



Kuwait's largest financial institution saves 40% with continuous Azure support and monitoring





Challenge:

- The need for remote scenarios to understand issues and provide quick solutions
- Data protection and backup to prevent data loss
- Improve user adoption with quick troubleshooting
- Improve access to the client for the desired application
- Integrating application with Azure Single Sign On
- Flexible deployment with attention to response time, procedure, and escalation accuracy
- Restricting access for unknown users
- Pipeline for automated testing of applications
- Monthly patching of Windows and Linux servers
- Downtime server issue and enhance monitoring
- Improving performance by fixing vulnerabilities

Solution:

- Consulting support, MS Azure support and monitoring

About the Customer

The National bank of Kuwait is the largest financial institution in Kuwait and a financial leader in the Arab world. It aspires to become a driving force for banking innovation and reliability. The client also aims to assist individual customers and corporations to achieve exceptional growth and optimal performance while keeping the banking experience for their customers enjoyable and professional.

The Need

Our client was looking to continuously support and monitor their infrastructure. As part of their digital banking initiative, the bank was looking to build a new Digital Banking Application. They were looking to set up a highly secure Azure infrastructure. NBK also faced difficulties in managing all its servers and applications. The client's biggest focus was implementing comprehensive security measures to guard their infrastructure and data given the sensitive nature of their business. They needed help managing user access over their application. As the client needed both cloud and on-premise support, a major challenge was dealing with a lot different teams and a host of different and complex client bases.





Results:

- Achieved 99% in Azure security centre
- Able to spin-up any new environment in 30 minutes
- 40% cost savings with end-to-end automated deployment
- Zero downtime with cloud server support
- Simple ticketing system to quickly troubleshoot technical product issues reported by the client
- Quick resolution of issues related to functionalities, add-ins, integrations, customizations, and new features
- O365 security compliances implemented working along bank GISO
- Proactive monitoring the VDI storage
- Improved security with regular resetting of passwords
- Improved customer satisfaction with regular audits
- Extensive knowledge base to simplify support process

Aspire's Solution

Aspire was able to help the client smoothly transition to the cloud as well as retain some part of their business on-premise. With Aspire's support, NBK was equipped to deal with a wide range of different teams and host a variety of complex problems.

The team provided round-the-clock monitoring and also ensured zero downtime. Aspire helped the client achieve 99% in the Azure security center score along with a 40% savings in cost. They were now able to spin-up any new environment within a short time of 30 minutes. This allowed NBK to build remote scenarios to understand the issues and provide quick solutions.

Aspire had its own development team working on the project and collaborating with the contractors of the client. So, every time an issue arose, it was researched, documented and the best possible solutions were sent to the client by the Aspire team. Bugs and issues were sorted quickly, reducing the client's turnaround time. Aspire's continuous support can help NBK increase the customer base and satisfaction.

With regards to the client's high security requirements, Aspire implemented Azure Sentinel for centralized SIEM activity, Azure AD SSO and MCAS security solution for 3rd-party applications and Intune for device security. The team also set up Next-Gen Palo-alto so security teams gained complete visibility over the whole network.

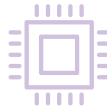




Best practices

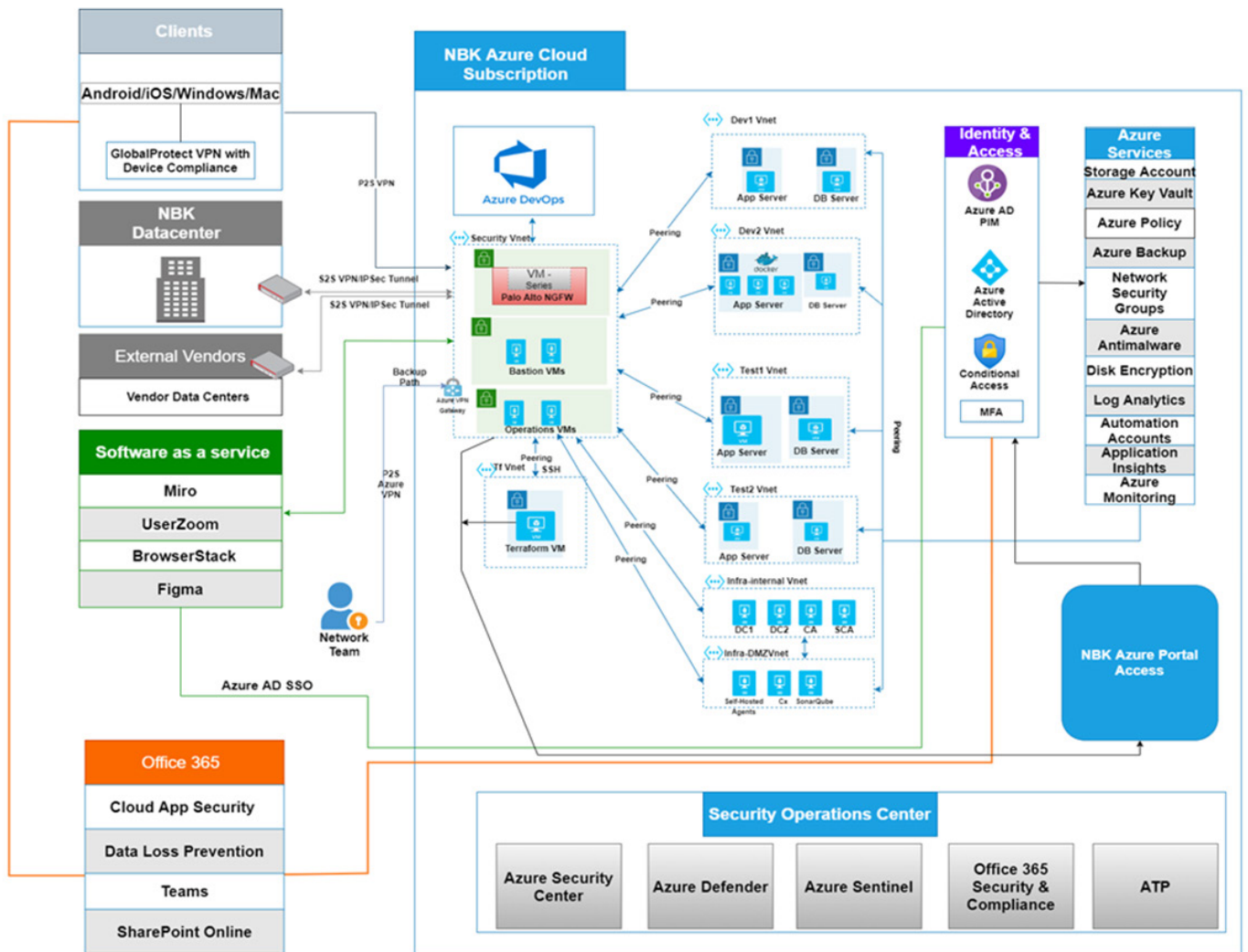
- » **24/7** monitoring
- » **Team comprising** both Windows and Linux experts
- » Coordinating with client for **fast turnaround**
- » **Sync-up** call twice a week
- » **Pipelines triggered** manually for security reasons

Technology Snapshot



- » **Azure Defender** – Detect the vulnerabilities of VM resources
- » **Azure MDCA** – Monitoring all kinds of activities in the particular application by the users
- » **Azure Firewall** – Filtering unnecessary IPs
- » **Azure Sentinel** – Monitoring all security events
- » **Palo Alto** – To connect network resources
- » **Azure Conditional Access** – Security access restriction
- » **Qualys** – Vulnerability assessment
- » **Operating System** – Windows and Linux







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