

# DCM-Infotech

**COMPREHENSIVE AZURE  
MANAGEMENT SERVICES  
FOR A NON BANKING  
FINANCIAL INSTITUTION  
(NBFC) – ENSURING  
OPERATIONAL  
EFFICIENCIES, COST  
OPTIMISATION AND  
BUSINESS SCALABILITY**

DCM Infotech is a global IT services provider offering a wide range of services, including IT consulting, business process outsourcing, cloud services, professional services, automation services, digital transformation, and managed services. Our clients benefit from our highly skilled and certified engineers, cost-effective remote management capabilities, and robust processes. We are developing AI-ML solutions and services to contribute to the digital revolution.

DCM Infotech is part of the DCM Group, which has a diverse business portfolio. The group originally started as a textile company and has since diversified into various sectors, including IT.



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Our client is a consumer finance company specializing in providing a variety of personal loans, automobile loans, and retail merchant sales finance services. The pillars of success, for any finance company, rest upon the unwavering commitment to excellence in financial reconciliations, a robust & timely, journal entry process, with no room for errors.

This case study explores the use of third party managed services to improve operations and reduce cost of operations in an Azure Public Cloud Environment for a mid-size Non-Banking Financial Services Company. It showcases the challenges that the company faced, the solution that we implemented and the resulting benefits achieved.

## Challenges:

The customer was facing several challenges on the operations side including the sprawl of virtual machines and rising costs.

1. Infrastructure Management: Difficulty in provisioning and managing virtual machines, storage, and networking components.
2. Database Management: Ensuring data integrity and availability while managing multiple database services.
3. Security and Compliance: Protecting sensitive data and meeting regulatory requirements.
4. Application Management: Efficiently deploying, monitoring, and managing applications.
5. High Availability and Disaster Recovery: Ensuring business continuity and disaster recovery.

## Solution:

We implemented a hybrid managed services model to give a solution to solve the above challenges.

1. Infrastructure Management  
Provisioned and managed virtual machines, storage, networking, firewalls, VPN gateways, ExpressRoute circuits, load balancers, Azure Virtual Desktops, and Azure DevOps. Ensured seamless integration and efficient operation of all infrastructure components.
2. Database Management  
Managed Azure SQL Database, Cosmos DB, and other Azure Database services. Performed database administration, tuning, backup, and recovery to maintain data integrity and availability.
3. Security and Compliance  
Implemented Azure Native security solutions like SIEM, Azure ATP, and Azure Defender for Cloud, and Azure Policy Management. Provided advanced security features and compliance certifications to protect data and meet regulatory requirements. Offered managed security services including threat monitoring, incident response, and compliance management.
4. Application Management  
Deployed, monitored, and managed applications running on Azure. Utilized container orchestration, application performance monitoring, and DevOps automation to ensure efficient performance and scalability.
5. High Availability and Disaster Recovery  
Set up, monitored, and maintained backup and recovery services. Designed redundancy and failover options for business continuity and disaster recovery plans.
6. Cost Management  
Monitored, analyzed, and optimized Azure spending. Identified cost-saving opportunities and assisted in budgeting and forecasting.

## Business benefits:

1. Improved Infrastructure Efficiency: Enhanced management of virtual machines, storage, and networking components led to improved operational efficiency.
2. Data Integrity and Availability: Effective database management ensured high data integrity and availability.
3. Enhanced Security and Compliance: Advanced security measures and compliance management safeguarded the client's data and met regulatory requirements.
4. Optimized Application Performance: Efficient application management resulted in better performance and scalability.
5. Business Continuity: Robust high availability and disaster recovery plans ensured uninterrupted business operations.
6. Cost Savings: Optimized Azure spending and identified cost-saving opportunities led to significant cost reductions.

## Optimizing the Cloud journey with Managed Azure services

By leveraging our comprehensive Azure management services, the client was able to overcome their challenges, enhance their IT infrastructure, ensure data security and compliance, and achieve significant cost savings. Our tailored solutions provided the client with a robust, scalable, and cost-effective Azure environment.