



Infrastructure Services

Infrastructure Management Services

The Client

The client is a Leading Financial Services Group based in California that provides broker-dealer services and advisory programs for approximately 5,000 independent financial professionals and more than 700 financial institutions nationwide. Client established as a new firm as a result of a divestiture by one of the largest global financial groups in early 2010.

The Challenges

Client's Data Center was co-located at Denver in Parent company facility. The entire IT environment, then was managed for a number of years by another major global service provider. Under the prior engagement, the client had minimal flexibility to tailor the services being delivered.

To overcome these challenges, client were looking for a strategic partner that could provide a comprehensive turn-key solution, including design, procurement and roll-out of the new environment, with the expertise to do it quickly, efficiently and manage the entire process including:

- Flexibility and customization of operations provided by previous vendor
- Lack of transparency in pricing and SLA
- Move form manual based operations to automated environment
- Services were too expensive for the Spun-off organization which was smaller in size.
- Roll out and implementation of the desktops and supporting server infrastructure for the new entity

Key Highlights

- Server Availability – 100%
- Improved First Call Resolution to 70%
- Images Distributed – 272
- Antivirus Definition updated - 412
- Security Patches applied - 3200
- Average SLA compliance
- Response – 100%
- Resolution – 99.95%

The Solution

Allied Digital conducted detailed due diligence exercise through multiple workshops with numerous groups within the client's environment for thorough process and requirement gatherings. We performed a proof of concept using a Lab environment and created detailed Risk Assessment /Mitigation Strategy.

Initially, the solution was rolled out on Pilot basis in one of the branches for testing, validation and refinement of solution and processes. Also, a formal knowledge repository was formed and the final project plan was fine – tuned. Our Scope of work includes:

- Migration of end user computing (EUC) infrastructure
- Remote Desktop Management Services
- On-site desk side support services
- Break-fix Services for End User Devices
- Global Help Desk Service & Support (24x7)
- Server Management & Monitoring
- Design, implementation and on-going monitoring & management of multisite on-line data back up and replication solution
- Vendor Management
- Printer Management & Maintenance Services
- Technology Refresh Services

The Benefits

- Cost reduction achieved by merely migrating from existing vendor
- Seamless transition and deployment of an innovative solution with an automated framework which enhanced the productivity and efficiency
- In addition to ability to track unauthorized application in environment, greater security was ensured through deployment of automated & managed patch distribution.
- Single dashboard reporting, assisted management team to get birds eye view of their asset and inventory details, software compliance, patch level and application information.
- Proactive monitoring and remote remediation led to additional production uptime.
- Well defined SLAs improved service availability for business critical applications.

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