

Case Study

Client: A global leader in the area of Insurance and Financial services

Project: A solution for providing production support

Business Profile

The client is a global leader in the field of Insurance and Financial services. The organisation provides solutions in the areas of Life, Defined Contribution/Pension, Group Insurance, Annuity and Mutual Funds.

Business Problem

The client had many type of customers that were associated with the above business lines, such as Participants, Sponsors, Producers, Brokers and TPAs. To provide services to these customers around the Business lines, the company had a variety of IT Solutions, which were built on numerous technology platforms; ranging from mainframe, legacy systems to ebusiness solutions. In addition to these, it also had batch applications that enabled data communication between mainframe systems, other systems and the ebusiness solutions. All these business applications were real-time and mission-critical. Therefore, ensuring good health and 24*7 availability of these applications were of prime importance to the client.

The client also had a large team of dedicated professionals who supported the ebusiness applications for all operational issues including production. These professionals were drawn from the development team and were highly experienced, hence expensive. Therefore, the company was looking at ways to reduce production support costs and also free up these highly experience resources to utilise them in new projects.

Our Solution

The IT environment within the organisation encompassed the following;

- Web Applications
- Web Services
- Batch Applications
- Utilities

The Production support activity was defined along two lines, including BA Support and Technical Support. While BA support comprised BA inbox, Librarian inbox, monitoring 24x7 services and data sync activity, Tech support included Monitoring production inboxes 24X7X365, raising issues by creating tickets and working through them to closure; coordinating with the application team, infrastructure team, and IMB helpdesk, fixing bugs, undertaking enhancements and suggesting measures for the improvement in production support processes.

Case Study

NIIT Technologies proposed to be the client's production support partner, to care for all its production issues. NTL prepared a transition plan for the take over of the work. To build customer confidence, the entire transitioning was planned as a three phase activity. The phases were defined as the KT Session, Shadowing and Take over. After the successful transitioning, NIIT Technologies started handling the entire operation independently and continues to do so till date. In the process, NIIT Technologies delivered complete customer satisfaction and met defined and agreed SLAs.

Business Benefits

- The client was able to reduce production support cost by 30-40 percent.
 - It was also able to free up its highly experienced resources for better utilisation.
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