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Case Studies & Client Information

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Case Study: International Bank

Executive Summary

In 2009, the client made a decision to bring in house multiple business applications run by third party solutions providers such as SunGard and others. The gap analysis showed that the client's IT is lacking the following:

1. 24/7 support of the production environment and 2 disaster recovery environments
2. 24/7 support of the client's international customers
3. Ability to provide highest industry SLAs for End of Day closure and reporting
4. Lack of knowledge of enterprise level technologies such as:
 - a. Oracle RAC
 - b. MS SQL Server clustering
 - c. VMware clustering
 - d. AppAssure data protection
 - e. EMC storage technologies
 - f. Other application specific tools and hardware
5. Lack of resources to provide appropriate application maintenance and patching
6. Lack of resources to perform day to day Standard Operation Procedures (SOP)
7. Lack of techniques and resources for change management and code deployments
8. Separated Production/UAT/QA/Development environment along with 2 DR sites in 2 distinguished datacenters (East Coast / West Coast)

Besides that, the client needed onsite resources to be able to work with hardware on short notice and 24/7 bases, resources must be cleared by client's security team and be able to participate in client's day to day activities.

Client Profile

The client is an international custodian bank committed to providing excellent and dedicated global custody services that meet specific needs of international institutional investors.

The client started offering its security landing product in the US market in 1988. It now offers bond and stock lending in more than 20 major markets worldwide.

Solution

To provide cost effective solution Digital Edge did not dedicate a team to the client that would perform client tailored activities. Instead of that Digital Edge implemented its Enterprise Management System (EMS) with its E-Bonding mechanisms to provide all required scope of services as Digital Edge's standard operation. Digital Edge Day to Day Operations division provides coverage for client's day to day activities while Digital Edge Implementation and Projects division play roles of trusted advisors and take a lead in implementation of new systems within the organization.

Operational Cases:

Some of operational cases are:

1. Clients file tickets assigned to Digital Edge using its own OTRS system that are pushed to Digital Edge EMS Dashboard through E-Bonding mechanism.
2. All hardware, system and application alerts, as well as workflow delays of failures from Open NMS and Splunk and Digital Edge custom monitoring scripts are pushed to Digital Edge EMS Dashboards through E-Bonding Mechanism.
3. Digital Edge Implementation and Projects team together with the client defines Standard Operation Procedures that are used by Digital Edge Day To Day Operation team.
4. Digital Edge participates in client's scheduled meetings such as weekly IT planning meetings, resource allocation meeting, change approval committee meeting and others insuring close understanding of the client's needs.
5. Digital Edge participate in vendor evaluation and takes advisory role in vendor selection
6. Digital Edge performs vendor coordination of selected vendors.
7. Digital Edge plays a trusted advisor role in enterprise backend technology such as clustering, DBA, storage configuration and others.

8. Digital Edge is fully responsible for implementing approved by the board changes and deployments that are assign to Digital Edge though SCC (System Change Control) requests that include:
 - a. Nature of change
 - b. The responsible person on the client’s side
 - c. The responsible person on Digital Edge side
 - d. Time of implementation
 - e. Roll back or commit procedure
 - f. Rollback or commit decision maker
 - g. Rollback or commit time frame
 - h. Escalation procedure.
9. Digital Edge works closely with client’s security team and client’s security officer to ensure compliance.
10. Digital Edge supports multiple development team, data move and data masking and code governance.

Responsibility Model

Type of Service	Responsible party
End user support	Client’s IT
Datacenter (s)	3 rd party
Network	Client’s IT
Servers	Digital Edge
OS	Digital Edge
Storage	Digital Edge
Applications	Digital Edge
Network Security	Client’s IT / 3 rd party
System Security	Client’s IT / Digital Edge
Application Security	Client’s IT / Digital Edge
Monitoring and troubleshooting	Digital Edge
Vendor coordination	Digital Edge
DBA Services	Client’s IT / Digital Edge
Data Governance	Client’s IT / Digital Edge
DR	Client’s IT / Digital Edge
Backup/Recovery	Client’s IT / Digital Edge
Change control/Deployments	Digital Edge
Patching	Digital Edge
Documentation	Digital Edge
Overall IT planning and budgeting	Client’s IT

SLA terms:

1. End of Day closure and reporting failures or delays – **20 min**
2. Availability resolution – **1 hour**
3. Recovery of business application functionality within **3 hours**
4. Recovery or Production/DR syncs – **3 hours**

5. Database or data issues – **20 min**
6. Hardware issues – **3 hours**
7. Change requests – **3 hours**

Infrastructure and technologies:

- Over 300 servers
- RHEL 5 (Red Hat Enterprise Linux)
- Windows
- Oracle RAC
- MS SQL Server cluster
- Multiple EMC/VNX, bit to bit replication
- JBOSS
- Apache
- Cognos
- IIS/.NET
- Java Beans
- Websense
- CA Siteminder
- Subversion
- Bugzilla
- Other custom application specific

Side notes

One of the largest systems that was migrated by the client and Digital Edge and currently supported was delivered on time and budget in a time frame of 18 month.

Price

Total Monthly price: \$