

CASE STUDY - Managed Services

For One of the largest public sector banks in India

SNAPSHOT

Industry

Banking (Public Sector)

Business Challenge

- Manage recurring glitches within core banking applications including databases
- Centralized support for large base of IT Infrastructure
- Increasing internal productivity

Omnitech's Proposed Solution

- Deskside Support
- Middle ware support
- Internet and web gateway security management
- Data back-up and restoration

Business Benefits

- High availability of infrastructure (For Enterprise and Users)
- Dedicated Support for Middleware
- Improved service quality
- 24x7 support for critical infrastructure and users
- Break fix support

Company Overview

The Client Bank is among the India's largest Public Sector Banks and is among top 30 Development Banks of the World. Since its establishment in 1990, the Bank has been into promotion, financing and development of Industries in the small scale sector and Co-coordinating the functions of other institutions engaged in similar activities.

The Bank deals with several financing schemes for Micro, Small and Medium enterprises consisting Direct Finance, Bills Finance, International Finance, Micro Finance and Government Subsidy Schemes.

Business Challenges

The Bank has a large setup of infrastructure involving critical applications and hardware which are to be managed round the clock. While managing the same internally client faced several challenges like -

- Manage recurring glitches within core banking applications including databases
- Centralized support for large base of IT Infrastructure
- Increasing internal productivity

Bank was looking for partner who can manage the infrastructure and software systems catering to different business lines and other internal functions as well like Administration, HR, Audit, MIS etc along with Core Banking applications including databases and middlewares. Also they sought Vendor co-ordination from the partner to drive end to end support.

Solution

Omnitech proposed a solution with 24x7 support for DC and DR along with support to End Users across branches in India which includes

- Deskside Support
- Middle ware support
- Internet and web gateway security management
- Data back-up and restoration

Omnitech also undertook the Vendor co-ordination and supported hardware (Enterprise and End User levels), OS, Databases, Application and Web Servers, Networking, Web Gateway Security Services, Access Gateway and Business Applications for over 5000 devices. The highlights of services delivered are

- Internet and Web Gateway Security Management
- Datacenter Operations
- Back Up / Restore Management
- Storage Administration and Management
- Network Management Services
- Patch Management services

Benefits

With excellent support services and round the clock support partner, Omnitech helped client realize numerous benefits in their operations.

- High availability of infrastructure (For Enterprise and Users)
- Dedicated Support for Middleware
- Improved service quality
- 24x7 support for critical infrastructure and users
- Break fix support

About Omnitech InfoSolutions :

Omnitech is a global IT solutions and services provider company in the areas of business availability, business continuity and business enhancement services. With over 23 years of fostering client relationships, we at Omnitech are agile to establish the best global credentials through world class quality certifications. Besides the conduct of ISO 9001:2008 for quality management, we have also gained ISO 20000, ISO 27001 and BS 25999 standards.

As an intensely technology focused company, Omnitech banks upon its ability to anticipate and address IT requirements across business in a cost effective manner. Omnitech InfoSolutions helps customers to align their IT with their business goals and offers value added services at different phases of their IT planning and deployment cycle. We help them to derive optimum utilization of their IT resources and lower their cost of operations. Within the broad direction, Omnitech innovates in order to compete successfully. Emerging as a pioneer in business continuity services, Omnitech introduced first of its kind disaster recovery centre in India meeting all the global standards, thereby demonstrating both its knowledge of technology and skills of implementation.

Contact Omnitech InfoSolutions today for free consultation

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