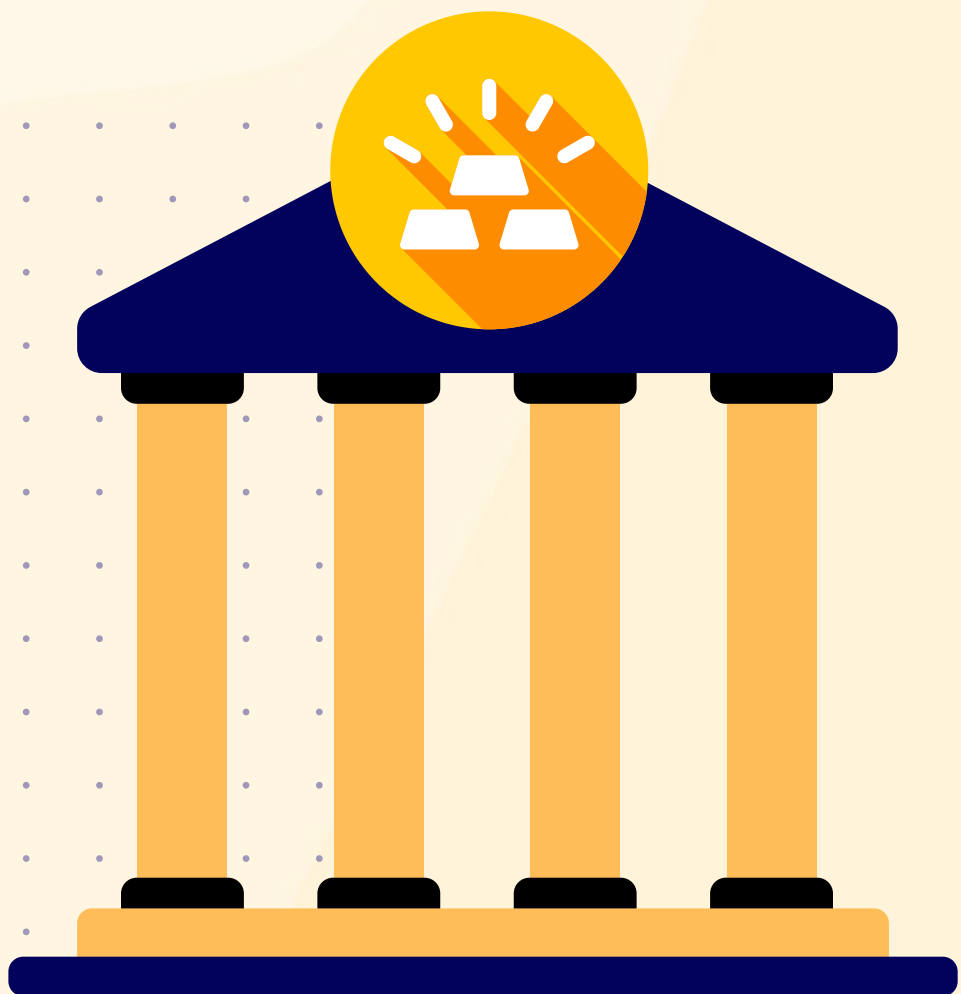


CASE STUDY

Securing Success In OPTIMIZING TECH PERFORMANCE AND EFFICIENCY For A Financial Institution In Malaysia



What's In this Case Study?

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- Introduction
- The Challenge
- Solutions Implemented
- Services Deployed
- Key Results & Benefits
- Why IGS?

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Introduction

The financial services industry is constantly evolving, and organizations must stay ahead of the curve to remain competitive. With the increasing complexity of IT environments, partnering with a trusted system integrator is crucial for success.

In essence, the financial institution in this case study faced the complex task of optimizing its tech environment while ensuring business continuity and security.

With **IGS as a strategic partner**, the financial institution was able to successfully navigate the complexities of IT modernization.

This case study explores the challenges they faced and the positive impact of IGS's involvement.



The Challenge

The client, a leading financial institution in Malaysia's Finance Services Industry, employs over 1,000 staff and serves the local market. With rapid growth, the organization faced challenges in **optimizing its IT infrastructure** to meet evolving demands.

Due to the sensitivity of financial data and high transaction volumes, they required a trusted partner to **assist with IT optimization, including virtualization, disaster recovery, and monitoring, all while ensuring uninterrupted critical operations.**

The main goals were to **ensure business continuity, enhance IT performance and security, reduce downtime, improve resource allocation, and maintain regulatory compliance.**

They sought proactive measures to prevent security breaches and **ensure high availability for mission-critical systems, all while minimizing operational costs.**



The above are the challenges faced by the financial institution.

The Solutions Implemented



IGS provided comprehensive solutions to address the specific challenges including:

- VMware solutions with AI-driven capacity management
- Network management
- Infrastructure monitoring
- Disaster recovery

Solutions Overview

1. VMware Virtualization & Integrated Management

Managing workloads across hybrid and multi-cloud environments while integrating legacy systems posed a significant challenge. To combat this; IGS implemented VMware virtualisation with integrated management capabilities, **simplifying operations and enabling efficient workload management across various environments.** This solution tackled integration complexities and ensured effective management, leveraging our extensive expertise in VMware technologies

2. AI-Driven Predictive Capacity Management

The client needed help in efficiently managing resources and predicting future capacity needs. IGS implemented an AI-driven tool that **enabled real-time monitoring and provided actionable recommendations for resource allocation.** This solution optimised performance, and automated rightsizing, ensuring a smoother operation with minimal downtime while reducing unnecessary expenditure.

