scintel

Technology for a Changing World

Infrastructure in Financial Services Case Study

How have we worked with our clients to streamline IT operations?

BUSINESS NEED & SOLUTION

- The client acquired many systems, each with its own monitoring and management infrastructure. Support processes were inconsistent and in many cases redundant, resulting in high cost and low availability.

- Scintel worked with a team from the client and another service provider to create run books and consistent, ITIL-based support procedures across Windows and multiple UNIX platforms. Designed and implement a new monitoring infrastructure based on common technology. Automation improved response time for routine issues and event correlation reduced the time to diagnose and respond to complex issues.

Key Technology	Results
- Platforms: UNIX, Solaris, HP-UX - Systems Management: HP Network Management Center - Ticketing Systems: Clarify	- Reduced cost through elimination of redundancy, increased automation, use of offshore resources - Improved system availability - Improved customer responsiveness and satisfaction