Cloud Hosting and Managed Services for a
Leading New-age Financial Institution

CASE STUDY

About Client
Leading financial institution

Industry
BFSI

Service
Cloud

Business **Need**

Since the customer is a fintech start-up in the consumer finance segment, they have unpredictable workloads and scalability requirements. They needed their entire infrastructure on cloud with high availability ensuring no single point of failure. The client was looking to launch their business applications within the shortest period possible to shorten their go-to-market time. It required multiple application testing to be done before finalizing the application stack for their various business units.

Business **Solution**

Considering the client's requirements, we proposed AWS based Cloud solution to fulfill the following requirements:

- High availability
- Scalability
- Cost Optimization
- Performance
- Security

We proposed the use of following **AWS Services**

- Amazon Code Commit
- Amazon API Gateway
- Amazon Pinpoint Service
- Amazon EC2 & Amazon Elastic block storage
- Amazon Lambda
- Amazon CloudWatch
- AWS CloudTrail
- Amazon Simple notification service
- AWS Simple storage service
- AWS Config (Configuration management)
- AWS Guard Duty
- AWS Web Application Firewall
- AWS Inspector
- AWS Key management service

Our Managed **Services Approach**

cloudxchange.io provided a 24 X 7 help desk support (Phone, Email & web-based) to customers. The Service Desk application included all direct interactions between a user and the service desk by phone or by email-id. It also included all user activities that occur by use of the self-service Web portal such as:

- Incident management, users can raise tickets via email, a self-service portal, phone, or in-person as per ITIL standards
- SLA Management & Self-Service Portal
- Automation & Service Catalog
- 24*7 Customer Hotline support through chat, Mobile hotline, and email

Some of the key functionalities of the approach include:

- Enabled Multi-level security – KMS encryption, password protection, and SSL while transferring the data on AWS Cloud

- Enabled Amazon S3 server-side encryption
- (AES-256) to encrypt the data
- AWS Web Application firewall
- Antivirus protection using Trend Micro
- endpoint protection
- AWS Guard Duty
- AWS Inspector
- AWS Config
- Disk Encryption
- Basic DDOS protection

Cost Optimization:
The customer will access some servers infrequently, so the proposed solution is designed in a way to optimize the cost. Script is configured on the server in such a way that the servers will run only during a particular time as per their requirement.

Monitoring Services Features: Server Monitoring
- A quick summary of the status and performance of the customer's server over the last seven days through our heat map analysis
- CPU/memory/disk utilization
- Services and processes
- Network statistics including bandwidth utilized by the server
- Processor queue length and uptime.

Monitoring Services Features: Reports
- Availability Summary Report
- Busy Hours Report
- Health Trend Report
- Performance Report
- Performance Report

Business **Impact**

- **Freed up IT resources** - Improved efficiency by freeing up valuable financial and staff resources
- **Reduced Capital Expenditures** - Customer no longer needs to acquire, enterprise backup software, or hardware system eliminating the burden of capital expense on infrastructure and equipment
- **Data Backup**: Ensures data backup during critical events such as on-premises data center outage, when many applications must be restored simultaneously and as soon as possible
- **Data Security**: Implemented AWS KMS Encryption on Instance volumes to secure the data of the server

About **NSEIT**

NSEIT Limited is a digital native technology company that engineers world-class solutions to help our global customers accelerate their digital transformation journeys. Our key service pillars are Application Modernization, Business Transformation, Data Analytics, Infrastructure & Cloud Services, and Cybersecurity, through which we create intuitive digital experiences and tangible business impact. For over two decades, our innate drive for excellence has made us the partner of choice for global organizations. At NSEIT, we fuel digital progress.

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