YOUR DIGITAL TRANSFORMATION PARTNER

CASE STUDY

Implementing a COST EFFECTIVE, SECURE & SCALABLE IT INFRASTRUCTURE

For A Leading Bank In Malaysia

2024

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What's In this Case Study?

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- Key Results & Benefits
- Why IGS?

Introduction

The Malaysian banking landscape is undergoing a rapid digital transformation, driven by increasing customer expectations and regulatory pressures. This transformation necessitates a robust and scalable IT infrastructure that can support innovative services while ensuring data security and compliance.

However, many banks, like the leading Malaysian bank highlighted in this case study, **face challenges in modernizing their legacy IT systems.** The high costs associated with maintaining outdated infrastructure, coupled with the need for skilled IT personnel, hinder their ability to adapt to the evolving digital era.

IGS, a strategic partner, played a crucial role in overcoming these hurdles. By leveraging its expertise in cloud technologies and IT services, IGS helped the bank to reduce IT costs, improve scalability, enhance security and accelerate digital transformation.

Discover how IGS enabled this bank to modernize its infrastructure and the positive results achieved through their partnership.

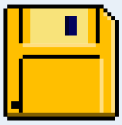
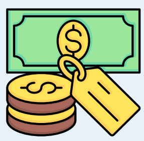
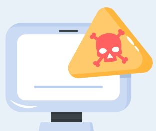
The Challenge

A Malaysian bank, with a substantial customer base and workforce, encountered significant challenges in modernizing its IT infrastructure. Operating within a CapEx model led to **substantial maintenance expenses and aging legacy systems**, which posed challenges for the bank in meeting its changing business demands. Resource demands were high for capacity management during peak times and the bank was experiencing skills gap in managing their technology environment hence **prompting additional investments in workforce training or recruitment.**

To address these issues, the bank sought to transition to an OpEx model, reducing costs and enabling flexible resource allocation. **Modernizing the infrastructure, while ensuring data security and regulatory compliance, was a key priority.**

However, the transition was hampered by high maintenance costs, intricate system integrations, and the complexities of data migration. Fragmented systems and escalating cyber threats further heightened the risks to the bank's operational integrity and data security.

THE CHALLENGES

 LEGACY SYSTEM	 LIMITED SCALABILITY
 MIGRATION CHALLENGES	 HIGH MAINTAINENCE COST
 EXPERTISE AND SKILLS GAP	 SECURITY RISKS & REGULATORY COMPLIANCE

The table above are the challenges faced by the bank.

The Solutions Implemented

IGS provided comprehensive solutions to address the specific challenges including:

- Cloud
- Virtualization
- Network Security Solutions
- Infrastructure Monitoring
- Data Management
- Back Up and Disaster Recovery
- IGS Managed Services

Solutions Overview

1.Cloud

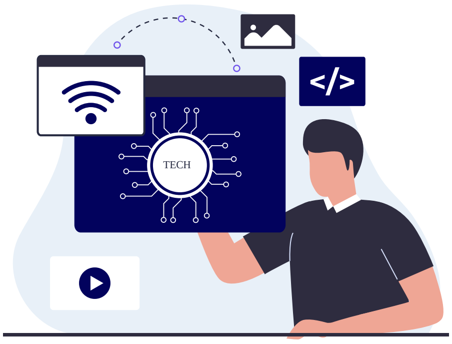
To overcome the high upfront costs and transition from CapEx to OpEx, IGS introduced **cloud solutions** that eliminated the need for physical infrastructure.

This solution allowed the client to **scale resources based on demand, enabled rapid deployment of application and services, improve cost predictability, and free up IT staff** to focus on core business functions.

2.Virtualization

Facing a need for improved hardware optimization and robust disaster recovery, the organization worked with IGS to adopt virtualization. This approach **reduced hardware costs, enhanced scalability, and provided a robust disaster recovery setup** with isolated environments for each workload.

Virtualization enabled rapid, secure failover and improved resource allocation, optimizing the client's IT infrastructure for both **operational flexibility and long-term resilience against potential disruptions.**



3.Network Security Solutions

The organization required stronger security measures to protect sensitive financial data. IGS implemented **micro-segmentation, creating isolated workloads and automating security functions under a Zero-Trust framework.**

This approach ensured thorough data protection, simplified management, and full compliance with industry standards while increasing network visibility and fortifying the security infrastructure.

4.Infrastructure Monitoring

Addressing capacity and performance challenges, IGS deployed an IT operations management solution, enabling the organization to **monitor and optimize performance proactively, manage resources cost-effectively, and integrate with existing systems.**

A **unified dashboard** enhanced license management and administrative ease, making operations more efficient.

