



# Infrastructure Services

## CASE STUDY

### Client

The client is a leading Investment services firm with global headquarters and major operations in the US. The client specializes in Investment Management and Wealth Management. The client also has significant operations in Asia, Australia and Europe.

### Problem Statement

The Investment Management line of business of the client was using a mix of in-house team, contractors to maintain & support their US infrastructure (including databases). The client wanted to reduce their annual spend on Infrastructure support & maintenance by 30% to 35%. The client also wanted to improve compliance to SLAs, stability and availability of the infrastructure.

### Challenge

- ➔ The infrastructure was very diverse – desktops, development & test servers, pre-production and production servers; a mix of Windows, Linux and UNIX; MySQL, Oracle and SQL Server databases
- ➔ The client did not have well documented support processes for the infrastructure; there was no documentation available to trouble shoot repetitive problems
- ➔ The user base was spread across multiple locations in the US and support windows were diverse (25% of the infrastructure required 24\*7 support, 35% of the infrastructure required 16\*5 support and 40% of the infrastructure required 8\*5 support)
- ➔ 2400 tickets per annum (10% Severity 1, 15% Severity 2, 35% Severity 3, 40% Severity 4); SLA compliance of the incumbent team was about 90%

### Our Solution Strategy

- ➔ Leverage IT People's global delivery model with the right shoring mix to reduce support & maintenance spend and deliver cost savings to the customer
- ➔ Create inventory of infrastructure, create cookbooks to trouble shoot and resolve incidents faster, document support & maintenance processes to improve knowledge retention and increase productivity of the team
- ➔ Implement mechanisms to improve stability and availability of the infrastructure thus reducing the ticket volumes & severity levels

## Our Solution Details

- ➔ During transition, we have created important documents such as SMTD (System Maintenance Technical Document), EPD (Execution Process Document)
- ➔ We have created a 3 level support team – Level 1 team supported logging/escalating/updating tickets, Level 2 team supported incident resolution per SLAs, Level 3 team supported root-cause analysis, process and performance improvements
- ➔ We executed the engagement in Onsite/Offshore model (started with 30% - 70% and by end of year 3 achieved 15% - 85% onsite-offshore mix) to deliver cost savings to the client
- ➔ On an ongoing basis, we have done Preventive maintenance & RCA for Severity 1, Severity 2 incidents to improve overall stability of the infrastructure over a period of time

## IT People Value Add

- ➔ We have conducted daily service review calls to provide clear visibility to key stakeholders about Severity 1, Severity 2 incidents
- ➔ We have conducted weekly, monthly and quarterly governance meetings to identify risks early on and mitigate them
- ➔ We have created cookbooks and template based incident resolution workflows that helped increase the productivity of support & maintenance team
- ➔ On an ongoing basis, we have implemented Service Improvement and Process Improvement plans to increase the efficiency of support & maintenance activities

## Business Impact

- ➔ We have delivered a total cost saving of 35% over a period of 3 years; these savings were utilized by the client for Transformation initiatives
- ➔ We have reduced total number of tickets to 1600 per annum over a period of 3 years (i.e. 33% reduction in tickets volume)
- ➔ We have reduced the number of Severity 1 & Severity 2 tickets by 50% by end of 3 years
- ➔ Reduced the number of open incidents progressively and achieved 97%+ adherence to SLAs for Severity 1 and 2 incidents

**FOR MORE INFORMATION**

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