



IT INFRASTRUCTURE MANAGEMENT

DATABASE MANAGEMENT SERVICES

24 x 7 MySQL DB Support

Company size: 1700+ employees

Industry: Finance

CUSTOMER PROFILE

The customer is a leading Investment Advisory who provides recommendation for Stocks – Cash and F&O traded in NSE & BSE (Indian Stock Exchange), commodities including bullions, metal and agro commodities traded in MCX, NCDEX Exchange, having more than 50,000 customers globally.

CUSTOMER CONTEXT

The customer had a high IT Infrastructure dependency with real time financial data and was facing a cumbersome challenge during the trade hours. The customer required a 24x7 MySQL DB Support as per ITIL Standards and was looking for a remote managed service partner with immense knowledge to handle customer's MySQL DB servers.

KRYPTOS APPROACH

Kryptos approached by defining the roles and responsibilities of to a take control on the database management by managing the customer's incident, change management process, involving detection, investigation resolution and closing of incident which hinder the quality of services as per the policies.

CUSTOMER TESTIMONIAL

"This is to place on record the expertise and experience put in by the Kryptos team in addressing the technology concerns of our site – security, availability, performance and scalability".

KEY DELIVERABLES

- ✓ Availability of dedicated 24x7 support team
- ✓ Continuous management of the said database
- ✓ Reducing the business impacts of the incidents by timely resolution
- ✓ Performance management
- ✓ Patch management

CUSTOMER DELIGHTS

- ✓ Services delivered round the clock
- ✓ Single point of contact
- ✓ Better SLA compliance and change success rates

ABOUT KRYPTOS

Kryptos brings proven expertise in comprehensive remote infrastructure management, enabling your service levels and expanding your reach. Inspired by simplicity, we have nurtured our process and delivery methodology to make our operation the global epicenter of "delivery and performance excellence"

With more than fifteen years of experience under its belt, Kryptos is now a pioneer in managed IT & Business services across the continents. Adding to its crown, Kryptos is an established Microsoft Gold Partner, AWS Advanced Partner, ISO 20000 & 27001 certified organization.