BUSINESS APPLICATION SUPPORT & AUTOMATION FOR A GOVERNMENT ORGANIZATION

Attention. Always.

aspire SYSTEMS
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Our customer is the National Standards body of India, functioning under the aegis of Ministry of Consumer Affairs and Public Distribution, Government of India. It has published more than 18000 Indian Standards (IS) and Priced Publications (PP) which are presently available for sale. It is headquartered in Delhi.

The client had a complex IT application and infrastructure environment. And they were burdened with a lack of transparency on application state and performance issues that impacted the overall efficiency of IT operations and also resulted in high enterprise application support costs. They needed a better way to manage maintenance and support for virtually all mission-critical infrastructure components- including various applications and their functionalities, systems and services.
THE SOLUTION

To address the customer’s pain points and optimize the efficiency of their processes, Aspire Systems took end-to-end ownership and provided comprehensive monitoring and application support. Our overall scope of engagement was as follows:

- Coordination with L1, L2 & L3 teams for support
- Reviewing their database, application and server related logs for root cause analysis
- Resolution of Incident and Change control tickets for Front-end, Back-end and Infrastructure related issues
- Proactive Monitoring for outages on the client’s Network, servers and Database
- Co-coordination with Development team regarding application related issues and their requests
- Deploying their product changes
- Implementation of automation in uploading standards
Aspire’s solution helped the client in achieving their business goals in the following ways:

- Reduced enterprise application support costs by around 30%
- Reduced manual efforts for uploading bulk standards by 40% through implementation of industry best practices for automation
- Optimized Incident Turnaround Time
- Structured root cause analysis helped in addressing key points of failure
- Provided speedy resolution of critical issues
- Eliminated overall inefficiencies related to IT operations
- Ensured adherence to SLA through continuous monitoring
- Effective collaboration created synergy across services (L1, L2, L3 levels)
- Freed IT resources from support functions to focus on strategic initiatives
Through powerful automation and optimization across their entire infrastructure, Aspire’s solution helped to simplify the client’s complex IT landscape. Problematic IT monitoring tasks can be addressed with the help of proactive problem management. This would in turn translate to seamless visibility into their business operations and faster business process execution, thereby leading to significant operational gains. It would also provide them the required agility to respond promptly to the changing dynamics of today’s marketplace and improve customer satisfaction in the long run.
Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world’s most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of “Attention. Always.” communicates our belief in lavishing care and attention on our customer and employees.

ABOUT ASPIRE