

## UK headquartered MNC Bank's India Operations implements Integrated IT Management for enhanced business availability and performance

### Client Industry

BFSI

### Background

The Serviceberry client is the Indian unit of a UK headquartered MNC Bank. The Bank is among the world leaders in financial services with more than 48 million customers in over 50 countries with over 300 years of history and expertise in banking. Their services include retail, commercial banking, credit cards, investment banking, wealth management & investment management services across Europe, Africa, Asia and the USA.

They have been in India for nearly three decades through their Investment bank and more recently with their retail and commercial banking services across select leading Indian cities. The Bank wanted to setup a Data Center to support these businesses.

The Bank wanted to manage this setup centrally & proactively and hence wanted to implement an Enterprise Management Solution to manage their Network, System & Application environment effectively.

Serviceberry was entrusted with the task of designing and deploying the Enterprise Management Solution

### Business Challenges

The client faced the following issues:

- Setup a world class Integrated Management System to monitor and manage the Data Center.
- Fast growing, mission critical IT Infrastructure.
- Ensure maximum uptime of all equipments in the Datacenter.
- Customized Reports for Availability and Performance of the entire Infrastructure.
- Understand end user experience from application access and usage perspective.
- Lack of integrated view of IT Incidents and their tracking.

### The Serviceberry Value

Serviceberry analyzed the client's IT Management requirements in detail to arrive at the Enterprise Management design architecture. Serviceberry then implemented the following modules:

- HP Network Node Manager was implemented to proactively manage Network availability and performance.
- HP Operations Manager and Sitescope addressed system and application fault and performance management besides providing a centralized events console.
- HP BAC for application availability and performance management from end users perspective.
- HP Performance Insight to provide near real time & historical reports on entire IT infrastructure and for Capacity Management.

### Outcomes for the client:

Serviceberry shifted IT Management to a proactive service based operations, effectively transforming the role of IT from a technology provider to a strategic, reliable, cost efficient IT services provider.

The client IT organization now has the power of information and insight into the IT Infrastructure availability and performance thus facilitating decision making and reducing decision response time.

Serviceberry was able to integrate management of various IT domains to improve the competitiveness and agility of the client. Expected efficiencies led to increased uptime, reduced response time, greater customer satisfaction and continued growth in business.

Serviceberry can help you realize significant value on your ITSM strategies and investments through truly customer-centric, result oriented services. To know more about how you can leverage our expertise to achieve better organizational value, please be in touch with us by email to [info@service-berry.com](mailto:info@service-berry.com) or give us a call.

### Contact:

#### Serviceberry Technologies Private Limited

##### Mumbai

101, Pressman House  
Nehru Road, Vile Parle (E). Mumbai.  
Tel: +91-22-66971111  
Fax: +91-22-66971120

##### Bangalore

730, Behind BDA complex  
3rd Block Koramangala,  
Bangalore – 560034  
Tel: +91-80-25633803