

Case Study - IDC & Managed Hosting

Key Benefits

- Significant cost benefits as a result of low capital investment on IT infrastructure and hiring of resources to manage the same
- High availability of IT infrastructure and 99.99% uptime for their portal ensured a consistent customer experience
- Higher bandwidth connectivity led to increased performance levels of the online trading portal
- Quick turnaround time and improved responsiveness to queries
- Improved performance levels as a result of 24x7x365 end-to-end network management and monitoring

Value Proposition

To ensure a seamless migration to Netmagic's datacenter, ZSL immediately formed an IT team, headed by Mr. Phani. This team supervised the seamless migration to the new infrastructure and financial software. Netmagic's solutions for ZSL included:

- Dedicated hosting of nine servers at Netmagic's datacenter
- Server hosting and firewall protection
- Oracle database administration services
- Setting up of platform and purchase of licenses
- Back up and guaranteed uptime
- Bandwidth and 24x7 connectivity

Key Takeaways

ZSL's trading volumes have increased rapidly since the online trading facility was launched in June 2008. The bandwidth connectivity problem with the NSE has been successfully resolved by Netmagic. Netmagic has also been able to resolve the slow access to the ZSL site, (especially faced by BSNL customers,) through alternate routing.

Says Mr. Phani, Head-IT, ZSL, *"Engaging with Netmagic was a good springboard to go forward with our company plans. A lot of technical issues were solved with their help. Their service level is good and they have delivered beyond our expectations. We will continue to partner with them for our future initiatives as well."*

ZSL has measured tangible benefits through this partnership. These include:

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- Quick turnaround time and improved responsiveness to queries
- Improved performance levels as a result of 24x7x365 end-to-end network management and monitoring
- Cost savings on new ILD licenses since connections are automated to hosted datacenter

