



## Managing the Infrastructure of a Leading Provider of Financial Guaranties

### Client Profile

Client is one of the world's leading monoline financial guaranty insurance companies, providing financial guaranties for a variety of debt securities and credit enhancement on infrastructure finance and structured finance securities worldwide. Client has trading desk with trading operations spanning across North America, Europe & Australia. Its investment management operations use sophisticated analytics and underlying applications and state-of-the-art infrastructure.

Client needed an infrastructure management partner who understood the criticality of their business and its imperatives, needed to deliver services globally, and also undertook vendor management to provide effective governance to the clients operating environment. They conducted a stringent due diligence on a host of service providers onshore and offshore and finally chose Microland ahead of others.

### Client Context

The service required managing a wide array of operating infrastructure with service provisioning both at client-side and offshore, working with other service providers with effective hand-offs and ensuring strict SLA conformity, and providing effective reporting. In addition, the team needed to have a superior understanding of a variety of technology areas as indicated below.

### Microland Approach

Microland provides client-side technology manager for all business critical functions and support, an offshore infrastructure management center and a Professional Services setup to provide critical, high-end planned and ad-hoc operating requirements.

The offshore services are delivered on a 24x7 basis from the Remote Management Center (RMC) in Bangalore India. The toolsets including Compaq Insight Manager and other open source tools, Help Desk system including Magnify™, and

connectivity to the customer facility were configured and provided by Microland.

### Technology Coverage

- Three Datacenters across America, Europe & Australia, 1 (HOT) Disaster Recovery Center
- WAN Networks on MetroEthernet, MPLS/P2P and VPN, Intranet and Extranet
- Security Management
- Infrastructure Applications
- Business Applications
- Collaboration and Mobility Environment

### Key Service Deliverables

Technology Operations:

- SPOC for all IT Infrastructure; Provide Technical Leadership: Inter-operate and coordinate with Systems, Network, Database and Security Administrators, Warehouse Architects, Systems Analysts and Document Management Teams
- Manage Domain Repository, Messaging Infrastructure, Blackberry, Perimeter Security, Connectivity Architecture and Content Management
- Manage and Monitor: all backup jobs, all Datacenters, Remote Access and performance to defined norms
- Monitor Database availability, threshold monitoring and alerting
- Incident Management: ticketing, prioritization, escalation, recording, vendor management and communication.
- Manage Storage Provisioning, operations management, Capacity planning & Expansion

### Benefits

- Cost reduction of over 40%
- Advanced, sophisticated and regular reports for improved analytics
- 100% service availability with no downtime on 24x7 basis, exceeding five "9's" uptime
- 0 security breaches in an 18 month period
- Reporting and Governance, SLA and Vendor Management