



Managed Service Provider

for a Leading Bank

CASE STUDY

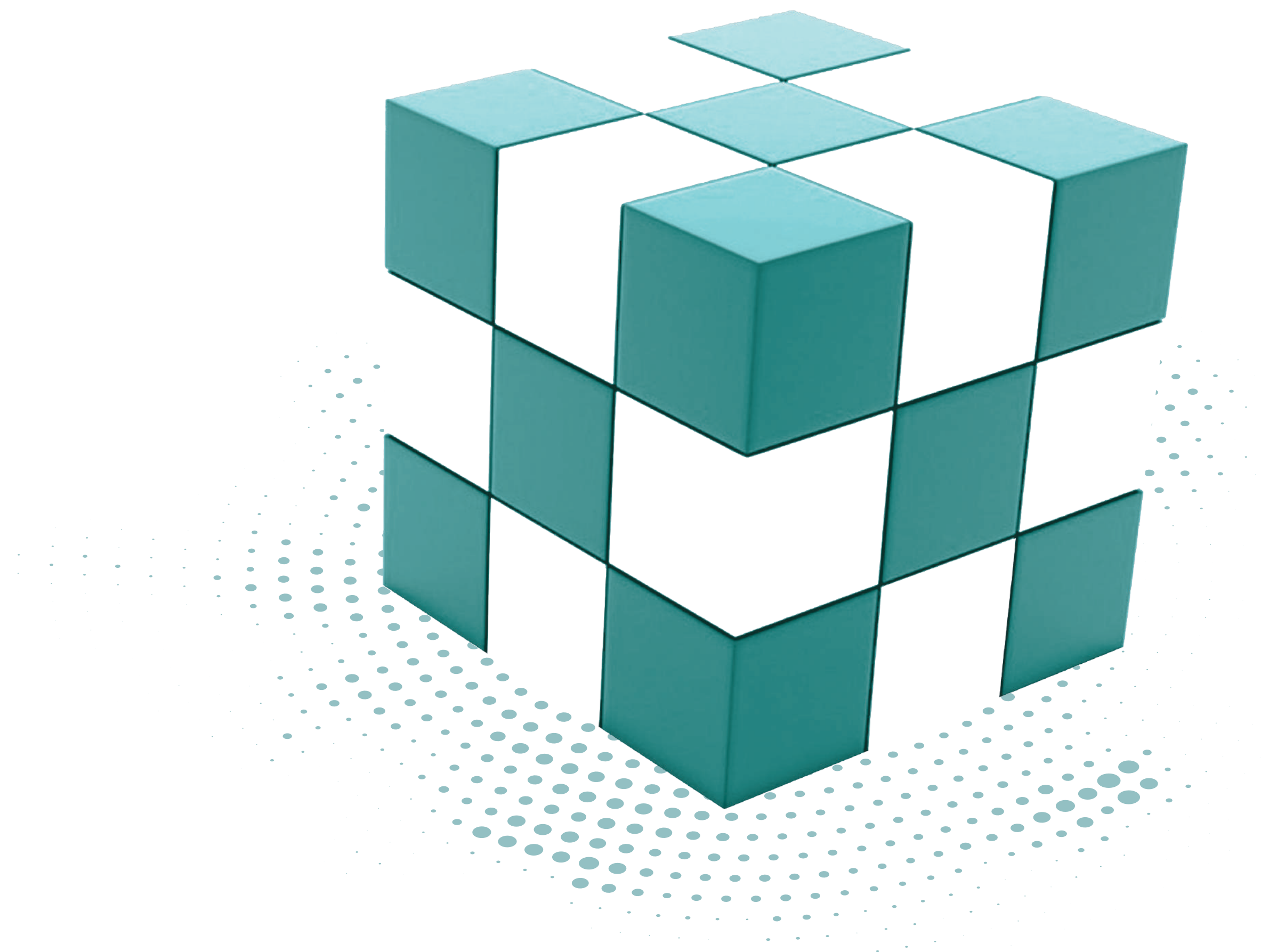
Transition

Clover Infotech ensured flawless transition of Managed Services from existing vendor and ensured seamless application support for existing IT infrastructure.



