

Increased Operational Efficiency through IT Infrastructure Optimization for Leading Financial Services Provider in Oman

Client Overview

The client is a leading financial services provider in Oman having a strong presence in various finance verticals including corporate, retail, investment, and Islamic banking. The client also operates in the treasury and asset management segments.

The Business Situation

The client wanted to set up backup mechanisms for the bank's corporate data center to ensure robust Disaster Recovery (DR). They needed a technology partner for end-to-end IT infrastructure support. They also faced the challenge of existing IT infrastructure bottlenecks that needed to be identified and eliminated. The client was looking to implement best practices to increase their overall business efficiency and effectiveness.

The Solution

GS Lab | GAVS deployed a high-availability DR center aligned with the bank's goals, based on a thorough IT assessment that included prioritization of applications and infrastructure, readiness, and optimal migration plan. Through application and hardware refresh/upgrade, the team successfully eliminated data bottlenecks. Comprehensive Level 2 and Level 3 support for IT infrastructure were provided across desktop, network, server, database, and storage. Maintenance and support were ensured for Temenos T24, the bank's core banking system. Additionally, ISO 9001, ISO 20000-1, and People Capability Maturity Model (PCMM) quality systems were established in the bank's IT department.

Challenges

- Absence of Disaster Recovery (DR) strategy
- Lack of support for IT infrastructure
- Infrastructure bottlenecks
- Low operational efficiency

Solution Highlights

- Deployment of high-availability DR center aligned with bank's goals
- Application and hardware refresh/upgrade for successful elimination of data bottlenecks
- Comprehensive Level 2 and Level 3 support for entire IT Infrastructure
- Maintenance and support for bank's core banking system, T24
- Establishment of ISO 9001, ISO 20000-1, PCMM quality systems
- Seamless migration and setup in minimal time

Solution Outcomes

- 40% reduction in IT overhead costs
- Improved system uptime through robust disaster recovery/backup processes
- Improved visibility and control over IT systems by implementing project management
- Improved business efficiency and effectiveness through process optimizations
- Increased productivity by effective tools reuse and process repeatability
- Reduced carbon footprint through virtualization and consolidation of network and servers