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# Managed Service for Infrastructure, Application Support and Security Services Case Study

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## About the Client

### Client is a UAE based financial government entity

The client is an International financial center, managed by the UAE government, based in Abu Dhabi. They needed a partner to manage end to end IT services, thereby strengthening the environment and enabling a successful business transformation journey.

They chose ITC Infotech, in the wake of the growing business requirements around maintaining scalable & stable IT operations, diverse technological landscape, efficient data management, and dependable Information Security practices.



### Challenges

- Higher technology debt due to end-of-life systems
- Service Management Processes & Quality Reporting were not matured and adequate
- Unresolved security vulnerabilities that were overdue, posed a major threat to the IT Landscape
- Error-prone multi-version filing instances and manual excel-based reporting
- Availability and Performance degrade the Intranet and public facing websites
- Data synchronization issues in ERP systems resulting in low-quality and inaccurate data
- Delays in financial closure due to longer month-end cycle window

- Enabling ITIL based process framework aiding all the key ITSM processes (especially around Incident Management, Problem Management, and Change Management) and functions
- Uplift of infrastructure estate by upgrade of end-of-life systems, firewall migration, migration of user mailboxes to Exchange Online, strengthen security posture and performance optimization
- 24 x 7 modern Service Desk support based out of UAE and India to handle more than 2500 interactions per month
- Implementing SOC monitoring function
- Managing vulnerability and ADDA compliance assessment & remediation via a task force
- Establishing a centralized dashboard for managing the cross-platform data and reports
- Setting up a Qlik-based storyboarding for the management/C-Suite
- Setting up pattern wise alert reporting using reporting tools such as Qlik, Power BI, Microfocus Tools suite
- EBS R12 implementation with full financial suite (having integration with third party applications)
- Availability of the cross-platform data via a single point of access
- HCM Fusion Module implementation for Core HR, Talent and Performance Management
- 80+ projects and upgrades executed such as, but not limited to, Exchange Migration to O365, Cisco to Palo Alto Firewall Migration, SailPoint upgrade and integration with ERP, with minimal impact on routine business operations



### ITC Infotech Solution

## Solution Benefits

- ❖ Reduction in end user issues by **40%** resulting in higher user productivity
- ❖ Increase in user satisfaction score from **60% to 90%**
- ❖ Increased First call resolution at service desk by **25%**, through environment specific trainings, knowledge articles, and required elevated access
- ❖ Upto **99.5%** patching compliance rate across servers, databases, and endpoints
- ❖ Improved core website's performance by **40%** through capacity sizing
- ❖ Automation of monitoring and reporting activities resulting in manual efforts reduction up to **90%**
- ❖ Ability to create on-demand reports in a Self-service mode
- ❖ Readiness of the ERP platform to migrate to SaaS based endpoints

ITC Infotech has the right aptitude, skilled resources, and diverse experience in the IT Managed Services' space, underscored by a proven track record across industries. Our Centre of Excellence is adept in catering to Application & Infrastructure Managed Services (Both, On-Premise and Cloud), Digital Transformation, Data Analytics and Managed Information Security Services.

## 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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