Stabilix®

24x7 Operations
Management

Project
Overview

Operation management for a patient engagement portal

The
Client

A patient engagement company.

Key
Benefits

- ❖ Achieved high availability
- ❖ Achieved measurable performance
- ❖ Reduced incident response time
- ❖ Achieved cost savings
- ❖ Automated monitoring and alerting systems
- ❖ Reporting tools implementation
- ❖ Well defined contingency plans
- ❖ Emergency security response
- ❖ Proper security patching policies

Stabilix®

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The
Business Challenge

The client has operations in the US Healthcare Industry. The typical resolution time for any problem was between 20 minutes and 4 hours. There have been some instances, where the response time exceeded 24 hours. Since the data center operations are critical to the success of the business, a much improved service delivery process, data center management plan, and problem response mechanism are required.

The client wanted to achieve 99.99% SLA demands from their consumers. They approached Stabilix to build a cost effective operations management solution and enable 24/7 monitoring for their heterogeneous environment.

- ❖ Achieve 24x7 Support
- ❖ No standard service delivery process
- ❖ Limited reporting capabilities
- ❖ Excessive Downtime
- ❖ Data Security issues
- ❖ No standard availability monitoring process or tools
- ❖ SLA demands 99.99% uptime
- ❖ Lack of proper contingency plans
- ❖ Lack of emergency security response plans

Our
Solution

To satisfy the customer needs Stabilix® established a well-defined, automated process to perform the monitoring of all systems, servers and databases around the clock. With a combination of on-site and off-shore resources , automated alerting and monitoring systems. Stabilix® enabled a 24x7 problem response mechanism that cut the average response time to less than 5 minutes.

- ❖ Achieved High Availability :99.98%-99.99% uptime for business critical applications
- ❖ Achieved Measurable Performance : Consistent performance against SLA Measured daily and reported weekly
- ❖ Reduced Response Time : Average response time for system problems reduced by 75%.
- ❖ Primary Cost Savings : More than 50% annual savings in support and maintenance costs of the customer's business critical environment.
- ❖ Secondary Cost Savings : There was a 60% reduction in the number of service requests six months into a steady state.
- ❖ Automated Monitoring and Alerting : 24/7 automated service monitoring and alerting tools introduced in the environment
- ❖ Reporting tools implementation : Automated reporting tools were implemented for service availability, security incident reporting purposes
- ❖ Well defined contingency plans : Defined and implemented proper contingency plans data backup plan, emergency mode operation plans etc.
- ❖ Emergency security response : Defined proper security incident response process.
- ❖ Proper security patching policies : Defined proper security patching policies, conducted vulnerability fixes in a timely manner