

Case Study - IDC & Managed Hosting

Solution

Netmagic Solutions provided end-to-end application hosting support for the customer's asset management portal.

Solution Snapshot

- IDC and Managed hosting – Colocation – 10 full Rack, Burstable Bandwidth – upto 100 mbps, Firewall, Shared SAN
- Infrastructure Management – 24X7 Monitoring and Management of the entire infrastructure stack through Netmagic's flagship Inframonitor and Inframanage services.
- Managed Security services – 24X7 Network attack monitoring and security operations support through CNAM services
- Messaging & Collaboration
- PetaVault back up services, with primary backup in one datacenter and moving secured second copy electronically to second datacenter for BCP

Key benefits

The customer was able to realize the following benefits as a result of hosting the asset manager application at Netmagic's Tier III ISO 27001-datacenter facility:

- High availability of the IT infrastructure and bandwidth along with 99.99% uptime to accommodate increase in visitor traffic on the portal ensured enhanced and consistent customer experience.
- Enhanced security for the personal financial details of its customers as per ISO 27001 guidelines
- Efficient data back-up and recovery services
- A combination of 24x7 infrastructure support services through a Netmagic's Shared NOC and a dedicated team (DNOC) for managing the Application Operations led to increased service performance levels for the application/portal of their end customers.

- Coordination with third party vendors including banks, financial portals, IIT/IAM/LiveCommunity/Mtalk, Redhat, Dell, Cisco, F5, EMC, Oracle
- Server Management with 90+ servers for the production, staging and integration processes
- Managed security services including real-time threat detection using log monitoring and periodic vulnerability assessments of the infrastructure components
- Storage Area Network (SAN) Management
- Application Management – Jboss (IMM/IDF), Tomcat (IAM/BI), Open SSO, Ping-Federate, Apache, NetAcuity, Wily, Splunk, Custom Shell Script
- OS / Application Support
 - OS Management & Deployment
 - Security & Patch Management
 - Application Upgrade
 - Backup Management
- Oracle Database Management Support
 - DB Management
 - DB Encryption
 - DB Replication
 - DB Backup & Restoration

Netmagic worked towards improving several features in the alpha and beta stages including bettering the planning and scaling mechanisms, recovery plans, upstream and downstream communications and a better canvas of integration with third party vendors. With these improvements in place, the application successfully went live in 2011.

Key Takeaways

Today the asset management application is available on leading portals and banks for customers to access. The customer has had no issues with the availability and the security standards offered by Netmagic. Consumers today use the asset manager application widely and they enjoy a seamless, rich experience with the application. Some of the benefits extended through this partnership include:

- High availability of the IT infrastructure and bandwidth along with 99.99% uptime to accommodate increase in visitor traffic on the portal ensured enhanced and consistent customer experience
- Enhanced security for the personal financial details of its customers as per ISO 27001 guidelines
- Efficient data back-up and 24x7 network support services through a dedicated Network Operation Center (NOC) led to increased performance levels for the application/portal

Netmagic is currently building a Site Level DR for the customer at Netmagic's Chennai DC.

