability and sustenance of the Rakuten Ecosystem.
- It has dedicated Centers of Excellence for:
 - Mobile Application Development
 - Data Analytics
 - Engineering
 - DevOps
 - Information Security
- These Centers of Excellence support multiple units within Rakuten Group, Inc.
- Rakuten India is located in Crimson House Bangalore, in the heart of the city.
- It has over 1,700 employees and is continuing to grow.

In summary, Rakuten India is the key technology development and innovation hub for Rakuten Group, with expertise across various domains like web, mobile, data, AI/ML, and security. It has dedicated teams and infrastructure to support Rakuten's global businesses and ecosystem.

Rakuten India Command Centre is also known as RICC

Service: Proactive monitoring and management solution

Availability: 24/7

Skill levels: Expertise across multiple monitoring solutions and technologies

Service level agreements (SLAs): Best in class SLAs offered

Approach:

- Drive efficiency and excellence
- Process standardizations
- Automations
- Continuous service improvement initiatives

Vision of RICC

Goal: Deliver proactive best in class services

Approach:

- Drive excellence
- Drive efficiency

Relationship with customers:

- Collaborate with customers
- Become a trusted partner

Commitment: Committed to customer success

Mission of RICC

Goal: Become an essential service support function for customers

Services provided:

- Deliver customer-focused value-driven services
- Provide agile solutions
- Provide automation-led transformation
- Provide innovative solutions

Tech Divisions We(RICC) Support

- Commerce and Marketing Company(C&M)
- FinTech Group Company (**FINCO**)
- Operation Division (**OPD**)
- Technology Management Division (**TMD**)

- Technology Platforms Division (**TPD**)
- Technology Services Division (**TSD**)

Here is the organizational hierarchy of RICC (Rakuten India Command Centre)

- Rakuten India CEO: Sunil Gopinath
- Rakuten India CPO: Nalini George
- Senior VP of Product and Engineering: Subbu Swaminathan
 - Reports to CEO Sunil Gopinath
 - Oversees entire Product and Engineering department, including RICC
- Director of RICC: Jai Rajkumar
 - Directs the operations and strategy of the RICC department under the guidance of the Senior Vice President(Display his name).
 - Teams Reporting to Jai Rajkumar:
 - a. SSG (Service support Group)
 - b. DevOps
 - c. NOC/SOC (Network Operations Center/Security Operations Center)

RICC has 3 departments:

1. SSG (Service Support Group) / 24/7asS (24/7 as a Service)
 - Manager: Devadas KT(
 - Team Lead: Tubin Jose (reports to Devadas KT)
 - Focuses on shared resources, services, operational excellence and service delivery
2. NOC/SOC (Network Operations Centre / Security Operations Centre)
 - Manager: Dattatreya Balamkar

- Team Lead: Sagar Kupati(reports to Dattatreya Balamkar)
- Monitors IT infrastructure, manages incidents, ensures network security

3. DevOps

- Manager: Jagadeesh Nagireddy
- Team Lead : Rakesh S (reports to Jagadeesh Nagirddy)
- Focuses on development and operations integration, continuous deployment

In summary, RICC has a Director (Jai Rajkumar) who oversees the SSG, NOC/SOC and DevOps teams, with respective managers for each team. The RICC department falls under the Senior VP of Product and Engineering (Subbu Swaminathan), who reports to the Rakuten India CEO (Sunil Gopinath).

Leaders Of Rakuten India:

- Sunil Gopinath(CEO): Sunil Gopinath plays a key role in expanding Rakuten's product and technology across various global businesses. He focuses on enhancing the use of data sciences and artificial intelligence within Rakuten's worldwide products and services. Additionally, Sunil leads the Enterprise SaaS Business for Rakuten in the Asia-Pacific region. In 2022, he became a member of the board of directors for Twid and offers his expertise as an advisor to numerous startups, alongside being a global leadership coach.

Nalini George(CPO): The Chief People Officer of the organization, Nalini, has over 20 years of experience working in diverse cultures such as India, Japan, the USA, the UK, Canada, and Korea. Under her leadership, she has quickly put into place HR strategies and best practices that align with the organization's global goals. Nalini's approach to growth, her deep knowledge, and her effective working style have been key in changing the HR landscape. She continues to have a major impact on driving organization-wide employee initiatives and enhancing the global value of the organization's employer brand.

About Service Support Group also known as
SSG/247aas

The Team is a part of the Rakuten India Command Center Department (RICC) and plays a crucial role in providing IT support and services within the Rakuten ecosystem.

Functions of SSG are

The team operates as shared resources, meaning they support multiple services across various clients and teams within Rakuten. This approach allows for a more efficient allocation of

expertise and resources, ensuring that specialized support is

available when and where it's needed. Team – 247aaS works round the clock,

serving as the first responder for various technological needs. This 24/7

availability is crucial for addressing issues promptly and

maintaining the continuity of business operations, especially in

a global company like Rakuten that operates across different time zones.

