

24x7 Support for Financial Processing Center

CASE STUDY

DATA CENTER SOLUTIONS

The Client

The Asia Pacific processing center for a Global Financial group is the client's second largest data center across the globe. This center provides server and application hosting services for various business entities within the group.

The Challenge

The business challenge was to manage customer expectations where resources were always required to work for extended hours and provide 24x7 on call support in view of the criticality of the banking applications, which had a direct financial impact on the business of the customer.

The Solution

Zensar proved its total commitment towards Customer Satisfaction with 24x7 Onsite Support to Asia Pacific processing centre. The Onsite team consisted of 15 members working with full-time employees (FTEs) of the group to support mission critical banking applications hosted on the Windows platform. Zensar exceeded the expectations of the customer by demonstrating qualities of leadership, effective teamwork and keen understanding of the business, along with the strong technical skills ultimately resulting in helping the customer maintain the expected service levels and quality in their business.

The Benefits

Zensar's strong relationship with Fujitsu helped kick-start this account, which initially started with just one resource on board, providing professional services. This later peaked to 15 resources. We now have a project account which has run successfully for the past 6 years.

The Subject Matter Expertise displayed by Zensar resources in supporting windows operating systems and their ability to quickly learn and adapt to the customer environment helped in boosting the customer's confidence in our services.

About Akibia

Akibia, a Zensar company, provides innovative Infrastructure Management solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help IT organizations reduce costs, increase efficiencies and manage risk in the data center. For more information visit www.akibia.com.

About Zensar Technologies

Zensar Technologies is among the top 20 software services providers from India. Zensar's industry expertise spans across Manufacturing, Retail, Media, Banking, Insurance and Connected Services - Government, Education, Healthcare and Utilities. Zensar has more than 6000 associates with sales and operations presence across the US, UK, Germany, Sweden, Middle East, South Africa, Singapore, China, Australia and Japan. The company delivers comprehensive services in mission-critical applications, enterprise applications, e-business, BPO and knowledge services. The company has developed tools and methodologies, including the proprietary Solution BluePrint (SBP), which enables its clients with innovative business solutions and a rapid 'go-to-market' capability. The company supports Fortune 500 clients with software business solutions that help them in the digital economy. Visit www.zensar.com for more information.