

IT Infrastructure & Risk Management Services for a Global Financial Organization – Case Study

IMPACT

With a decade-long strategic partnership, COMnet Solutions has played a vital role in strengthening the IT operations of a global financial services client. Spanning 25 locations and over 40,000 endpoints, COMnet's delivery model has helped streamline infrastructure, ensure regulatory compliance, and manage complex risks across the enterprise.

- **Enterprise Endpoint Coverage:** Managed 40,000+ endpoints with consistent performance metrics.
- **Reliable Nationwide Support:** Seamless service delivery across 25 locations in India.
- **Governance & Risk Compliance:** Enabled centralized risk reporting and ensured compliance with industry standards.
- **Data Center & Network Optimization:** Improved uptime and security posture through proactive infrastructure support.
- **Long-Term Continuity:** 10-year engagement showcasing sustained excellence and trust.

MAJOR ISSUES

The client faced critical infrastructure and governance challenges which demanded expert-managed services:

High Endpoint Downtime: Frequent failures and slow incident responses impacted productivity.

Fragmented Risk Controls: Absence of centralized monitoring for project and operational risks.

Non-Standard Compliance Practices: Difficulty maintaining consistent regulatory adherence across sites.

Underutilized Data Center Resources: Inefficient network and DC operations led to increased costs and reduced uptime.

Lack of Strategic Oversight: Limited project governance created silos between technology and business units.



HIGHLIGHTS

Proposed Solution

COMnet delivered a multi-layered managed services solution with a strong emphasis on risk governance, compliance, and infrastructure performance:

- **Project & Risk Management Services:** Deployed frameworks to evaluate, monitor, and report risk across IT projects and daily operations.
- **Compliance Enablement:** Ensured regulatory compliance with audits, documentation, and periodic reviews.
- **Network & Data Center Support:** Provided 24x7 monitoring and proactive maintenance for critical infrastructure.
- **Centralized IT Governance Model:** Designed a structure for clear SLA enforcement and cross-functional coordination.

Use Cases Addressed

- Risk tracking and governance across cross-location IT operations.
- Uptime improvement and issue resolution across 40,000 endpoints.
- Regulatory compliance aligned with financial industry standards.
- Network and data center operations for business continuity.
- Project delivery oversight with real-time visibility into risks and performance.

ARCHITECTURE AND DEPLOYMENT SCOPE

- **Pan-India Coverage:** 25 locations with full endpoint, network, and data center support.
- **SLA-Backed Delivery:** Guaranteed uptime, response, and resolution times across all services.
- **Cross-Functional Collaboration:** IT support embedded within compliance and project teams for integrated outcomes.
- **Risk Reporting Frameworks:** Deployed dashboards and audit-ready reports for regulators and internal leadership.
- **Data Center Support Model:** Real-time network monitoring, backup integrity checks, and performance tuning.

KEY STRATEGIES

- **Long-Term Service Alignment:** 10 years of collaboration with continuous improvements in operations and compliance.
- **Integrated Risk and IT Management:** Blending technology support with governance to meet regulatory and business goals.
- **Proactive Infrastructure Support:** Preventive maintenance and root cause analysis for reduced downtime.
- **Business Continuity Focus:** Emphasis on data center resilience and network availability for critical operations.
- **Regulatory Readiness:** Systems and processes aligned with financial industry mandates and audit expectations.