IT Infrastructure Management Service:
For Shorter Response Time & Mitigation

FOURTH DIMENSION
expect more

Brief about the Customer

- One of the Globally spread largest non-political service organizations

- 47,000 local clubs

- 1.4 million members across 200+ countries.

- Involves in a wide variety of social service projects and local communities across the globe.

Challenge

- The nature of their activities demands a stable IT environment, a high level of data security, and scalability in terms of infrastructure

- Key challenges were regulation compliance, accessibility of Key Information, and security of their data

- The application response time was way below expectations by key-stakeholders

- A better mitigation approach and action in the event of a data threat was of paramount importance

- IT staff were stretched, and consequently, calls were pending for a long time on some key security breach eventse.

- There was an Enterprise Goal to reduce IT Operations cost

Solution

- Solution involved putting together a robust IT infrastructure architecture that would be reliable, scalable, and modern to meet the client's dynamic needs.

- Assembled a team to improve the response time and data security

- Implementation of 24X7 Monitoring System

- A suitable infrastructure setup and implementation team were tailored according to the organization's needs

- The implementation of the infrastructure solution followed the planning phase. Then, with a dedicated helpdesk and team of experts, we could further track the changes and manage any further incidents.

- Our team of experts ensures proper data backup and business continuity to help mitigate any data security concerns that might arise.

- Our remote IT management team monitored the health of the systems 24/7 and proactively addressed potential issues.

Benefits

- The modernizing of the infrastructure enabled the implementation of a robust network

- Data security in line with best practices in the industry, scalability, and shorter response time

- Our fully equipped engineers secure client's data from data breaches that involve malicious attacks and safeguard the company's data

- Implemented an ITIL Process that enabled quicker response time on Incidents

- Established process that helped trigger pre-planned responses solicit feedback, and streamline the process, ultimately speeding up the entire workflow

- Best practices in IT infrastructure management, the client experienced a reduction in operational cost by 50% with better results, increased productivity, and improved customer satisfaction

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