The support scope of SSG is broad . covering platform, os(operating system),

app, infra(infrastructure), DB(DataBase) Monitoring.

Platform support includes Ensuring that all platform-level

services are running smoothly and efficiently.

Operating system support (OS) includes Addressing issues

related to the various operating systems used within

the organization.

Application (app) support includes providing assistance for

application-related issues, including troubleshooting and maintenance.

Infrastructure(infra) support includes Overseeing the physical and virtual infrastructure to ensure its reliability and performance.

Database (DB) Monitoring includes Monitoring database

operations for performance issues, errors, and other anomalies.

The SSG(Service support group) team is responsible for monitoring, reporting,

and troubleshooting issues with the help of Standard Operating

Procedures (SOP), Runbooks, and Knowledge Bases (KB). This

structured approach ensures that issues are identified and

resolved efficiently, minimizing impact on business operations.

By performing various operations and tasks, Team – 247aaS

aims to reduce the workload on other teams. This includes

taking proactive measures to prevent issues and quickly addressing problems as they arise.

SSG team provides two tiers support one is Tier2/level2 support

And Tier1/level1 support . Tier2/level2 Involves troubleshooting and fixing Level 2 issues, which may require a deeper understanding of the systems and applications. This level deals with daily server operations and user request handling.

Tier1/level1 support involves Focuses on monitoring alerts, incidents, and performing routine tasks. This is the first line of defense in identifying and addressing potential issues. Vision of RICC is to Service availability 24/7 service availability, ensuring faster resolution times and reduced workload on higher support tiers.

,Proactive Measures involves Periodic proactive health checks to avoid false negative alerts and advanced troubleshooting for incidents that cannot be handled by tier 1 support.

,Infrastructure development involves focus on developing infrastructure, improving and upgrading configurations, automating processes, and better monitoring of applications as well as KPIs. This includes deploying and improving CI/CD pipelines.

RICC current infrastructure and service support volumetric are as follows.

58 Infrastructure services

93 Application services

10+ data centers

3500+ network devices

17000 events

50+ engineers

100000 configuration Items (CIs) Moniterd.

At RICC, we are committed to being a leader in delivering proactive, best-in-class services by

driving excellence, efficiency, and collaboration with our customers. We always strive to

become a trusted partner committed to the success of our customers. We are relentless in our

pursuit of service quality assurance, reducing events/incidents through proactive insights and

collaboration, and maintaining best-in-class SLA

commitments. Our highly skilled teams are

domain and infrastructure experts, ensuring structured governance across all operations.

Our vision is to provide you with 24/7 service availability, which means you'll get quicker

solutions to your problems and it will lessen the workload of higher support tiers. We also perform periodic proactive health

checks to avoid false negative alerts and to provide advanced troubleshooting for incidents that can't be handled by tier 1

support. Our focus is on developing

infrastructure, improving and upgrading configurations,

automating processes, and better

monitoring of applications as well as KPIs. This includes

deploying and improving CI/CD

pipelines. Additionally, we've enhanced our support system, which has increased productivity by 45% (500 hours), improved response and troubleshooting times (≤ 60 seconds), and reduced human errors.

At Service Support Group (SSG), we understand that your business demands seamless and efficient services. That's why we offer a value proposition that is tailored to your specific needs, providing ease and faster onboarding of services. Our services are scalable, ensuring that you have the support you need, when you need it. We are committed to providing the best possible service level agreements (SLAs) and making sure that you benefit from our domain and infrastructure aware teams. Our service quality assurance ensures that we deliver high-quality support that meets your expectations. By offering proactive insights and collaboration, we work towards reducing events/incidents. We follow structured governance practices to ensure that our services are delivered efficiently and effectively. Trust us to provide you with the best service support you need.

The RICC Tools and Technologies stack is a comprehensive set of tools that will help you streamline your infrastructure, automate your processes, and improve communication among your team. With powerful infrastructure tools such as PRTG Network Monitor, DataDog, and Kentik, you'll be able to monitor your

network and detect issues before they become major problems. Log management tools like Splunk, Graylog, and LogStash will help you aggregate and analyze your logs, giving you actionable insights into your system's behavior. Platforms like VM ware, RCP, and One Cloud will enable you to deploy your applications in a scalable and flexible manner. Automation tools such as Jenkins, Bash, Rundeck, RedHat Ansible, and Python will help you automate your workflows, saving you time and effort. And with incident management tools like Pager Duty, Atlassian, and TRANP, you'll be able to respond quickly and effectively to any issues that arise. Finally, communication tools like Slack, Viber, Teams, and Outlook will help you stay connected with your team and ensure that everyone is on the same page. Choose the RICC Tools and Technologies stack and take your infrastructure to the next level!