

Case Study



Financial Services Firm Reduces the Cost of Application Support

An Investment Banking firm partnered with Infosys to improve the efficiency of its application management processes. Among the specific focus areas were to standardize support processes globally, reduce the cost of support, and to support its Trade Clearance and Settlement system. Using Infosys' Application Management services, the client implemented a follow-the-sun model and transformed its support processes. It reduced incidents by 73% and achieved annual savings of US\$231,000 despite a 300% increase in transaction volume.

The Client

The client is an investment banking firm that provides a range of services to a varied client base that includes corporations, governments and high net-worth individuals. It provides advisory, investment and research services, among others, to its customers.

Business Challenge

To support global operations with a seamless yet cost-effective application support system.

With operations around the globe, the client runs a 24x7 schedule across time zones. Its IT team supported business-critical applications. However, as each location operated independently and with limited global interaction, it resulted in duplication of effort, sub-optimal operations and higher cost.

For the client, the challenge was to attain economy of scale by supporting different geographies using similar processes and applications. Other challenges included:

- **Handling large transaction volumes:** The client's systems processed over a million transactions each day across the globe, with a peak of 1.5 million transactions. These numbers were expected to double in the near future.
- **Follow-the-Sun support model:** Global operations meant supporting different time zones. This required a 24x7 support mode, mostly from a single location, to realize cost benefits.
- **Process standardization:** Over a period of time, each client location had customized processes and applications to meet its specific requirements. To achieve synergy and subsequently, cost savings, there was a need to standardize processes across locations.

Infosys Solution

Facing these challenges, the client partnered with Infosys to address the issues. Infosys took over the support of the client's trading systems worldwide.

Phase 1	Effective changeover
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Infosys completely took over support of the *Trade Clearance and Settlement* system. Initially, the support model dealt with the customized, location-specific versions of the system. To address this issue, Infosys distributed the support team across the globe in the following **24x7 model**:

- North America end-of-day activities were supported by teams in India and Asia-Pacific
- Asia-Pacific end-of-day activities were supported by teams in India and Europe
- Europe end-of-day activities were supported by the team in North America

This approach facilitated a smooth transition of support from the client's IT team to Infosys. Client involvement at the end of this phase was minimal (see Figure 1)

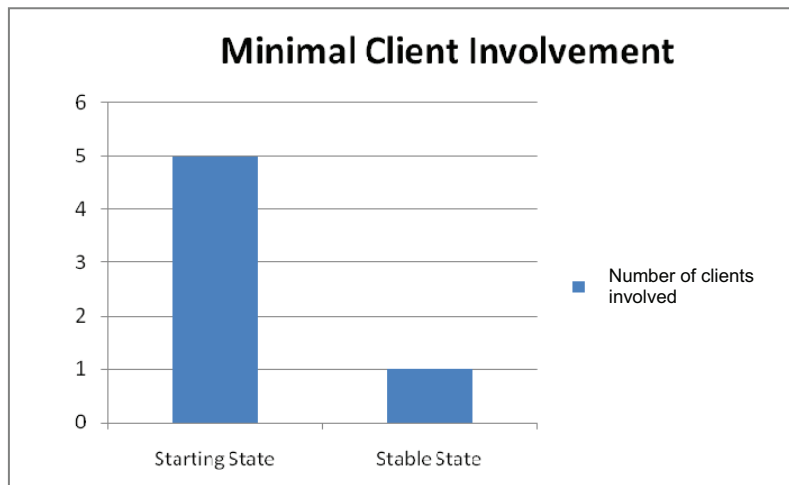


Figure 1

Phase 2	Streamlining and improving processes
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On stabilizing operations after the transition, Infosys embarked on revamping the support processes. The first step was to develop and implement a “Dashboard” that provided a *one-stop tool* that enabled multiple systems to be monitored simultaneously. This simple step enabled better resource utilization and translated to an *annual saving of 55,000 USD*.

The next step involved streamlining and synchronizing the support process (using industry standard frameworks such as CMMI and ITIL) across locations. The effect of these steps – streamlining the monitoring and reporting process – was a decrease in incidents. Reported incidents *fell by 73%* over two years. (See Figure 2)

The decrease in incidents was due to:

- Utilization of the dashboard to improve the efficacy of system monitoring
- Process streamlining and standardization, which decreased the number of issues caused by enhancements to the system. This, in turn, reduced incidents in production

Processes also aided quicker identification and correction of systems issues.

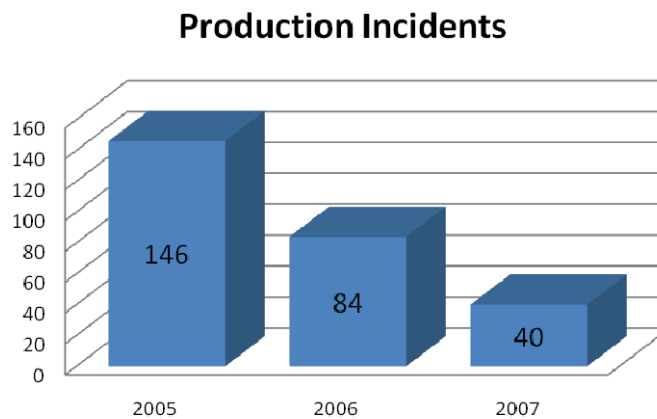


Figure 2

Phase 3	Realizing cost savings due to synergies
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The next step was to eliminate multiple support locations and realize the synergy offered by providing a majority of the support activities from a single location. Infosys thus started *24x5 support from India* for the client's North America and Asia-Pacific operations.

Infosys' support covered 1000+ system alerts every month, 500+ user support requests, 10,000 batch jobs and 1000 real time processes.

In three years, these measures translated to a **48% decrease in support calls despite a three-fold increase in transaction volume**. This corresponded to *savings of US\$121,000* annually. Additionally, reduction in the number of incidents corresponded to an additional saving of *US\$55,000* per year (See Figure 3).

Annual Savings (USD)

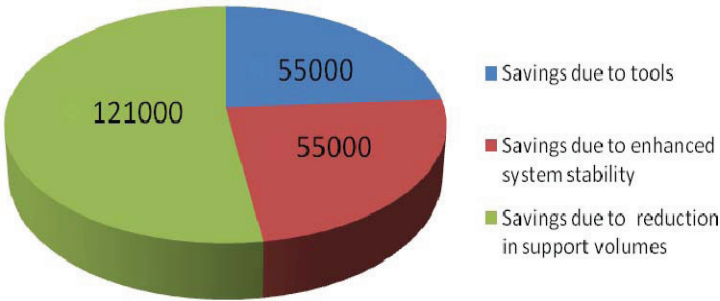


Figure 3

Business Advantage Delivered

In collaboration with Infosys, the client realized the following benefits:

- Handled volumes of 1.5 million transactions /day and related surges smoothly without significant downtime
- Reduced production incidents by 73%
- Maintained service levels of over 98% in incident management
- Saved US\$231,000 annually



For more information, contact askus@infosys.com

About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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