

# CASE STUDY



**End to end Managed Service  
Provider for Infrastructure and  
application support as well as  
Security services**



## ABOUT THE CLIENT:

### Leading Merchant Energy Company

Client is an American based leading global energy commodity trading and infrastructure asset investing company. They wanted to unlock value in energy markets significantly and swiftly by increasing the traders (end users) experience. ITC Infotech has been an end-to-end IT infrastructure Service Provider for almost a decade for the client

### Client Challenges

- Heterogenous Infrastructure landscape, inconsistent business & IT Operations process due to multiple acquisitions
- Distributed data centre assets that are approaching end-of-life, lack of standardization and increased cost of operations
- Insufficient tool set and reactive monitoring leads to unplanned outages and poor end user experience
- Higher response and resolution time for incidents, extended outages due to limited support coverage
- Domain specific documentation and knowledge transfer was not streamlined
- Accumulating technology debt due to legacy systems
- Higher latency, routing & inter connectivity issues, non-standard configuration, and maintenance overheads of the network devices
- Need for a consistent process to track and close issue raised with multiple Infrastructure service providers and ensure compliance to contractual obligations
- Communication and collaboration between end users to facilitate better decisions required for trading
- Potential threat due to security posture and vulnerabilities of IT Systems



### ITC Infotech Solution

- Expanded support coverage to 24x7 for end-to-end infrastructure services of helpdesk, platform, Citrix, network, IT security, Database, Application support, ServiceNow, cloud along with the Command Center
- Restructured the IT Service Delivery with Digital transformation, automated processes with cloud first approach which significantly improved the trader experience
- Interconnection and integration of network by improving Network design and configurations at all the client's offices across the globe
- Implementation and adoption of latest tools and technologies including Cloud to enhance end user experience
- Client has chosen to move their infrastructure workloads to Cloud as part of their cloud first approach and chose ITC Infotech as their trusted partner
- Implementation of AWS direct connect and landing zone, along with lambda based automated batch job execution and custom developed dashboard for analytics
- Automated repeatable, time consuming tasks using factory model-based automation approach using Power Automate as RPA platform to improve efficiencies and system reliability
- Elevated digital end user experience, as part of the modern digital workplace using Nextthink's real time analytics and automation, and AI chat bot experience facilitated via Genesys DX
- Configured IVR and hotlines, home based IP phones and Jabber, integrated Cisco Video Conferencing units with MS teams, for better communication and collaboration, which ultimately benefited the client during the pandemic
- Migrated IPC turrets to Cloud9 platform, a custom-designed virtual voice trading solution which enabled traders to access from any global location during an emergency
- Database upgrade and migration including migration to cloud
- Dynamic and stable database support with migrations from one Database technology to the other based on the ever-changing business need
- Implement Advanced IT security systems for sensitive data protection, vulnerability management and protection against malware etc
- Other security services included restoring quarantined emails, managing vulnerability, monitoring & reporting on MS Azure Sentinel, monitoring and reviewing abnormal/unusual suspicious activity on assets, requests to access URLs, privileged user access and USB, managing cyber security trainings across the client organization

## Business Benefits

- Improved customer experience with respect to helpdesk and telephony solutions
- Integrated reporting across eXLA, SLAs and KPIs
- Enhanced visibility with real-time analytics
- Reduced downtime in AWS cloud workloads by automating instance recovery
- Saved ~ \$ 7500 cumulative over a span of 5 years operationally
- Released ~110 TB of storage space thus saving cost
- Decreased the legacy footprint on the exchange environment & increased stability/availability

Innovation and staying ahead of the curve has always been an inherent part of ITC Infotech's DNA, coupled with their broad experience in managing a trading customer end to end from helpdesk to cloud is a great testimony in itself.

## About ITC Infotech

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.

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