Solutions Overview

5.Data Management

The client's legacy systems needed proper data governance and analytics capabilities. IGS provided **centralised data management solutions**, **improving governance, access control, and compliance** while enabling advanced analytics for deeper customer insights and better operational decisions.

6. Back Up and Disaster Recovery

To mitigate potential downtime and security risks during transitions, IGS **implemented a B/DR solution with real-time data replication**, safeguarding data integrity and minimizing interruptions. This solution facilitated swift data recovery in case of system failures, maintaining robust business continuity. **Regular testing ensured the solution's readiness and operational reliability** when required.

6. IGS Managed Services

Our team of certified specialists in backup, cybersecurity, and cloud technologies offered **custom support for the bank's IT needs.** The team ensured round-the-clock monitoring and swift issue resolution, enabling faster deployment and greater flexibility.

By providing **24/7 support**, we reduced downtime and maintained seamless operations. **Bi-hourly health checks** delivered critical data for early detection of potential issues, improving system performance and aligning with strategic objectives. Additionally, we effectively **managed service requests and scaled workloads to optimize performance while keeping costs under control.**

Key Results

The bank's transition to a cloud-based infrastructure yielded significant benefits. By shifting to an OpEx model, the bank achieved substantial cost savings through **reduced upfront hardware investments and optimized resource utilization.** This freed up resources for strategic initiatives, boosting the overall return on investment.

The cloud-based infrastructure has **streamlined operations, automated IT tasks, and improved efficiency**. **Centralized data management and automated workflows** have reduced manual effort, enabling the IT team to focus on innovation. This has resulted in faster decision-making, improved productivity, and a better customer experience.

Moreover, the enhanced security measures and robust backup solutions, have significantly **mitigated risks and ensured regulatory compliance.** This has protected the bank's reputation and strengthened trust with stakeholders.

IGS's collaboration with the bank has played a pivotal role in reaching these outstanding results. **This success exemplifies IGS's capability to support the banking organization in implementing a cost effective, secure & scalable IT infrastructure.**

Key Benefits

Cost Reduction

Leveraged cloud infrastructure to reduce upfront costs, improve scalability, and enhance flexibility.

Strengthened Security Posture

Enhanced security measures and robust compliance frameworks to protect sensitive data and mitigate risks.

Operational Efficiency

Improved operational efficiency and productivity through automation and streamlined processes.

Centralized Data Management

Consolidated data management to improve accessibility, consistency, and security.

Agile Infrastructure

Adopted an agile infrastructure to rapidly respond to changing business needs and customer demands.

Faster Time-to-Market

Accelerated service delivery and innovation through agile cloud infrastructure.

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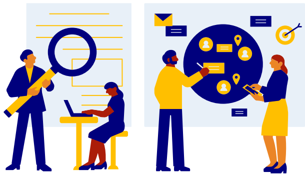
WHY PARTNER WITH US AS YOUR TRUSTED GUIDE?

Deep Industry Expertise:

Proven understanding of Financial Services Industry regulations, corporate governance , Data Management and MIS framework, recovery planning, business continuity management (BCM), market trends, and FSI customer expectations.

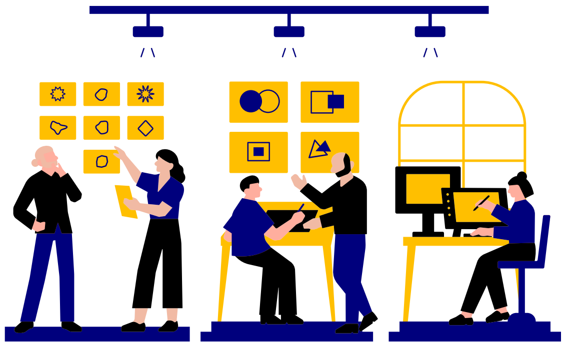


Scalability and Flexibility:

Scalable solutions tailored to your unique tech environment, ensuring adaptability to future growth.

Risk Mitigation and Compliance:

Proven track record in implementing robust security measures and ensuring compliance with industry standards (e.g., ISO 27001, PCI DSS, PDPA, Risk Management in Technology (RMiT) and more).



Implementation and Project Management Expertise:

Proficiency in managing and implementing complex IT projects for FSI Industry, ensuring on time delivery budget adherence, and quality outcomes.

Proven Results:

With a strong presence in major financial institutions across Malaysia, we have consistently delivered measurable results for our FSI clients and demonstrated success in delivering tangible business outcomes.

End-to-End Solutions:

Provision of comprehensive solutions, from strategy consulting to implementation and ongoing support.

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