3. Disaster Recovery

The client prioritised business continuity and reducing downtime during disruptions. IGS implemented a robust disaster recovery system that **automated the failover processes, reducing the Recovery Time Objective (RTO) by 35%.** This solution allowed the client to quickly recover from unexpected events with minimal operational impact.

4. Network Management & Infrastructure Monitoring

To address network performance and security challenges, IGS deployed a comprehensive solution that offered predictive analytics and ensured regulatory compliance. The solution **improved bandwidth management, facilitated seamless network operations, and enhanced security** by pre-emptively identifying potential issues and preventing costly performance dips.

With a need for stringent access controls in their virtual environment, IGS implemented a centralized hub for managing user access. By assigning roles and permissions tailored to individual needs, we **ensured precise access control, safeguarding sensitive data.** This approach bolstered reliability, streamlined management complexities, and ensured robust security, protecting the institution's centralised resources from potential breaches.



The Services Deployed



IGS deployed services to address the specific challenges including:

- Resident Engineer to ensure seamless integration, real-time monitoring, and proactive issue resolution.
- We delivered user adoption support through continuous training, workshops, and assistance to ensure a seamless transition and alignment with the client's strategic goals.

Services Deployment Overview

1. Resident Engineer (RE) On-site Support

The client benefited from a Resident Engineer who served as **a single point of contact for all VMware-related matters, streamlining support and efficiently resolving technical challenges.**

Quarterly assessment reports enhanced data center visibility for informed decision-making, while proactive health checks minimized downtime and ensured virtualization stability.

The Resident Engineer also **managed cross-vendor issues and collaborated on strategic planning to align IT strategies with business objectives.** Additionally, IGS oversaw the hiring and support processes, ensuring effective resource management without the need for specialized talent acquisition.

2. User Adoption Support

Recognizing the importance of a smooth transition and maximizing the newly implemented solutions' potential, we provided comprehensive ongoing training, workshops, and dedicated support.

We **tailored these programs to address specific needs**, ensuring that employees were equipped with the knowledge and skills required to effectively utilize the new solutions. These initiatives empowered the client's team to overcome initial challenges and effectively utilize the new system.

Additionally, we provided **ongoing support through dedicated help desks, troubleshooting assistance, and regular check-ins to monitor user adoption and address any emerging issues.** This proactive approach was instrumental in aligning the solution with the client's strategic goals and driving maximum value from the implementation.



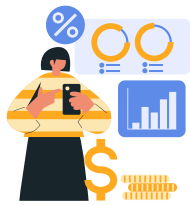
Key Results

By leveraging cutting-edge technologies, the financial institution successfully transformed its IT operations. IGS's solutions and services delivered substantial value to the financial institution which had **significantly enhanced the financial institution's operational efficiency, resilience, and compliance posture.**

By optimizing processes, ensuring high availability, and implementing robust disaster recovery measures, the institution has **effectively mitigated risks and improved its ability to deliver exceptional services to customers.** The cost savings realized through **optimized resource management and streamlined compliance efforts** further solidify the value of these investments.

The collaboration between the IGS and the FSI has been instrumental in achieving these remarkable results. This successful collaboration serves as a model for IGS's clients ,within the FSI industry, that is seeking to modernize their IT infrastructure and drive business success.

Key Benefits



Increased Efficiency

Seamless processes and automated resource allocation enhanced operational efficiency, reducing downtime and disruptions.



Continuous Availability

High availability and fault-tolerant technologies ensured continuous application availability and smooth transitions.



Disaster Recovery

A 35% reduction in Recovery Time Objective (RTO) was achieved, minimizing risk.



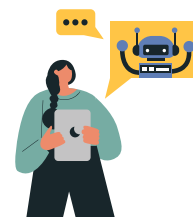
Proactive Monitoring

Comprehensive monitoring allowed informed decision-making and minimising disruptions & downtime.



Cost Savings

20 – 35% Cost Savings from talent & resource optimization.



AI Automation

Automated optimisation of resources & workloads .

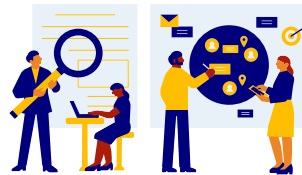
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WHY PARTNER WITH US AS YOUR TRUSTED GUIDE?



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.

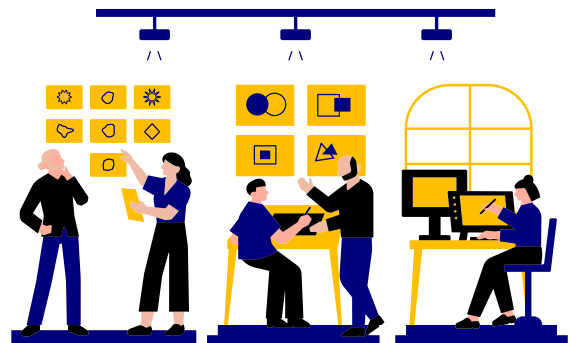


Scalability and Flexibility:

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.



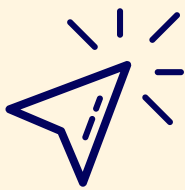
End-to-End Solutions:

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



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