



## Case Study - IT Infrastructure

### Overview

C-Edge Technologies provides affordable, customer-centric infrastructure services to banks in India. Its service, which is based on an ASP (Application Service Provider) model, is aimed at small-sized banks who do not want to invest in a full-fledged core banking system and infrastructure setup, but require leveraging technology to nurture business growth.

The company is a joint venture between India's leading software and services company, Tata Consultancy Services (TCS) and top public sector bank State Bank of India (SBI) and has its headquarters in Mumbai, and offices across the country.

### Business Case

With a growing customer base and an increasing number of Regional Rural Banks (RRBs), Co-operative banks and their branches accessing their core banking application suite online, C-Edge realized that it required a robust, scalable and highly available IT infrastructure for hosting it.

C-Edge had hosted its core banking application suite with two separate service providers in Mumbai and had a disaster recovery site at Bangalore. As a result, managing logistics and maintaining a control over operations had become increasingly difficult. Hence, C-Edge decided to consolidate the hosting of its core banking application suite with a single service provider and eliminate the logistical and operational issues caused by the multiple vendor and multiple site structure and streamline processes.

### C-Edge boosts service to clients by consolidating its IT infrastructure with Netmagic Solutions

By outsourcing its core banking application and IT infrastructure to Netmagic, C-Edge has reduced costs, improved its services and, most importantly, created a platform for achieving high performance. The company's IT operation is now more closely aligned to its business goals and better positioned to enable continuous business improvement.

Retaining customers and building a loyal customer base are becoming top priorities for small banks around the world. To meet these needs, C-Edge helps banks to integrate their branches and gain a single view of the operations for effective management and control. Its service, which is based on an ASP (Application Service Provider) model, provides an optimized solution to small-sized banks that do not require investing in a full-fledged core banking system and infrastructure setup, but need to leverage technology to nurture business growth.

### Business Challenge

C-Edge provides core banking application suite for co-operative banks and regional rural banks, DCCB's and Private Banks, that do not want to invest in a full-fledged core banking system and infrastructure setup, but need one anyway to meet the business requirement. The company operates as an application service provider (ASP) and offers the core banking solution on a Platform-as-a-service model.

So when its customer base started growing and a large number of banks & their branches started accessing the core banking application suite online, C-Edge realized that it required a robust, scalable and a highly available IT infrastructure for hosting the application.

With its IT infrastructure scattered at three separate locations (application hosting with two separate service providers in Mumbai and a disaster recovery site at Bangalore), managing logistics and having a control over operations became increasingly difficult. Therefore C-Edge wanted to consolidate its IT infrastructure with a single service provider to accelerate IT deployments, streamline processes, reduce operational costs and gain better control over operations.





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## Solution

The company opted for Netmagic’s colocation services. The core banking application is now hosted at Netmagic’s datacenter in Mumbai and is made available to banks and their branches on a Platform-as-a-Service (PaaS) model.

### Solution Snapshot

- Infrastructure Management Services (IMS) - InfraMonitor, CNAM, InfraManage
- Internet Datacenter Services (IDC) – Co-location, Firewall, Bandwidth, Leased Line, Switch

“ Netmagic has worked magic on our operations. Since adopting their managed IT services, our business has experienced significant growth and the quality of services provided has always lived up to our expectations. In fact, the Netmagic team understands and gives full support to our clients when they visit the Netmagic datacenter facility. On their part, our clients too are highly satisfied with this new technology environment. ”

**Jitendra Chivate,** Program Manager, C-Edge Technologies

## Benefits

- Cost benefit from consolidation of applications and their hosting
- Efficiencies from streamlining of IT operations with a single service provider.
- Scalability and flexibility of facility and IT infrastructure to accommodate future projects and growth.
- Highly available connectivity - Carrier neutral infrastructure with 99.99% uptime.
- IT Team could focus on enabling core business activities.
- Secure infrastructure enabled by CNAM - a security breach alert tool.

## Value Proposition

C-Edge evaluated several service providers and finally chose Netmagic as the managed IT hosting service provider. The decision to choose Netmagic was based on:

- One of the few service providers capable of acting as a ‘one-stop shop’ to manage their mission critical IT infrastructure
- Offered a state-of-the-art carrier neutral datacenter with an impressive 99.99% uptime
- A full skills and performance analysis predicted higher capabilities to support the migration process than most other service providers
- The template driven program management proposed by Netmagic was comprehensive to help consolidate the existing IT setup – enabling C-Edge to resolve their existing challenges and aid in their growth and expansion
- As Netmagic’s datacenters were located in Mumbai, proximity to its location was an advantage

C-Edge’s core banking application suite is hosted at Netmagic’s facility in Mumbai, and has over 54 banks using the service on a Platform-as-a-Service (PaaS) model as on October 2011. Netmagic’s ISO 27001 certified datacenter has helped alleviate the security concerns C-Edge had with regard to hosting their core banking application suite with a third party service provider. C-Edge has also subscribed to Netmagic’s InfraMange and InfraMonitor services on a need based use basis.

Netmagic and C-Edge teams worked collaboratively to ensure a seamless migration of the core banking application suite from the earlier service providers to Netmagic’s datacenter. With its IT infrastructure being managed by Netmagic, the outcome has been a significant improvement in running of its IT operations.

## Key Takeaways

Today, C-Edge hosts its critical business application at Netmagic, and has the flexibility to expand the number of racks based on the business demand. The partnership with Netmagic has enabled C-Edge to enjoy a robust, secure, scalable and a highly available IT infrastructure that allows it to offer uninterrupted services to its clients. Additionally, a flexible cost structure on a pay-as-you-use model has helped the company to derive significant cost benefits.

C-Edge now has a better control over operations and has been able to streamline processes and reduce operational costs. With its IT infrastructure being managed by Netmagic, the company is assured of smooth and hassle-free operations and is able to focus on growing its business.

