

CASE STUDY OF MQ SERVER ADMINISTRATION

for a leading Global Investment Bank

SNAPSHOT

Industry
Banking

Business Challenge

Company is a leading global investment bank and a fully integrated financial service provider. It is very important to have the applications deployed on this server up and running for 24 X 7. All the applications being mission critical needed urgent attention and problem resolution.

Omnitech Solution

SLA based Annual Maintenance Contract to help them in WebSphere MQ Server Administration and maintenance.

Business Benefits

- Improved response time based on SLA
- Keeping the Servers up and running 24 X 7
- Prioritized problem as per the criticality and addressed on urgency.

Company Overview

One of the leading global investment bank with a strong and profitable private clients franchise. A leader in Germany and Europe, the Bank is continuously growing in North America, Asia and key emerging markets. With 80,277 employees in 72 countries, Client offers unparalleled financial services throughout the world. It competes to be the leading global provider of financial solutions for demanding clients creating exceptional value for its shareholders and people.

In India, It is a fully integrated financial services provider to Indian corporate, institutional and individual clients. Its services include on-shore investment banking, institutional equities broking, asset and private wealth management, retail banking & credit cards and business processes outsourcing.

Business Challenges

It has WebSphere MQ V5.3 as a middleware technology for their banking applications like RTGS, NEFT etc. These technologies are high end messaging solutions and complex to maintain.

The entire banking transactions depend upon the MQ Platform. It is very important to have the applications deployed on this server up and running for 24 X 7.

All the applications being mission critical needed urgent attention and problem resolution.

RTGS

RTGS system is a funds transfer mechanism where transfer of money takes place from one bank to another on a 'real time' and on 'gross' basis. This is the fastest possible money transfer system through the banking channel. Settlement in 'real time' means payment transaction is not subjected to any waiting period. The transactions are settled as soon as they are processed. 'Gross settlement' means the transaction is settled on one to one basis without bunching with any other transaction. Considering that money transfer takes place in the books of the Reserve Bank of India, the payment is taken as final and irrevocable.

NEFT

EFT and NEFT are electronic fund transfer modes that operate on a deferred net settlement (DNS) basis which settles transactions in batches. In DNS, the settlement takes place at a particular point of time. All transactions are held up till that time. For example, NEFT settlement takes place 6 times a day during the week days (9.00 am, 11.00 am, 12.00 noon, 13.00 hours, 15.00 hours and 17.00 hours) and 3 times during Saturdays (9.00 am, 11.00 am and 12.00 noon). Any transaction initiated after a designated settlement time would have to wait till the next designated settlement time.

Solution

- Omnitech analyzed the challenges and requirements posed by the client and derived that the maintenance of their existing applications are complex and difficult to maintain there by limiting their operations viz a viz turn around time and was adding up to their overall cost.
- Omnitech thus suggested a contractual support on an annual basis to help them in WebSphere MQ Server Administration and maintenance. With this contract certified professional assistance is provided to the customer.
- The support provided is in the form of an SLA based Annual Maintenance Contract.
- The customer problems are prioritized as per the criticality and addressed on urgency.

Result

While working with Omnitech they also got an added advantage of using the technical skills and expertise of Omnitech's WebSphere Competency Centre for exploring new technology innovations for their existing / new applications.

The Support provide thus gave the following immediate benefits to the customer.

- Timely resolution to the administrative challenges.
- Improved response time based on SLA
- Keeping the Servers up and running 24 X 7
- Regular maintenance and Health check of system

About Omnitech InfoSolutions :

Omnitech InfoSolutions is an ISO 9001-2000 certified technology services and solutions provider company in the Business Availability and Business Continuity space. The Business Availability services include Infrastructure Management, Application Management and Performance Management services whereas Business Continuity services include Disaster Recovery Consulting and Management, Data Vaulting and Workplace Recovery Services.

Omnitech InfoSolutions is also a world-class provider of turnkey IT solutions like Server & Storage Consolidation, Virtualization, Network Integration Solutions and Data Center Management Solutions, Omnitech provides end-to-end support with guaranteed SLA (Service Level Agreements) in order to optimize infrastructure management and align IT with business goals.

Contact Omnitech InfoSolutions today for free consultation

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