

A global outsourcing giant leverages right-shoring to build a reliable and responsive database infrastructure to achieve predictability

Leverages automation to reduce manual efforts for troubleshooting by 50% and increases service availability

About the Client

The client is a global IT services firm working with both public and private sector organizations managing their mission-critical business processes and the underlying IT systems. An FTSE 200 listed company, the client employs 140,000 employees across 39 countries.

Goals

RIGHT-SHORING DATABASE MANAGEMENT FOR OPTIMAL BUSINESS BENEFITS

The client had a sprawling onsite database infrastructure meant for supporting day-to-day operations of multiple end customers. The environment was sub-optimal due to low service availability, and a purely onsite UK based management model led to high cost of operations. The client was looking for the right infrastructure services partner who could provide database management services for their end customers using the right mix of onshore and offshore resources.

The client also wanted to leverage the benefits of offshore delivery to optimize costs, improve service support, and implement best practices such as SQL BPA. This included upgradation to latest service packs, optimization of memory and SQL server configuration, and maintenance planning. At the same time, it was decided that the onshore resources would provide support to highly sensitive, confidential, and export restricted database for the client’s end customers. This was critical given the regulations the client is required to comply with.

The scope of the engagement included:

Technology	Version	Instances
SQL Server	2005/2008/2008 R2/2012 with always on feature	546
Oracle	10g,11g and 12c	131

Figure 1: Scope of engagement

Transformation

ENABLING SEAMLESS REMOTE MANAGEMENT OF OPERATIONS

Microland segregated the operational roles and responsibilities between an optimal combination of onshore (client site) and offshore resources, and offshore operations were set up to be run from Microland’s remote management center located in Bangalore.

Apart from providing 24X7 support for databases, Microland’s key deliverables are shown in Figure 2.



Figure 2: Key project deliverables

Outcomes

DRIVING BUSINESS GROWTH THROUGH EFFICIENT HYBRID OPERATIONS DELIVERY

We helped the client optimize its cost of operations and maximize efficiency through round-the-clock proactive

support and a flexible delivery model. The client achieved the following key business benefits:



- **Enhanced service delivery** through consistent SLAs of over **98%** every month and an average SLA of over **99%** over a period of one year
- Increased accuracy and reduced errors through automation



- **Shortened the time taken for troubleshooting from ten to five hours** through script automation, thus reducing the daily manual effort by 50%
- Increased database availability and enhanced performance through implementation of database best practices and design optimization

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

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