

CASE STUDY



24x7 AMS

**For Automobile North
America client**



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Project Overview

(a) Provide efficient problem resolution or work-around 24x7 for day-to-day business/IT problem reports as per SLA while interfacing with client IT team and third party vendors.

(b) Proactive problem management

About The Client

A leading global car manufacturing company with global imprint

Case Survey

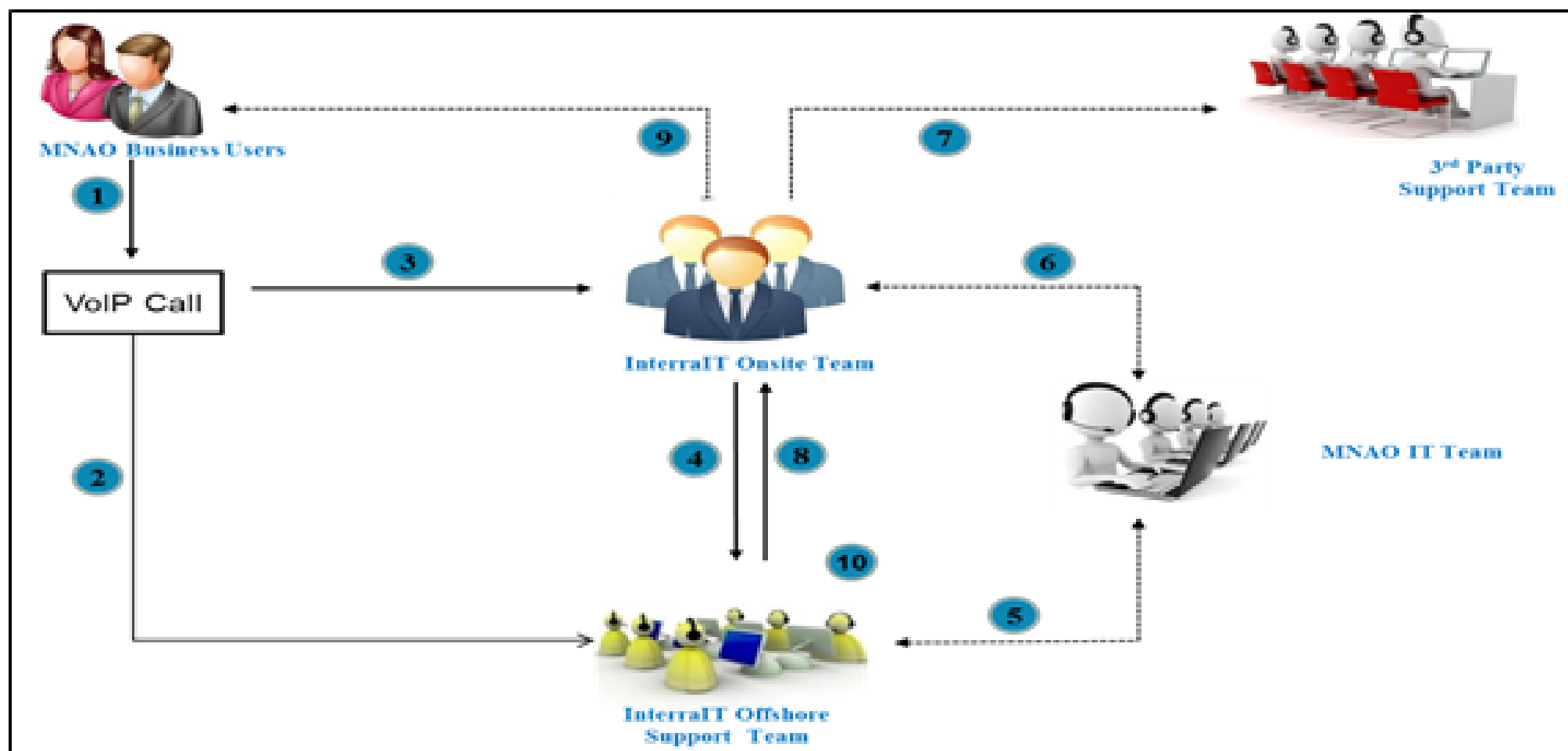
The client required the following:

- Inherited a portfolio of unmanaged Mainframe and Windows based IT infrastructure support environment without much documentation
- Around 50 servers in Test, QA and Production and 1000 Problem Reports [PR] per month - covering various business areas and technology areas
- P1 problems require immediate resolution regardless of the time of the day
- Resolution of business application problems require SME knowledge of customer's business
- Supporting fast changing application team requirements and new onboarding applications

Technology

- Mainframe System Administration
- Mainframe DB2, CICS, RACF security tools Administration
- UDB & MQ Administration
- SAP BO and ETL support

Detailed Flow



Our Solution

- Offshore model to implement 24x7 IT Infrastructure support
- Operations and Monthly audits as per Operations Manual
- Daily PR resolution as per SLA
- Monthly Proactive Problem Management exercise followed by Proactive Proposals to reduce # of PRs

Business Benefits Delivered

- Reduction of ~60% Mainframe job Abends in last 1 years through PPM
- Re-generation of customer's knowledge base and lost knowledge on Mainframe System and DB2 Administration, Distributed System (UDB, MQ and SAP BO ETL) administration in the form of tool and script generated reporting, documentation and repository
- SLA compliance of 99.5% incidents closed with effective solution design
- Proactive optimization of customer's business processes to bring PR volume down
- Extensive monitoring and support processes setup to handle critical system failures and business level requests
- Performance tuning and improvement solutions provided for critical IT infrastructure Production environment for improved user experience
- Streamlined production job obends to reduce counts to nil
- Based on analysis of data and reported problem trends, identified system changes to fix repetitive issues.

About InterraIT

InterraIT is a global IT consulting & services company providing business software solutions that improve operational efficiencies, address organization's unique business needs, and manage information at lower TCO & faster ROI. Established in 1996 & headquartered in san Jose, InterraIT is an ISO 9001-2015 SEI-CMM level 5 assessed and certified organization with world class delivery.