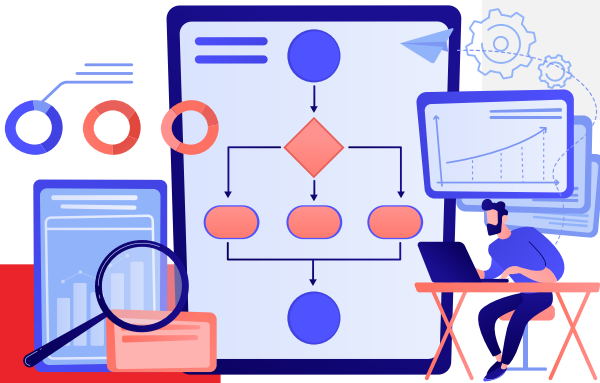


Congruent Case Study



Brief About The Customer

- Specialist in technology solutions and an outsourced retirement plan administration
- Full-fledged product serving the pension plan industry.
- One of the service providers to the retirement industry since 2004.
- Operations in the USA and India.
- Offering products and solutions to Fortune500 retirement plan providers.



Business Needs

1. Stability and uptime of IT Infrastructure
2. Onboarding of a customer in the shortest possible time frame- from months to a week
3. On demand provisioning of IT infrastructure using Cloud architecture to reduce the cost.
4. Unprotected partner networks

Solutions Offered

1. IT infrastructure was transformed as per client's needs.
2. 24X7 monitoring was implemented to closely watch the health of IT assets.
3. Escalation/ITIL support processes were documented and followed.
4. Business continuity/ disaster recovery plan was defined as per client requirement.
5. Period Third Party Audit and compliance reports were submitted to the customer.
6. Skilled engineers provided remote support on cyber security needs.
7. IT architecture was re-defined to accommodate customer needs.



Outcome of the solutions

1. 99.9% SLA was delivered with the defined architecture and supporting IT environment
2. Our service ensured 100% business continuity despite planned/ unplanned events to ensure uptime commitment.
3. The client was able to experience 2X revenue in a year.
4. The client saw a reduction in the onboarding process from 2 months to 1 week resulted in significant cost savings.
5. On-demand IT infrastructure provisioning lower total cost of ownership.