The Challenge

The customer wanted Clover Infotech to replace their existing Managed Service Provider (MSP) to ensure reliable services from an experienced Managed Services Provider with expertise in banking applications



The Solution

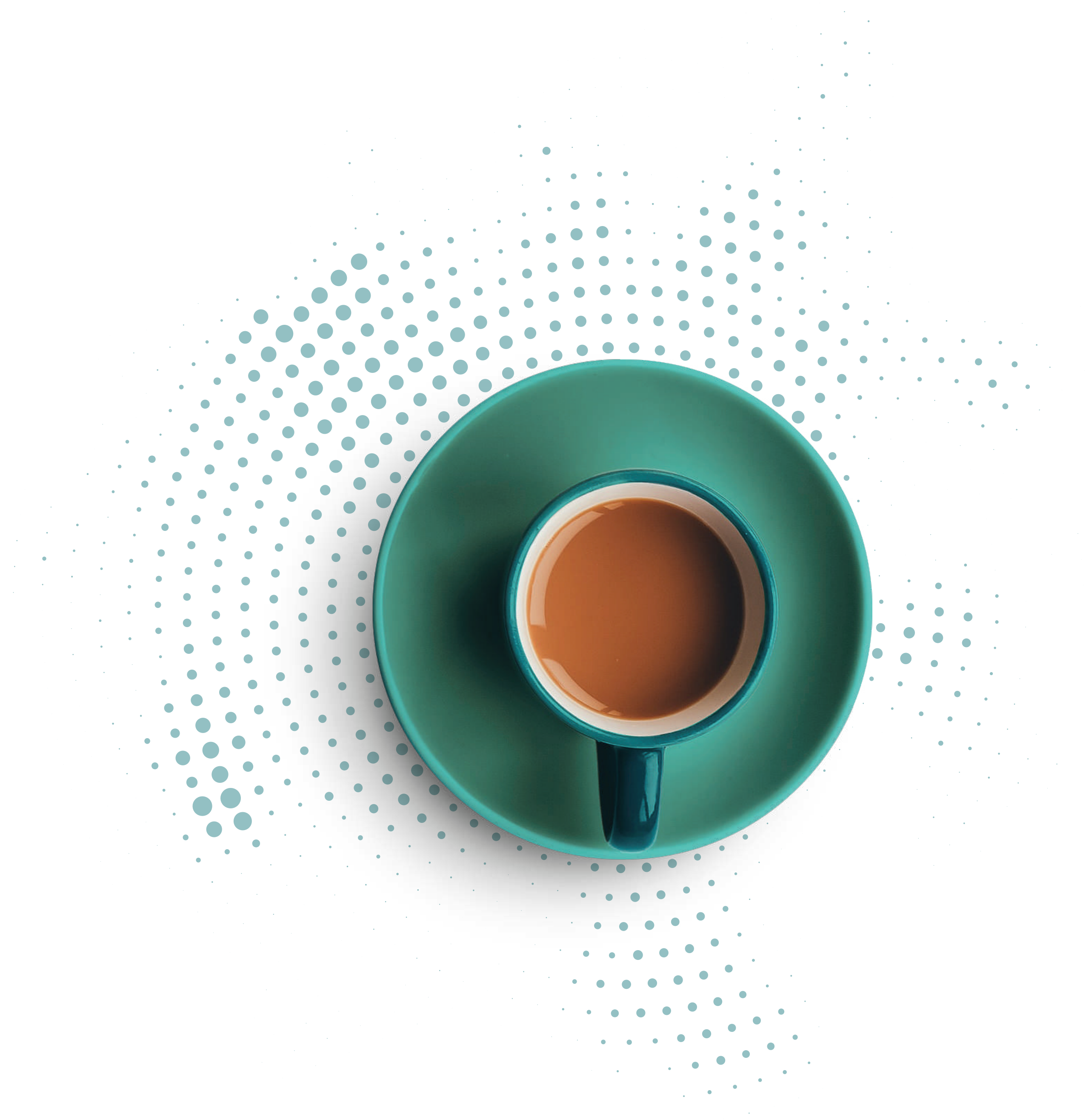
Clover Infotech provided end-to-end support to customer's entire IT environment.

A team of over 50 consultants provided 24*7 support for middleware, database, and 36 business-critical applications.

The team provided extensive support on applications related to cash management, payments, NEFT and RTGS, assets, retail, mobile banking, RBI reporting, credit cards, alerts and statement, etc., and automating business processes.

The team resolved around 1000 tickets a month and provided BOD, EOD and monitoring activities of approx. 600 minutes daily.

The team used a helpdesk tool to ensure 99% SLA adherence, incident management and problem management.



We are just an email away
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AWARDS AND RECOGNITION

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ABOUT CLOVER INFOTECH PRIVATE LIMITED

Clover Infotech is a leading IT services and consulting enterprise with a legacy in fostering digital transformation and business efficiency across industry verticals. With our comprehensive solutions to implement, integrate and manage technologies, we have been co-authoring success for some of the leading global enterprises for over 25 years.

The company has a strong pan-India presence. It serves its customers in Europe, Middle-East and Africa through its Dubai office and caters to the North American market through its office based in New York.

For more information, visit **www.cloverinfotech.com**

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