Overview

The customer is an American private investment management company with multiple offices functioning globally. The firm offers comprehensive investment management capabilities for the global capital markets to thousands of institutions in over 50 countries.

Foundation

- Digital Workplace Services
- Digital Operations

Business Objectives

The customer desperately wanted to adopt a fully digital operating model to enhance collaboration, reduce costs and improve user experience. Modernization of operations and upgrading communication and collaboration technology was at the core of achieving their objective of becoming a global and growth-oriented company.
Challenges

High uptime due to inadequate infrastructure support posed a significant roadblock for collaboration and communication amongst the offices located in diverse locations. The customer was struggling to provide continuous support to their clients spread across the globe. Strengthening the infrastructure of the APAC region was imperative as they were unable to lend continued support as per their working hours. They also had the challenge of securing business growth and aligning operations across countries to rapidly changing market needs. The high operational cost was one of the main challenges that the customer aimed to overcome.

Solution

Zensar’s Digital Foundation Services planned and executed a transformation strategy with an aim to provide maximum support and efficient infrastructure management; it included the following solutions:

Collaboration:
- Integrated Cisco Spark with Cisco Collaboration Infrastructure for IM, voice and video calls.
- Provided support for CUCM, Telepresence, Jabber, WebEx, Unity
- Enhanced user experience by configuring new video conferencing services
- Built and executed SharePoint migration plan and delivered support

Messaging:
- Installed Exchange servers and facilitated the migration of the Exchange environment to AWS
- Implemented automation scripts for reducing manual efforts after every CU update
- Replaced all third party certificates of skype for business 2015 to internal certificates and provided significant savings in certificate costs

Network & Security:
- Planned and installed SD-WAN model across four sites to automate traffic management
- Designed and implemented a new BCP site to ensure minimum disruption to work performed by traders and investors
- Symantec Infrastructure design, build & support, and Firewall (Palo Alto) Support
Impact

• 90% First Call Resolution (FCR) of Service desk achieved over a period of one year
• 30% operational cost reduction due to the offshoring of services
• 1000+ Man Hours saved in the last five years of engagement due to the implementation of automation scripts and configuration of advanced network support
• Facilitated seamless collaboration amongst users, which enhanced overall experience
• Improved Network Monitoring and Troubleshooting through centralized real-time pervasive visibility and analytics into network and application performance across the infrastructure

Key Highlights

• Communication & Collaboration Tools, SD-WAN, Automation, SharePoint Migration