

Case Study - IDC & Managed Hosting

Client

The public sector bank started its operations in the 1900s in India. Today the bank has spread its wings with more than 3000 branches in India and overseas and has an employee strength of close to 40000 employees.

Industry

BFSI

Business Case

The bank had ambitious growth plans both nationally & internationally and could not compromise on the quality of service or security of their customer data. Issues with the existing service provider with respect to frequent downtime on the website, inadequate security measures and slow response times were affecting the business adversely.

Hence, they decided to partner with a managed IT hosting services partner who could offer a robust, scalable and a highly available IT infrastructure, enhanced security levels, quick turnaround time and speedy resolution of issues.

Solution

Netmagic offered the bank a dedicated hosting solution to support the primary and DR hosting of the bank's website and its datacenters. Additionally, Netmagic provided:

- IDC & Managed Hosting – Firewall, Dedicated Server, Bandwidth Services
- Managed Security Services – Comprehensive Network Attack Monitoring (CNAM)
- Infrastructure management services - 24x7x365 end-to-end network management through NOC, 24x7 helpdesk support
- Disaster Recovery - Replication and Management

Dedicated IT hosting from Netmagic enables a leading public sector bank to achieve 99.9% uptime for their internet banking portal

A leading public sector bank in India had signed up with a competing datacenter but they had their reservations about the security of the data stored, as it was extremely customer-sensitive. They also faced frequent downtime and this affected daily business performance and customer satisfaction levels. With a refreshed brand image and ambitious plans to grow, the bank couldn't be bogged down by datacenter issues...what do they do? Read more...

Business Scenario

The enterprise (leading public sector bank) had partnered with a leading service provider for management of its IT infrastructure in a shared environment. But the relationship was dotted with several challenges and problems. The enterprise faced issues on account of policy setting, security, responsiveness and support.

A major issue plaguing the bank was the frequent downtime on its website, which impacted their business performance severely. But what caused them a lot of concern were the issues related to the security of their customer data. The security had to be robust considering that it was a bank and dealt with private confidential customer information. The bank, thus, decided to look for a managed IT hosting service provider who could provide a scalable, robust, secure and highly available IT infrastructure to fulfill the need for security and confidentiality of its customer data and support its growth and expansion plans.

Value Proposition

The bank evaluated several service providers in the market and finally chose to partner with Netmagic Solutions primarily due to the expertise and experience that the Netmagic team displayed during initial interactions. Other reasons for the customer opting for Netmagic services included carrier neutrality, ISO 27001 and ISO 9001:2008 certified Tier III datacenter facilities, processes designed as per the ITIL framework, and the involvement of the senior management team.

Netmagic offered the bank a dedicated hosting solution with primary hosting and DR at two separate datacenter locations, end to end network management through NOC, 24x7 helpdesk support, and a burstable bandwidth to accommodate increased traffic to its portal. The bank has also taken servers at Netmagic's DC for hosting database and application.





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Key benefits

- High availability of IT infrastructure and 99.99% uptime SLA for their portal that ensured a consistent customer experience
- A robust and a scalable IT infrastructure to support the expansion and growth of their business
- Data confidentiality and security for the bank's customer sensitive information
- Quick turnaround time and improved responsiveness to queries and trouble ticket
- 24x7 network monitoring through an operational dedicated Security Operations Center (SOC) alerts the bank on any security breaches and cyber attacks
- Improved performance levels as a result of 24x7x365 end-to-end network management and monitoring
- Enhanced portal performance levels as a result of burstable bandwidth availability

Key Takeaways

After a smooth migration process, Netmagic today manages the bank's IT infrastructure including its website. Their website has been up and running since the past two years and there have been no issues of downtime. The entire setup is managed and monitored by Netmagic's expert team. With stringent security guidelines and security measures as per ISO 27001 standards followed by Netmagic Solutions, the bank's concerns regarding data security and confidentiality have been alleviated.

A quick turnaround time for resolution of any issue has led the bank to provide its customers with a consistent user experience. Netmagic's 24x7 operational dedicated Security Operations Center (SOC) monitors CNAM deployment for the bank and alerts them on any security breach or an attack. The SOC team works with the bank and advises them on how to mitigate the threat or the breach that has occurred. A total of 67 attacks have been detected and blocked by CNAM since the beginning of 2012. The bank can now focus on expanding its presence locally and globally with Netmagic Solutions supporting its growth plans.

