Modernize IT infrastructure with
self-service modules for greater operational efficiency

CASE STUDY
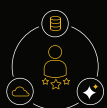
About Client
A leading financial institute

Industry
Financial services

Service
Cloud

Business **Need**

A leading financial organization with a diverse range of service offerings wanted to streamline its operational functionalities. It felt the need for upgrading its IT environment to stay competitive in a dynamic global marketplace. The company needed to enhance the productivity of its operators, increase developers' agility, and support self-service modules of provisioning.

Business **Challenge**

The financial enterprise was struggling with its traditional IT infrastructure. Several complex and interrelated challenges were impeding its business growth. These challenges included:

- Building, configuring, and maintaining their legacy IT infrastructure. This had become a time-consuming exercise that was adversely impacting their return on investments (ROI)
- Key resources had to be diverted to operational activities and provisioning for infrastructure. This in turn meant they were not free to take up more critical tasks

- Costs were escalating through unused or over-provisioned infrastructure allocations
- Multiple users were manually provisioning for infrastructure. As a result, delays mounted and increased the risk of errors

With NSEIT's domain-specific experience in managing complex global IT environments and enabling digital transformation journeys for financial institutes, the company chose us to modernize its enterprise ecosystem.

Business **Solution**

Our client was looking for innovative solutions that would provide on-demand support for infrastructure functionalities. After a thorough examination and analysis of our client's existing IT architecture, we stepped in to:

- Create a library of versioned and validated infrastructure templates, which were designed for on-demand consumption

- Develop self-service modules of infrastructure provisioning to avoid operator bottlenecks and raise the agility of developers
- Serve more infrastructure-related requests through pre-defined models to increase operators' productivity
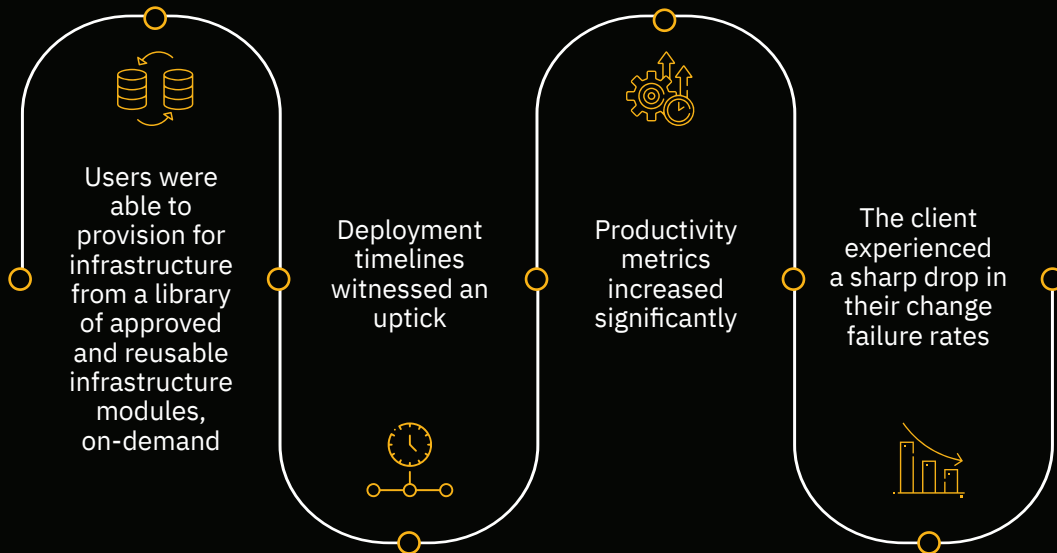
Tech **Stack**

HashiCorp **Terraform**

servicenow

Jenkins

Business **Impact**

NSEIT implemented an industry-vetted solution stack with Terraform for on-premises and cloud deployment. It resulted in cost optimization, reduced the margin of errors, and eliminated production downtime. Additional benefits that the client's IT infrastructure gained include:

Users were able to provision for infrastructure from a library of approved and reusable infrastructure modules, on-demand

Deployment timelines witnessed an uptick

Productivity metrics increased significantly

The client experienced a sharp drop in their change failure rates

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.