

Customer Snapshot - Remote Support & Security Hardening

India's leading retail company

Mumbai, India

Industry

Retail

Employees

5000

Services

Remote Support
Security Hardening

Clover Infotech provides remote support services

The client is India's leading retail company operating multiple retail and departmental store facilities. The company provides retail range of branded and own label apparel, footwear, perfumes, cosmetics, jewellery, leather products and accessories, home products, books, magazines, CD-ROMs, music, stationery and toys. The company operates from Mumbai, New Delhi, Noida, Kolkata, Chennai, Bangalore, Hyderabad, Pune, Jaipur, Ghaziabad and Gurgaon.

Challenges

- Provide backup policy for database
- Implement security hardening for databases and Linux services
- Upgrade Oracle Apps module on test server
- Apply RUP6 patch on Production database
- Ensure Daily Monitoring of the database setup in cost effective approach

Solution

- Implemented security hardening features for databases and Linux servers, thereby mitigating risk to the security infrastructure
- Upgraded Oracle Apps module on test server
- Implemented RMAN Backup
- Automated daily monitoring tasks by scheduling alerts and operating system log monitoring
- Successfully tested RUP6 patch on development server and implemented it on production server
- Provided and implemented back up policy for the database infrastructure
- Saved cost for the client by providing support services through our Remote Delivery Centers
- Provided detailed documentation for all the activities executed