Enterprise Cloud Case Study

SUMMARY

A mid size listed NBFC company wanted to transform their end to end customer journey to a completely digital journey in order to grow fast with a superlative customer experience in a competitive market. Their mandate was to have a technically superior and cost effective IT Infrastructure for their business applications.

THE CLIENT'S CHALLENGE

The client provides easy and quick access to finance to micro enterprises in tier 2 and tier 3 cities of India. For their core lending management business application, they were dependent on existing software partner for IT Infra setup, software development, delivery and application management. The software partner had deployed UAT instance of the application at primary data center (DC) while production launch was yet to happen.

The client felt the need for an independent IT strategy and execution partner who will help them evaluate the existing IT setup, software delivery and manage application rollout and help setup the deployment using a cloud first strategy.

ACTION PLAN

Striatum was selected by the NBFC as the IT strategy partner of choice.

Striatum enabled the client to achieve the following milestones over a period of 12 months:

➢ Carried out detailed review of existing IT infra setup, usage, application architecture, project plan and signed contracts
➢ Evaluated DC, Cloud V/s On premises – hosting options considering 5 years business plan and TCO
➢ Created IT infrastructure hosting strategy with objective of 99.99% of business application availability, dynamic resource management and optimal cost control
➢ Evaluated multiple Tier 1 Cloud providers – AWS, Azure and Google Cloud to select the best fit from a techno-commercial perspective. Selected the Azure cloud as best suited to the needs of the client.
➢ The core business application production setup was migrated to Azure cloud
➢ Core business application Integrated with 3rd party API interfaces (Bank, Credit Bureau, Insurance, SMS) from Azure production and DR sites

➢ Core business application (serving web & Android mobile traffic) rolled out from the cloud infrastructure

➢ Microsoft NAV ERP rolled out on Azure with production and test setup

➢ Established governance policies with partners – application, OEM (Microsoft) and managed service providers (Azure, IT helpdesk)

➢ Implemented operational process for cloud application and infrastructure management.

➢ Carried out ongoing review of cloud infra and resource optimization to reduce Opex by 25%

RESULT

Client was able to rollout business applications with the desired cloud first architecture and is fast moving on the journey to an end to end digital business.

The other business benefits for the client were :

➢ IT hosting cost reduced by 50% within 3 months

➢ Ongoing cloud Infra cost reduction by 20% within 6 months of operations and 35% within 12 months compared to estimated cost at setup

➢ Core business application got restored with zero data loss within business SLA at 2 occasions when it was stopped due to code issues.