



Providing IT Support for a Federal US Bank

Client

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The client is a cooperative, wholesale bank that helps meet community credit needs by providing readily available, competitively priced credit products and services to member financial institutions. Members include commercial banks, credit unions, industrial loan companies, savings institutions, insurance companies, and community development financial institutions headquartered in Arizona, California, and Nevada. Opteamix partnered with the client to enhance their coverage hours and maintain infrastructure systems.

Challenges

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The client was facing a challenge with support due to scheduled maintenance during their off-business hours throughout the week and over the weekends. To tackle this problem, they wanted to use global delivery to create an extended team using a “follow-the-sun” model to optimize the utilization of onsite and offshore resources. The environments to be supported were DEV, TEST, and PROD with each having their own SLAs to adhere to.


The biggest challenge in executing this engagement was streamlining the coordination between the offshore and the onsite teams. Some of the other challenges faced are listed below:

- ▶ The SLA requirements were different across various environments and were stringent as it involved financial data.
- ▶ The client was focusing on increasing coverage during the week and reducing IT operational costs through increased productivity and by adopting a metrics-driven SLA.
- ▶ Constant interaction with other MSPs for issue resolution.
- ▶ Given that the processes were very complex and detailed, the Standard Operating Procedures (SOPs) supporting these processes had grown and compounded over time.
- ▶ Opteamix had to acquire knowledge from the existing team within a limited time frame.
- ▶ Providing remote (offshore) access to all the DEV, TEST, and PROD environments.

Solution

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Opteamix implemented a reliable, cost-effective, and process-oriented Global Delivery Framework that not only ensured quality delivery of infrastructure support services by using offshore resources to cover 16 hours across 5 days a week, but also helped in reducing the cost of operations through process efficiencies and improved productivity.



The client's main objective was to ensure off-business hour coverage and contain the cost of operations without altering the quality of service delivery. In order to achieve this, Opteamix provided the client with IT support and maintenance services using our outcome-driven, process led Global Delivery Model.

We provided a flexible support model on a 24x7 basis, using both onshore and offshore resources as a combined team. The technical support teams were quickly mobilized with staff ramp-up and training taking maximum priority. Technical leads from India were flown to the United States to acquire knowledge and impart it to the offshore team. We also created a knowledge repository and KEDB (Known Error Database) to serve as a guide and reference while ensuring quick resolution of issues.

A metrics-driven SLA meant continuous performance tuning for every transaction. This prompted our team to build several automated processes to improve the quality of work, thereby reducing the number of production tickets.

Value Delivered



Opteamix was able to bring in the necessary technical competencies and experience to achieve the client's objectives and has been able to achieve all SLA targets since the beginning of this engagement.

Some of the key benefits the client achieved by engaging with Opteamix are listed below:

- ▶ Significant savings in effort and improvement in productivity due to the deployment of the onsite/offshore model, optimizing the operations based on utilization and introduction of several automated processes.
- ▶ Clear ownership and accountability for services.
- ▶ Objective evaluation of services and clear identification of improvement areas provided flexibility in scope and operation.
- ▶ Overall increased depth and coverage of support operations.

About Opteamix

Opteamix is a digital automation technology consulting firm with deep expertise in Application Development, Robotic Process Automation, Artificial Intelligence, DevOps, Enterprise Mobility, and Test Automation Services. We are headquartered in Denver, Colorado with a wholly-owned delivery center in Bangalore, India.