



## For a Visa & Passport Company, transitioned Operations to the Cloud within 21 days

### Highlights

- *The client chose DCM as its service provider based on the strong domain expertise in monitoring and managing IT infra needs for companies across the globe.*
- *DCM proposed 24\*7 monitored & managed IBM SoftLayer as a solution offering.*
- *“on-demand” ensuring complete scalability as well as controlling costs.*

### The Client:

Our client is a services company based out of India. They operate a lot of services under the mission mode projects of the government of India. Using the experience gained through their experience in India, they decided to bid for the Visa process outsourcing for one of the European countries.

Since this was their first foray of working with the government agency of an European country they wanted to ensure that they did it well.

This project if executed well, would help our customer grow exponentially in international markets

### Challenges:

One of the biggest challenges was that the data had to reside within the European Union itself. This meant that the data center and the DR site had to both reside within the European Union but within different geographical countries and at least 500km apart.

Second was the fact that all the transactions that get undertaken need to be auditable and traceable. This meant that we needed to have dedicated and defined systems with fixed IP addresses and non-shared storage

Third the complete operations from 48 countries had to go live within 3 months.

### Suggested Solution:

Our customer had operated in India and new about service providers and hosting companies in India and had a very strong relationship with them. But none of them had Data centers in the European Union. They were unsure about how the challenges could be met in the European Union.

Customer also had a deadline for starting the operations so they could not be looking at buying the machines and then hosting them at a local service provider. So the only option was to take the machines on the cloud. But there were other challenges on the cloud because cloud providers do not give “Non-Shared every thing”.

Due to global nature of operations we have partnerships with global cloud and hosting companies. Given the challenges the customer listed we advised them to take Bare

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Metal machines with scalability options. Only IBM Cloud provided for Bare Metal machines with everything in Non-Shared mode but with scalability as the load increased.

IBM also had a data center in Amsterdam and in Frankfurt. We created the primary location as Amsterdam and DR in Frankfurt.

Since the production system was on Linux with MySQL data base we first created a test environment on a VM so that the customer can do load testing on the VM.

Once the system was functioning we loaded the system on a Bare Metal machine and started test operations. Once the production server went live we started deploying the Bare Metal servers in Frankfurt.

We used the logs generate by MySQL and replicated them to the DR site. We then did a mock drill for seeing the success of the process.

Intially the RPO/RTOs were not met due to a combination of factors like bandwidth, compute etc. and fine tuning fo the database. Time was running out so we increased the bandwidth, compute etc “on-demand” with IBM and within the next few days were able to showcase the RPO/RTO.

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## The Benefits:

1. Customer went live within 3 weeks from the time they gave us an order.
2. They were live with all the compliances and with DC & DR both in Europe and everything was executed from India without the customer even stepping out of his office for the IT solution
3. They were using everything which could be audited right upto the rack and IP
4. All the items were non-shared and hence their data residency and privacy laws were taken care of
5. They did not have to make any capital expenses
6. As business grows they can increase capacity “on-demand” ensuring complete scalability as well as controlling costs.
7. Since DCM is providing the Managed Services from their NOCS in Gurgaon and Hyderabad on a 24\*7 basis, they are ensured that in case of any issues with the system or in case of a DR they will be operational within the RPO/RTO levels