Unique & Offshore-Driven Monitoring Services Model Helped Reduce Operational Cost by 65%

SITUATION

Being into the insurance sector, it's crucial for the client to make sure that its users and customers get continual and trouble free services 24/7. It is therefore, extremely important for the organization to ensure uninterrupted running of its IT infrastructure that supports all critical business functionalities. The performance monitoring of the IT infrastructure supporting these processes, therefore had to be on a continual and systematic basis to ensure high availability of all the applications ensuring minimal disruption

IMPACT

To meet this requirement the client invested towards purchasing certain tool licenses to monitor its IT environment. However, it met with certain challenges towards implementation of the tools, as it was not yielding desired results. To address the situation, the client wanted to partner with a highly reliable service provider who could take complete responsibility to remotely monitor its back-end IT infrastructure which includes, servers, storage, back-up devices and applications

RESOLUTION

ITC Infotech offered a unique offshore based service model wherein the client was devoid of purchasing and maintaining any tool, and opt a fixed-cost or pay-per-service model for monitoring its IT infrastructure. The model offered the client with lot of flexibility in terms of costing, services offered, support and maintenance activities as well as scalability options for future upgrades or expansion

The Customer

The Client is a leading Australian based general insurance and reinsurance group, providing insurance services mainly to the Asia Pacific region, as well as USA, Canada, and Europe. It has operations in 52 countries with over 16,000 employees worldwide.

In a quest to provide world class services to its customers, the organization has established automated business processes by making them IT enabled. Its entire IT infrastructure boasts of latest technology and provides a strong backbone to support all its business processes run efficiently and effectively.

The Need

The organization's USA operation is head quartered in New York and has presence in 5 locations across the country.

All its business processes being fully IT enabled, the organization is heavily dependent on Information Technology for its day to day business activities. Being into the insurance sector, it is extremely important for the client to ensure uninterrupted running of its IT infrastructure, including the applications running in the back-end that supports all critical business functionalities. The objective is to ensure there are no challenges in performance and functioning, and that its services reach out to the users and customers without any trouble.

However, the customer had specific challenges of monitoring end user online transactions as well business critical processes that were dependent on IT. The performance monitoring of the IT infrastructure supporting these processes, had to be on a continual and systematic basis to ensure high availability of all the applications ensuring minimal disruption.

To meet this requirement the client invested towards purchasing some tools to monitor its IT environment. However, the organization met with certain challenges towards implementation of the tools, and hence it was not yielding desired results.

Therefore, the client wanted to partner with a highly reliable service provider who could take complete responsibility to remotely monitor its back-end IT infrastructure which includes, servers, storage, back-up devices and applications.

The Solution

ITC Infotech offered a unique offshore based service model to the customer to meet its requirements without the hassle of purchasing and maintaining any tool. The said service model freed the customer from the liability of investing in any kind of hardware or software and opt a fixed-cost or pay-per-service model for monitoring its IT infrastructure.

The initial POC (Proof of Concept) shared by ITC Infotech, showcased implementation as well as monitoring details of all processes and transactions, and how alerts will be generated in case of any anomalies that will further help the client to initiate corrective measures.

ITC Infotech deployed two tools within the client environment, HP SiteScope for monitoring the servers, and HP BAC to monitor the applications. Starting off with monitoring 100 servers and 48 applications for their performance and availability, the assignment increased to monitor 1000 servers (both on Windows and Unix platforms)and 100 applications including 10 business critical applications like, claim processing, personal lines insurance, commercial lines insurance, finance, internal portal, HR portal, etc.

In case of any issues or breaches, automated alerts are generated based on which the internal team takes necessary corrective actions. ITC Infotech also shares regular reports, based on the generated alerts with the client.

The model offered the client with lot of flexibility in terms of costing, services offered, support and maintenance as well as scalability options for future upgrades or expansion.

Implementation Details:

Server Monitoring:

- Sitescope 10.12 implemented for server monitoring
- Over 1000 servers being monitored for performance and availability. These servers are on windows and Unix platforms
- Wrote scripts to automate the reporting. The tool is configured to generate report on daily, weekly and monthly basis

Application Monitoring:

- 100 + applications have been configured
- Implemented 9 BPM (business process monitors) in 5 geographical locations in USA for synthetic transaction monitoring

Solution Highlights:

- In-depth understanding of customer's existing architecture followed by implementation of HP tools
- Process definition
- Integration of HP BAC & HP SiteScope
- 24x7 monitoring of mission critical components
- Monitoring services for Custom scripts, Database, IIS, JMX console, MQ, Exchange, Socket communication and Citrix, Windows, Web based applications, third party applications monitoring using SNMP
- Reporting services

Business Benefits

- Enabled the client to transform its business cost from CAPEX (Capital Expense) to OPEX (Operational Expense) model – it helped the client to avoid upfront investment for any tools, and pay as per services availed
- Flexible & scalable service model – offering the client to ramp up its infrastructure (servers or applications) to be monitored, without bothering for any upgrade requirements or delays in schedules
- Increased availability of applications
- Reduced number of IT groups involved in resolving application issues
- Efficient coordination across application and infrastructure admin teams for early identification of issues
- Decreased MTTR
- Offshore shared service model offered the client with significant cost advantage – reduced operational expenses (up to 65%) through fewer people engagement on troubleshooting calls, fewer escalations to subject matter experts, headcount redeployment and improved operating efficiency
- Improvement in ROI: Cost savings due to reduction in incident resolution time

ITC Infotech's IT Infrastructure Solution Practice

ITC Infotech possesses deep expertise in standard desktop management and has successfully been managing an estate of over 250000 desktops. We design, build, and sustain robust, secure, flexible and scalable infrastructures and ensure 24X7 availability of all business applications.

Our services have delivered consistent Total Cost of Ownership (TCO) reduction across Fortune-100 class clients through multiple delivery models and Service-Level Agreement (SLA)-based services, which guarantee the best solution for our customers.

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