



Ushering in a new era of digital operations with **Zensar's Digital Foundation Services**

Overview

The customer provides technology and administration services to investment managers and financial advisors across South Africa and Europe. It offers platform and technology for investment management, fund processing, and administration.

Foundation

- Digital Operations
- Digital Infrastructure
- Digital Experience Management

Business Objectives

The customer aimed to deliver world-class cost-effective solutions to its clients.

To stay relevant and competitive in a dynamic market, the customer wanted to automate the information capturing process, which was costing them ~\$1.5 million per year due to human errors along with ~\$3.5 million per year in penalty risks.

Challenges

The customer faced some key challenges while trying to optimize operations and implement automation

- Monitoring and notification issues of assets and services, impacting end-customer experience
- Absence of an end-to-end architected service platform to enable automation and scaling
- Lack of virtualization and network management capability and automation
- Need for a well-architected framework
- SIAM, vendor consolidation, licensing and SLA management

Solution

Zensar took over infrastructure managed services from a previous incumbent and offered Digital Foundation Services (DFS) with a focus to optimize digital operations, enable digital transformation and improve SLAs impacting business outcomes.

The transformation initiatives implemented included:

- 'Single Pane of Glass,' 24x7 monitoring solution for end-to-end IT services monitoring for improved service identification and notification
- ITSM process audit and implementation of best practices, consistent governance and continuous improvement of ITSM multivendor alignment
- Self-heal and Self-help portal deployment for improved user experience
- Preventive, Proactive and Predictive approach for user-based delivery (Sense & Act). Leverage Adaptive Service Framework (ASF) to enable business service availability and reliability measured by defined business service SLAs
- Implementation of Aternity tool, Self-service and Self-Heal Bots to improve productivity and digital experience
- Digital service improvement initiatives to increase the effectiveness and efficiency

Impact

- Improved event management, monitoring insights and contributed effectively to capacity management
- Increased service reliability by **reducing overall incidents by 20%** and **VDI incidents by 12%** in a single quarter
- **Direct Cost savings to the customer** through Infrastructure consolidation and cost reduction by reclaiming more than 60TB of storage, 2TB of RAM and 360GHz CPU
- Self-Service and Self-heal automation improved Digital Experience for the customer and their customers. Zensar received **97.47% positive feedback** from the customer
- Leveraged the Digital Foundation Services framework to transform business operations and services
- Continuous improvement cycle achieved in improving **SLA above 99%** in just two quarters

Key Highlights

- Single Pane of Glass View, Adaptive Service Framework, Automation, Self-heal bots