

CASE STUDY

Outlining Comprehensive Technical Overhaul for a Global Information Services Provider



About the Client

Customer is a leading global information services provider driving the connected world forward with responsible identity resolution. Through its cloud-based solutions, the company enables organizations to make informed decisions while mitigating threats and improving customer interactions.

Business Challenges

The firm faced challenges maintaining efficient operations and reducing time-to-market for their services while managing infra costs. They partnered with Cybage to encounter

Complex, Fragmented Infrastructure

It became difficult to manage a complex and fragmented infrastructure, compounded by inconsistent tools, security, and compliance processes.

Legacy Systems

Outdated systems and custom components hindered performance, scalability, and modernization efforts.

Data Center Migration

Experienced extended timelines and risks with data center migrations.

High Technical Debt

Outdated software and slow deployment cycles caused significant delays in updates and market responsiveness.

Resource Inefficiencies

A large operational team did not correspond with improvements in efficiency or quality.

Unoptimized Infrastructure

Unnecessary costs arose from unused machines and underutilized resources.

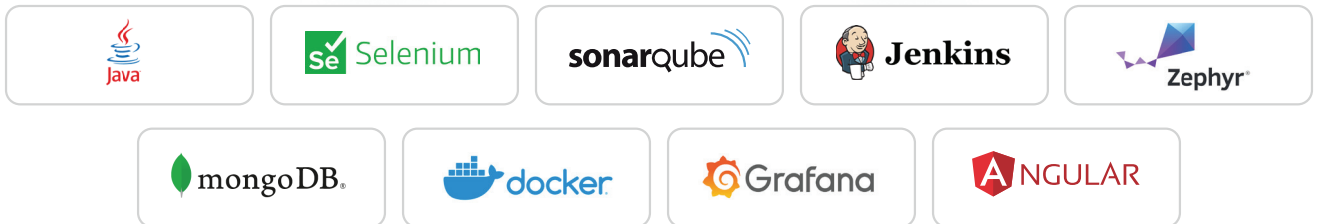
Our Solutions

- Infrastructure and Application Audits:** Conducted comprehensive audits to standardize tool stacks for optimal performance.
- Implemented Compliance-as-Code:** Resulted in increased security measures through the implementation of compliance-as-code.
- Strategic Data Center Migrations:** Managed 250 service migrations with 80+ change requests, ensuring timely and efficient transitions.
- Containerization:** Containerization of core services improved agility, security and flexibility of managing services in any cloud infrastructure.
- Automation and Developer Productivity Tools:** Minimized time-to-production and expedited validation of new enhancements through robust automation and productivity tools.





Business Impact

- Infrastructure Cost Savings:** Achieved 20% cost savings by shutting down unused machines post-audit.
- Improved Deployment Time:** Realized a 20% improvement in deployment time.
- Reduced Downtime:** Achieved a 20% reduction in downtime, thereby enhancing Total Human Experience (THx).
- Increased Migration Velocity:** Documented approach and standard implementation led to over 200% velocity in data center migration of services.
- Cost Reductions and Improved Customer Satisfaction:** Reduced infrastructure costs by 35% while boosting customer satisfaction through improved responsiveness and automation.
- Accelerated Speed-to-Market:** Enhanced recovery time and accelerated speed-to-market using multivariate technologies.

Technology Used



Cybage Hi-Tech & Software

-  Greenfield Development
-  Experience Modernization
-  Technology Transformation
-  Platform Consolidation